

Through the Technology Support Services consortium, Greenbush provides expert supplemental support to meet districts' varied technology needs. Services are tailored to supplement the skills of district personnel. Greenbush can make it easier for districts to manage technology resources through remote monitoring and support; perform equipment repairs; and provide many other services in support of the district's vision for technology use and implementation. See below for more about the services we provide:

## NETWORK AND REMOTE SUPPORT

- Support for network firewalls, switches, content filters, servers (virtual and physical), network printers and wireless networks.
- Support software directly related to the infrastructure such as Microsoft Server, Google Apps for Education, backup software, imaging software, etc.
- Server management including disaster recovery.
- Technology infrastructure planning and related reporting.
- Bidding and providing quotes for technology hardware and software.
- Management of major software licenses (e.g. Microsoft, Adobe).
- SonicWall/Smoothwall configuration and maintenance.

### Membership Levels

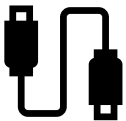
#### Level One



District has technology support on staff as first line of support. Greenbush provides assistance via phone or remote computer session upon request of district staff. Onsite support provided upon request at the daily rate for members. The district is responsible for the day to day maintenance and support of the district network or technical infrastructure.

*Any Size District* \$600

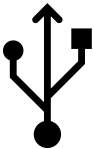
#### Level Two



District has technology support on staff as first line of support. Greenbush provides assistance via phone or remote computer session upon request of district staff. Greenbush is responsible for the day to day maintenance and support of the district network or technical infrastructure. Onsite support provided upon request at the daily rate for members.

*Under 200 students* \$600  
*200 - 600 students* \$1,800  
*Over 600 students* \$3,000

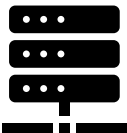
#### Level Three



District does not have technology support on staff as first line of support. Greenbush provides assistance via phone or remote computer session for all technical issues affecting district staff. Greenbush is responsible for the day to day maintenance and support of the district network or technical infrastructure. Onsite support provided upon request at the daily rate for members.

*Under 200 students* \$1,200  
*200 - 600 students* \$3,000  
*Over 600 students* \$4,200

#### Level Four



District does not have technology support on staff as first line of support. Greenbush provides assistance via phone or remote computer session for all technical issues affecting district staff and student devices. Greenbush is responsible for the day to day maintenance and support of the district network or technical infrastructure. Onsite support provided upon request at the daily rate for members.

*Under 200 students* \$1,800  
*200 - 600 students* \$3,600  
*Over 600 students* \$4,800



## ADDITIONAL SERVICES

	Tech Support Services	
	Subscribers	Non-subscribers
<p><b>Onsite Support</b></p> <p>Provide hands-on, onsite assistance to staff for computer-related problems.</p>	\$650/day	\$800/day
	<i>Mileage included</i>	
<p><b>Equipment Repair</b></p> <p>Repair laptops, desktop computers, Chromebooks and most devices including non-warranty Apple iPads. A \$15 bench fee will be charged for each device determined unrepairable.</p>	\$65/hr	\$75/hr
	<i>Plus parts</i>	<i>Plus parts</i>
<p><b>Onsite Cybersecurity and Network Review</b></p> <p>Test the network and physical hardware for vulnerabilities and assessment of district policies and procedures. A full written report will be provided.</p>	\$1,800	\$3,000
<p><b>Zoom Video Conferencing Accounts</b></p> <p>Provide access to Zoom Pro accounts for easy-to-use and reliable web-based video conferencing. Zoom can be used to engage with students on extended leave from school; to allow staff members to meet without leaving their buildings; and for many other situations. Zoom Pro accounts are encrypted to protect everyone's privacy.</p>	\$85/yr <i>(per user)</i>	<i>only available to subscribing districts</i>

## Greenbush - The Southeast Kansas Education Service Center

947 West 47 Hwy. ▪ Girard, KS 66743 ▪ 620.724.6281 ▪ [www.greenbush.org](http://www.greenbush.org)

### The Technology Support Services Team

LaDonna Hartman  
ladonna.hartman@greenbush.org

Bradley Cornell  
brad.cornell@greenbush.org

Mike Fisher  
mike.fisher@greenbush.org

Brian Boore  
brian.boore@greenbush.org

Darren Dawson  
darren.dawson@greenbush.org

Brad Miller  
brad.miller@greenbush.org