

INTEROFFICE CORRESPONDENCE  
Los Angeles Unified School District  
Information Technology Services

**TO:** All Site Administrators

**DATE:** November 4, 2025

**FROM:** Soheil Katal  
Chief Information Officer



**SUBJECT: BUDGET DEVELOPMENT REMINDERS FOR ITINERANT  
SUPPORT MODEL FOR TECHNICAL SUPPORT SERVICES**

The purpose of this memo is to provide guidance and reminders regarding the Itinerant Support Model for IT Support Technicians (ITST I) for budget development. Effective July 1, 2026, the District will continue this model, and Schools and Offices may elect to purchase dedicated technical support to meet their specific needs.

Schools and Offices that purchase dedicated technical support receive proactive visits based on the amount of service they purchase. For those that do not purchase itinerant tech support, ITS continues to provide support through the ticketing process and makes every effort to resolve issues promptly. However, resolution times may vary depending on an issue's severity, impact, and technician availability.

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### **How the Itinerant Model Works**

- **School/Office-Purchased Support:** Schools and Offices purchase IT services, either a full-time technician or specific numbers of service days—based on their needs for maintenance, classroom technology, and proactive support.
- **ITS Technician Assignments:** ITS will assign technicians according to the number of days budgeted by each School or Office.
- **Budget Services** will encumber the corresponding funds for the entire fiscal year.
- **Time Reporting:** All time reporting will be handled directly by ITS to ensure accurate tracking and accountability.
- **Mileage:** Offices and central departments are responsible for covering their own mileage expenses.

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### **Purchasing IT support services**

Schools, Virtual Academies, Divisions, and Region Offices can purchase IT support services during the **Budget Development** process.

Recommended service levels based on student enrollment:

- 1 day: fewer than 200 students
  - 2 days: 201–400 students
  - 3 days: 401–600 students
  - 4 days: 601–800 students
  - 5 days: more than 800 students
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## Scope of Technical Support Services

IT Support Technicians provide:

- Device enrollment and setup across multiple operating systems and user profiles
- Assistance with website migration and content management
- Support for device inventory, asset tracking, and reporting
- Escalation of warranty issues to vendors
- Device salvage assessments for reuse or recycling
- Routine IT support, including remote assistance
- Support for device repair and maintenance

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This model ensures equitable, consistent, and high-quality IT support across all Schools and Offices. Thank you for your continued partnership in maintaining reliable technology access for students and staff.

### Cost Model:

Schools and offices can purchase IT Support Services during Budget Development. This includes Virtual Academy, Division and Region Offices.

| Position               | Dates    | Basis | 5 Days<br>(1.0 fte) | 4 Days<br>(0.8 fte) | 3 Days<br>(0.6 fte) | 2 Days<br>(0.4 fte) | 1 Day<br>(0.2 fte) |
|------------------------|----------|-------|---------------------|---------------------|---------------------|---------------------|--------------------|
| IT Support Technician* | 7/1-6/30 | A     | \$130,753           | \$104,602           | \$78,452            | \$52,301            | \$26,151           |

*\*Costs will be updated once the new rates for FY2027 become available.*

### Next Step:

**Budget Planning:** The Itinerant Position Request form can be downloaded from the [Budget Services website](#). **All school purchases should be reflected in the budget system during budget development.** Please inform us of your school's intent to purchase IT Support Technician time by completing the online form on the website. ***Purchases may not be canceled after Budget Development.***

For further inquiries, please contact your Region IT Liaison.

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