

KCSD Services and Programs

*For all non-Emergency Issues please **Submit a Work Order** or contact the Help Desk (610.444.2551)

Information Systems Programs		
Program	Non-Emergency Issues	Coordinator
Brandywine Virtual Academy		
CSIU (Fund Accounting, Payroll & Personnel)	Work Order	Kevin Bridges
Clever (Single sign-on portal)	Work Order	Tom Ryan
District Data Reporting (Student and District Information)	Work Order	Kevin Bridges
Lifetouch (Student Pictures)	Work Order	Kevin Bridges
LinkIt (Student Assessment Data Warehouse)	Work Order	Kevin Bridges
PA Secure ID Information (Student State ID)	Work Order	Kevin Bridges
PA Future Ready Index (District Reporting)	Work Order	Kevin Bridges
PIMS (PA Information Management System)	Work Order	Kevin Bridges
Sapphire (Nursing)	Work Order	Tom Ryan
School Messenger (Notification System)	Work Order	Tom Ryan
Skyward (Student Info Systems & Gradebook)	Work Order	Tom Ryan
Skyward (Family Access Portal)	Work Order	Tom Ryan
SRC Central Records Gateway	Work Order	Tom Ryan

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Instructional Technology Programs			
Program	Account Support	Instructional Support	Technical Support
Accelerated Reader	School Librarian	School Librarian	Help Desk
Adobe	Mike Donovan	Dan Maguire	Help Desk
AIMSweb	Nancy Haley	N/A	Help Desk
ALEKS (inc Quicktables)	Tom Ryan	Kelly Figueroa / Erica Pye	Help Desk
APEX	Jo Stirling		Help Desk
Being a Writer	Judy Jester	Judy Jester	Help Desk
BrainPop	Dan Maguire	Dan Maguire	Help Desk
CDT, Classroom Diagnostic Tools	Tom Ryan	Lydia Hallman	Ken Altizer
Classkick	Tom Ryan	Kelly Figueroa / Erica Pye	Help Desk
Clever	Tom Ryan	Tom Ryan	Tom Ryan
Confluence, KCSD Connect	Bob Wilson	Dan Maguire	Dan Maguire
ConnectED - McGraw Hill	Tom Ryan	Lydia Hallman	Help Desk
COPIA edapttext	Tom Ryan	Judy Jester	Help Desk
Destiny	Bob Wilson	School Librarian	Help Desk
Discovery Ed (formerly United Streaming)	Dan Maguire	Dan Maguire	Help Desk
Flipgrid	Tom Ryan	Kelly Figueroa / Erica Pye	Tom Ryan
Google Apps /Accounts	Bob Wilson	Kelly Figueroa / Erica Pye	Dan Maguire
Holt McDougal Online (HMH)	Tom Ryan	Lydia Hallman	Help Desk
IEP Writer	Nancy Regan	Heather Collins	Help Desk
ImageMate (ELMO software)	N/A	Kelly Figueroa / Erica Pye	Help Desk
Ladibug Software	N/A	Dan Maguire	Help Desk
Lexia Core5	Tom Ryan	Tracey Marino	Help Desk
LinkIt!	Kevin Bridges	Kelly Figueroa / Erica Pye	Kevin Bridges
MackinVIA	Tom Ryan	Lisa Teixeira	Help Desk
Mastering Physics	Dan Folmar	Dan Folmar	Help Desk
Math Seeds	Tom Ryan	Lydia Hallman	Help Desk
Math Type	TBD	TBD	Help Desk
Microsoft Office	Bob Wilson	Dan Maguire	Help Desk

District Assessments

Program	Coordinator
Acadience (formerly DIBELS) (Student Reading Assessments)	Tom Ryan
DRC eDirect (<i>District Assessment Coordinator</i>)	Lydia Hallman
DRC eDirect & WIDA AMS (<i>District and Student Reporting</i>)	Kevin Bridges
DRC eDirect (<i>Technical Support</i>)	Dan Maguire
DRC WIDA AMS (<i>District Assessment Coordinator</i>)	Mike Barber
eMetric (State Assessment Data)	Kevin Bridges
PVAAS (PA Value Added Assessment System)	Kevin Bridges

Technology Support Information

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*See Support Tiers below for issues with any District Program or Service.

TIER III - Reporting Issue (Hardware /Software)

- [Submit a Work Order](#)

TIER II - Immediate Attention / Non-Emergency

- Contact HelpDesk: 610.444.2551, ext 10000
- [Submit a Work Order](#)

TIER I - Immediate Attention / Emergency

- Contact HelpDesk: 610.444.2551, ext 10000
- Call **Dan Maguire**, 610.444.4136 or **Kevin Bridges**, 610.925.1567

National Geographic	Tom Ryan	Lydia Hallman	Help Desk
Navigate360	Tom Ryan	George Wolhufe	Help Desk
Naviance, Family Connection	Colleen Allen	Jenna Reinheimer	Help Desk
NoodleTools	Tom Ryan		Help Desk
Project Lead the Way (PLTW)	Tom Ryan	Lydia Hallman	Help Desk
Quia	Tom Ryan	<i>Teacher Managed</i>	Help Desk
Raz-Kids	Tom Ryan	Judy Jester	Help Desk
Reading A to Z	April Reynolds	Judy Jester	Help Desk
Reading Eggs	Tom Ryan	Judy Jester	Help Desk
Rosetta Stone	Wendy Kotz	Wendy Kotz	Dan Maguire
SAVVAS Realize (formerly Pearson)	Tom Ryan	Lydia Hallman	Help Desk
Schoology	Tom Ryan	Dan Maguire	Help Desk
Science A-Z	Tom Ryan		Help Desk
SMART Notebook	Dan Maguire	Dan Maguire	Mike Donovan
Sora by OverDrive	Tom Ryan	School Librarian	
Soundtrap	Tom Ryan		Help Desk
TI Simulator (Texas Instruments)	Alicia Tamargo	Alicia Tamargo	Ken Altizer
ThinkCentral	Tom Ryan	Lydia Hallman	Help Desk
Turnitin	Tom Ryan	Building Contact	
Ultra-Key	Building Contact	Building Contact	Help Desk
Visualizer	Ken Altizer	Kelly Figueroa / Erica Pye	Help Desk
World Book Online	School Librarians	School Librarians	Help Desk

Other Programs & Services

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Program	Non-Emergency Issues (or ext 10000)	Coordinator
Accounts (District)	Work Order	Bob Wilson
Chromebooks	Work Order	Mike Donovan
Email, Account /Archive	Work Order	Bob Wilson
Fax Server	Work Order	Mark Fisher
Hardware Repairs	Work Order	Brad Shomo
Hardware/Software Requisitions	Work Order	Dan Maguire
Interactive Boards (SMART/Polyvision)	Work Order	Mike Donovan
Loaner Laptops (inc. Kajeet Hotspots)	Work Order	Dan Maguire
Mac Environment (iMacs, Macbooks & iPads)	Work Order	Mike Donovan
Microsoft EES	Work Order	Dan Maguire
Phone Systems	Work Order	Mark Fisher
Regionalized Printing	Work Order	Mark Fisher
Remote Desktop	Work Order	Bob Wilson
Security Cameras & Surveillance	Work Order	Mark Fisher / Bob Wilson / Dan Maguire
Sharepoint	Work Order	Mark Fisher
Teacher Laptop Insurance	Work Order	Dan Maguire
Virtual Machines (VM's)	Work Order	Bob Wilson
Web Content Filter (Lightspeed)	Work Order	Bob Wilson
Website (District)	Work Order	Dan Maguire
Windows Environment (Laptops & Desktops)	Work Order	Bob Wilson / Ken Altizer

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Contact Information

Information Systems Department

	Email	Phone
Supervisor of Info Systems & Data Reporting	Kevin Bridges	610-925-1567 ext.10008
Data Analyst & Account Management	Tom Ryan	610-444-6606 ext.10010

Technology Department

	Email	Phone
Director of Technology	Dan Maguire	610-444-4136 ext. 10001
Assistant Supervisor	Mark Fisher	610-444-6666 ext. 10003
Network Engineer	Bob Wilson	610-444-2551 ext. 10004
Systems Engineer	Ken Altizer	610-444-2551 ext. 10014
Systems Engineer	Mike Donovan	610-444-2551 ext. 10013
Educational Technician	Brad Shomo	610-444-2551 ext. 10011
Educational Technician	Julia Sanchez	610-444-2551 ext. 20029
Educational Technician (CCIU)	Adriana Leon	610-444-2551 ext. 10000

