

# 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)	<a href="#">Work Order</a>	<a href="#">Kevin Bridges</a>
Clever (Single sign-on portal)	<a href="#">Work Order</a>	<a href="#">Tom Ryan</a>
District Data Reporting (Student and District Information)	<a href="#">Work Order</a>	<a href="#">Kevin Bridges</a>
Lifetouch (Student Pictures)	<a href="#">Work Order</a>	<a href="#">Kevin Bridges</a>
LinkIt (Student Assessment Data Warehouse)	<a href="#">Work Order</a>	<a href="#">Kevin Bridges</a>
PA Secure ID Information (Student State ID)	<a href="#">Work Order</a>	<a href="#">Kevin Bridges</a>
PA Future Ready Index (District Reporting)	<a href="#">Work Order</a>	<a href="#">Kevin Bridges</a>
PIMS (PA Information Management System)	<a href="#">Work Order</a>	<a href="#">Kevin Bridges</a>
Sapphire (Nursing)	<a href="#">Work Order</a>	<a href="#">Tom Ryan</a>
School Messenger (Notification System)	<a href="#">Work Order</a>	<a href="#">Tom Ryan</a>
Skyward (Student Info Systems & Gradebook)	<a href="#">Work Order</a>	<a href="#">Tom Ryan</a>
Skyward (Family Access Portal)	<a href="#">Work Order</a>	<a href="#">Tom Ryan</a>
SRC Central Records Gateway	<a href="#">Work Order</a>	<a href="#">Tom Ryan</a>

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

## District Assessments

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

## Technology Support Information

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

\*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

Microsoft Office	Bob Wilson	<a href="#">Dan Maguire</a>	Help Desk
National Geographic	<a href="#">Tom Ryan</a>	<a href="#">Lydia Hallman</a>	Help Desk
Navigate360	<a href="#">Tom Ryan</a>	<a href="#">George Wolhufe</a>	Help Desk
Naviance, Family Connection	<a href="#">Colleen Allen</a>	<a href="#">Jenna Reinheimer</a>	Help Desk
NoodleTools	<a href="#">Tom Ryan</a>		Help Desk
Project Lead the Way (PLTW)	<a href="#">Tom Ryan</a>	<a href="#">Lydia Hallman</a>	Help Desk
Quia	<a href="#">Tom Ryan</a>	<i>Teacher Managed</i>	Help Desk
Raz-Kids	<a href="#">Tom Ryan</a>	<a href="#">Judy Jester</a>	Help Desk
Reading A to Z	<a href="#">April Reynolds</a>	<a href="#">Judy Jester</a>	Help Desk
Reading Eggs	<a href="#">Tom Ryan</a>	<a href="#">Judy Jester</a>	Help Desk
Rosetta Stone	<a href="#">Wendy Kotz</a>	<a href="#">Wendy Kotz</a>	<a href="#">Dan Maguire</a>
SAVVAS Realize (formerly Pearson)	<a href="#">Tom Ryan</a>	<a href="#">Lydia Hallman</a>	Help Desk
Schoology	<a href="#">Tom Ryan</a>	<a href="#">Dan Maguire</a>	Help Desk
Science A-Z	<a href="#">Tom Ryan</a>		Help Desk
SMART Notebook	<a href="#">Dan Maguire</a>	<a href="#">Dan Maguire</a>	<a href="#">Mike Donovan</a>
Sora by OverDrive	<a href="#">Tom Ryan</a>	School Librarian	
Soundtrap	<a href="#">Tom Ryan</a>		Help Desk
TI Simulator (Texas Instruments)	<a href="#">Alicia Tamargo</a>	<a href="#">Alicia Tamargo</a>	<a href="#">Ken Altizer</a>
ThinkCentral	<a href="#">Tom Ryan</a>	<a href="#">Lydia Hallman</a>	Help Desk
Turnitin	<a href="#">Tom Ryan</a>	Building Contact	
Ultra-Key	Building Contact	Building Contact	Help Desk
Visualizer	<a href="#">Ken Altizer</a>	<a href="#">Kelly Figueroa / Erica Pye</a>	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)	<a href="#">Work Order</a>	Bob Wilson
Chromebooks	<a href="#">Work Order</a>	Mike Donovan
Email, Account /Archive	<a href="#">Work Order</a>	Bob Wilson
Fax Server	<a href="#">Work Order</a>	Mark Fisher
Hardware Repairs	<a href="#">Work Order</a>	Brad Shomo
Hardware/Software Requisitions	<a href="#">Work Order</a>	Dan Maguire
Interactive Boards (SMART/Polyvision)	<a href="#">Work Order</a>	Mike Donovan
Loaner Laptops (inc. Kajeet Hotspots)	<a href="#">Work Order</a>	Dan Maguire
Mac Environment (iMacs, Macbooks & iPads)	<a href="#">Work Order</a>	Mike Donovan
Microsoft EES	<a href="#">Work Order</a>	Dan Maguire
Phone Systems	<a href="#">Work Order</a>	Mark Fisher
Regionalized Printing	<a href="#">Work Order</a>	Mark Fisher
Remote Desktop	<a href="#">Work Order</a>	Bob Wilson
Security Cameras & Surveillance	<a href="#">Work Order</a>	Mark Fisher / Bob Wilson / Dan Maguire
Sharepoint	<a href="#">Work Order</a>	Mark Fisher
Teacher Laptop Insurance	<a href="#">Work Order</a>	Dan Maguire
Virtual Machines (VM's)	<a href="#">Work Order</a>	Bob Wilson
Web Content Filter (Lightspeed)	<a href="#">Work Order</a>	Bob Wilson
Website (District)	<a href="#">Work Order</a>	Dan Maguire
Windows Environment (Laptops & Desktops)	<a href="#">Work Order</a>	Bob Wilson / Ken Altizer

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- Call **Dan Maguire, 610.444.4136** or **Kevin Bridges, 610.925.1567**

# Contact Information

## Information Systems Department

	Email	Phone
<b>Supervisor of Info Systems &amp; Data Reporting</b>	<a href="#">Kevin Bridges</a>	610-925-1567 ext.10008
<b>Systems Administrator</b>	<a href="#">Tom Ryan</a>	610-444-6606 ext.10010

## Technology Department

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

