NETWORK SUPPORT SERVICES and
EDUCATIONAL TECHNICAL SUPPORT

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ABOUT NETWORK SUPPORT SERVICES

- Established in 1996
- Supports contracts with 9 school districts, 4 fire departments, 1 port district and OESD 114
- Electronic mail services for 4 districts
- Firewall; anti-spam and content filters; extended server administration services for 9 districts
- Regional representative on statewide technical working groups

OESD 114 provides a broad range of technical services to school districts and fire agencies utilizing staff based in the Bremerton and Port Angeles offices. Services are provided through annual contracts, specific equipment support contracts, and at an hourly rate. Network Services is the first level data and video liaison for maintenance and services upgrades between districts in its service region and the state K-20 network. Network Services sponsors semi-annual forums featuring new technologies, products, and techniques for district/department IT technology support professionals.

Chart 1 below compares Network Services' rates with that of other ESDs and of private contractors in the region. **Chart 2** displays customer satisfaction gauged by 2014 survey results. **Chart 3** shows completion of summer projects.

2014 Hourly Contract Rate Comparisons

Customer Satisfaction
Scores on a scale of 1.0 (Low) to 5.0 (High)

Summer Projects 2014