LEVELING UP HELP DESK SERVICES IN K-12 DISTRICTS
TODAY’S PANEL

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K-12 IT Maturity: Are you ready for the EdTech Explosion?

55.9M

In 2017, **55.9 million students** will attend public schools in the United States. Many of these students will engage in 1:1 classrooms, virtual environments, and makerspaces as a part of technology advancements.

EdTech spend is projected to reach **$252B** by 2020. K-12 school districts are gearing up for the expected demand to support new classroom technology.
K-12 IT LEADERSHIP REPORTS THAT RESOURCE CONSTRAINTS & CYBERSECURITY TOP THE LIST OF CHALLENGES

TOP CHALLENGES FACING K-12 IT LEADERS

Ransomware poses a serious threat to K-12 schools, but its most harmful effects can be avoided by implementing 3 basic steps to protecting your operations.

1. Patch your computers
2. Maintain antivirus & anti-malware solutions
3. Be smart about backup

45% Resource Constraints
29% Cybersecurity
PANEL DISCUSSION

HOW ARE K-12 DISTRICTS COPING WITH THE INCREASED DEMAND FOR SUPPORT AND THE INCREASED VOLUME?
TOP 5 INITIATIVES TO IMPROVE IT MATURITY IN K-12 DISTRICTS

1. DRIVE SELF-SERVICE ADOPTION (IT, FACILITIES...)
2. DEPLOY KNOWLEDGE CENTERED SERVICE (KCS)
3. COMBINE TICKETS & PROJECTS
4. LEVERAGE CHANGE MANAGEMENT
5. USE ONE DISTRICT PLATFORM
A MOVE TO SELF-SERVICE

On average, K-12 districts give themselves 2.9 stars for their self-service portal—a key area to address for resource optimization.

SELF-SERVICE PORTALS

BUILD IT & THEY WILL COME
PANEL DISCUSSION

WHAT DO WE NEED TO DO TO CREATE A STELLAR PORTAL?

HOW DID YOU DEPLOY YOUR KNOWLEDGE BASE AND HOW DO YOU KEEP IT UP TO DATE?
TOP 5 INITIATIVES TO IMPROVE IT MATURITY IN K-12 DISTRICTS

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Bring Tickets & Projects Together
SERVICE & PROJECT MANAGEMENT

FACILITIES

Fix my Wi-Fi
The heat isn’t working
Fix projector

EVENTS

Plan Graduation Event
Onboard Sally

HUMAN RESOURCES

Upgrade network security
PANEL DISCUSSION

WHAT IS THE BENEFIT OF MANAGING PROJECTS & TICKETS TOGETHER?
PANEL DISCUSSION

FLEXIBLE VIEW OF WORK
<table>
<thead>
<tr>
<th>Task Description</th>
<th>Date(s)</th>
<th>Request</th>
</tr>
</thead>
<tbody>
<tr>
<td>Installation of large readerboard</td>
<td>No date</td>
<td>KRISTAL</td>
</tr>
<tr>
<td>Move Promethean from room 2004 to room 2012</td>
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<td>KIMBERL</td>
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<tr>
<td>Customer Support Finding 1.4</td>
<td>Tue 8/20/19 - Fri 9/13/19</td>
<td>JUSTIN</td>
</tr>
<tr>
<td>Customer Support Finding 3b</td>
<td>Tue 8/20/19 - Fri 9/13/19</td>
<td>JUSTIN</td>
</tr>
</tbody>
</table>
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80%
PANEL DISCUSSION

HOW TO MAKE CHANGE MANAGEMENT A PRIORITY
SERVICE ACROSS THE ENTERPRISE
PANEL DISCUSSION

WHAT IS THE BENEFIT OF A SINGLE PLATFORM
QUESTIONS?