Scaling Tech Support for K-12 Success

5 Trends and What It Means for IT Teams
Traditional IT Support
Today’s IT Environment
5 Trends in K-12 Remote Support

1. Continued investment in cloud-based applications
2. An explosion of device types & operating systems
3. Renewed interest in equity towards distance learning
4. New security policies to secure remote learning
5. The end of snow days?!
Continued investment in cloud-based applications
Investment in Cloud-Based Applications

Cloud-based applications are easy, flexible and innovative, leading to:

- Cost savings
- Time savings
Lightweight Apps Require Lightweight Support

Look for the following:

**Quick to deploy**
- Cloud-based
- Free training and support

**Flexible and easy to use**
- Choice in agent console UI
- Support from any agent device
- Guided join flow
- Session links via email and text

**Key support functionality**
- Quick diagnostics
- Unattended access
- Multiple session handling
- Reboot & reconnect
Trend 02

An explosion of device types & operating systems
Explosion of Device Types & Operating Systems

School districts are working with whatever devices are available.

Chromebooks  Macs  PCs
Tablets  Phones
IT Needs to Support a Broader Ecosystem

Look for the following:

Mobility
- Remotely view iOS devices
- Remotely view and control Android devices
- Remotely view Chromebooks

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Trend 03

Renewed interest in increasing connectivity and equity towards distance learning
Renewed Interest in Equity Towards Distance Learning

Now that distance learning has gained traction, it will be used more and more to facilitate education, co-curriculars, and extracurriculars.

- Homework and projects
- Student clubs and activities
- Parent/teacher conferences and PTA meetings
Remote Support Will be a Continued Need

Look for the following:

- Scales with your needs
- Access to free training and 24/7 support
- Fast ROI
- Security

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Trend 04

New security policies to secure remote learning
New Security Policies

When there’s a rise in technology adoption, we also see a rise in malicious activity.

348 cyberattacks in public K-12 schools in 2019
3X increase over 2018
Malicious actors will be waiting

How to prepare:

• Educate end users so they are aware of potential scams

• Be transparent and request permission for every step

• Require technicians to authenticate
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The end of snow days?!
The End of Snow Days?!

These shifts in school technology and remote support lead us to the most essential, if not controversial, impact on education: the end of unplanned days off.
The GoToAssist Remote Support Solution

Keep students, teachers & staff focused on learning
GoToAssist Remote Support

- Easy to use
- Multi-platform support
- Free training
- 24/7 support
- Browser & desktop console
- Instant unattended access
Questions?

Try GoToAssist free for 7 days

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