The Educator’s Help Desk Solution:  
Simplifying the Everyday for IT Managers

Featured Speakers:

Kirk Langer, Director of Technology, Lincoln Public Schools
Todd Nugent, Regional Product Specialist – Absolute Service, Absolute Software

Content provided by

Absolute Software®

Webinar hosted by Education Week
Today’s Speakers

Kirk Langer
Director of Technology
Lincoln Public Schools

Todd Nugent
Regional Product Specialist
Absolute Software

Moderator

Sean Herdman
Associate Publisher
Education Week

Webinar hosted by

Content provided by

Absolute Software

E D U C A T I O N W E E K

Webinar hosted by
Objectives

- Understanding ITSM Guiding Principals
  User Support then Technology Support

- Improving Service Response:
  Requests and Incidents

- Improving Service Quality:
  Metrics for users, IT and Administrators

- Establishing a Helpdesk System
  Absolute Service
Service Management: The 5 R’s of Connected Service

Kirk Langer
Director of Technology
Lincoln Public Schools
Why Absolute Service?

• Over tens years of ITIL Service Management
• Customization through configuration, no programming necessary
• Over 600 canned reports, a built-in report builder and CIO Dashboards
• Certified 11 Process ITIL
• Absolute Service integrates with your existing Absolute products
• Absolute Service offers Native applications for the iPad, iPhone and Android devices.
Lincoln Public Schools is the second largest public school district in Nebraska, located in the heart of the Plains, renowned for its long-standing legacy of educational excellence and tradition of rigorous academic achievement. The school district is growing, thriving and serves:

- **People**
  - 37,000 students
  - 3,200 certificated teachers and staff
  - 4,300 support staff

- **Facilities**
  - 6 High Schools
  - 1 Alternative High School
  - 3 Focus Program Locations
  - 3 Special Services Locations
  - 11 Middle Schools
  - 38 Elementary Schools
  - 4 District Support Buildings
# United District – Variety of Perspectives

<table>
<thead>
<tr>
<th>Expectation</th>
<th>Computing Services</th>
<th>Staff &amp; Students</th>
<th>Strategic Vision</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Operational Efficiency</td>
<td>Productivity for Effectiveness &amp; Achievement</td>
<td>Functional Capability &amp; Capacity</td>
</tr>
<tr>
<td>Focus</td>
<td>Provisioning Service &amp; Support</td>
<td>Learning &amp; Doing</td>
<td>Accelerating goal achievement</td>
</tr>
</tbody>
</table>
People First, Technology Second

**Guiding Principals**

- Support Users - Assure a quality experience
  - No more, “I don’t know if you’re the right person...”
  - The 5 R’s
    1. Report problems
    2. Route requests
    3. Resolve tickets
    4. Review feedback
    5. Report progress and outcomes
- Support Technology - Control quality of equipment
  - Manage assets
    - Lifecycle management
    - Capacity planning
    - License compliance
    - Reporting
Helpdesk System Requirements - Report Problems

Web-based incident submission and 360° status/service review

- Active Directory integration
- Push status via email
- View across technician “buckets” to prevent dropped cases
- View into reported service concerns with detailed tracking
Helpdesk System Requirements - Route Requests

Standardized data from ticket submission allows:

- Creation of sophisticated workflow
- Automation of ticket routing
- Definition of escalation layers
- Development of a searchable knowledge base to support technicians and self-service
Helpdesk System Requirements - Resolve Tickets

It takes a village, but how are we doing and what has been done?

- Technician notes to validate each step of the process. Each note can be “public” or “private”
- Attached screen shots and documents
- Ability to manually escalate tickets
- Complete audit trail that allows for quick review
Customer surveys provide persistent feedback on service

- Customizable surveys including list-based, likert-type, and open-ended items
- Request surveys based on role, serviced customers, subset of serviced customers (1-5), specific customers, organizational unit or item type
- Email survey invitations
- Export survey results and/or review standard reports
Helpdesk System Requirements - Report Progress/Outcomes

Closing the loop through reports for users, IT and Administrators

- Customizable dashboard based on information relevant to role
- Customize the dashboard layout and select widgets to display
- Create widgets by sharing filtered queries
- Select from a variety of reports based on key performance indicators, incidents, items, technicians, etc. and filter by date
- Track technician productivity to inform appraisal
- Project implementation impact analysis
Absolute Service in Lincoln Public Schools

• Let’s do the numbers
  – 150,000 tickets logged
  – 7,500 customers
  – 54 technicians
  – 85 item types

• Repository for all support requests and management
• Serves as the foundation for support but doesn't replace support efforts
• Dashboards are more than something to be ignored
• CRM surveys in use
• Mobility dashboard application (iOS & Android) used by technicians
• Incorporated into the technician appraisal process and reports to Executive leadership
Absolute Service and Absolute Manage

• **Human-centric rather than asset centric**
  – We will manage assets where we serve so we can provide greater service efficiency
  – Managing assets in the context of providing service will allow us to ask better questions, draw better conclusions, and make smarter choices

• **What we measure we manage and what we don’t manages us...**
  – Do you know if the asset is a lemon or the user needs training?
  – Can you quantify what percentage of service requests are from computers beyond 3-years-old?
  – Do you know if there is an OS difference associated with commonly reported problems such as connecting to a display device?
Thank you

Kirk Langer
*Director of Technology*
Lincoln Public Schools
Absolute Service: ITSM On Demand & On Premise

Todd Nugent
Solutions Specialist - Service Management
Absolute Software
Absolute Service is an IT Service Management (ITSM) solution, combining people, process and information technology so that IT services align with the needs of the business.

Built on a foundation of data from all areas of the organization, IT can use certified best practices to:

- Deliver specific levels of service
- Predict potential points of failure
- Make real-time decisions for the most efficient and cost-effective outcome.
Absolute Service – Feature Categories

CMDB
The Configuration Management Database federates data from multiple data sources within the organization including most IT asset management systems such as Absolute Manage, directory servers, and single sign on and identity management services.

Service Level Agreements
Define and track availability and performance objectives that deliver on established SLAs to support the requirements of the business.

Impact Analysis
Analyze the potential impact of each service request based on SLAs, CMDB data, and relationship mapping to preempt potential interruptions to productivity and profitability.
Search Engine

Embedded across each major process, this integrated search engine can search for any type of request, knowledge article, note or attachment that’s in the search index, including comments and attachments from end users.

Governance

Absolute Service provides PinkVERIFY ITIL 3 Certification from Pink Elephant for 11 processes and comprehensive, one-click audit records of any service request.
Service Management – Levels of Maturity

**Stage 1: Chaotic**
- Tool Leverage
- Ad Hoc
- Undocumented

**Stage 2: Reactive**
- Operational Process Engineering
- Fire Fighting
- Event Management

**Stage 3: Stable**
- Service Delivery Process Engineering
- Trending
- Config & Change Management

**Stage 4: Proactive**
- Service & Account Management
- Define Services
- Guarantee SLA’s

**Stage 5: Value Driven**
- IT Managed as a Business
  - IT & Business Metric Links
  - Real-Time Infrastructure
Absolute Service – Deployment Models

- Unlike most products on the market, Absolute Service offers a choice of cloud-based and on-premise installations.

- If the needs of the organization change, transitioning from one model to another is as easy as inputting a new license key.

- Deployment options include on-demand (via the cloud) and on-premise (software installation, virtual or plug and play appliances).
Absolute Service – Customized User Interface

With full customization capabilities and over 140 widgets, administrators can personalize their environment and maximize their service capabilities.
With full customization capabilities and over 140 widgets, administrators can personalize their environment and maximize their service capabilities.
Absolute Service supports any browser and provides mobile options so that IT can take care of business on the go. The Absolute Service mobile platform uses native clients that talk directly to the application. Most functions can be accessed via the web services API.
About Absolute Software

Absolute Software: The global leader in persistent endpoint security and management solutions.

1993 - Founded HQ Vancouver
2000 - Publicly Traded TSX: ABT.TO
2005 - Computrace persistence built in the firmware of most computers
EMEA HQ established Reading / US HQ established Austin
2009 - LANrev acquired, Absolute Manage launched
2011 - Computrace persistence for Android devices
2012 - Theft Recovery for Tablets
Visionary Vendor in Gartner’s Magic Quadrant for Client Management Tools
Asia Pacific HQ established in Kuala Lumpur
2012 - LiveTime acquired, Absolute Service launched
Thank You

For more information:

Toll-Free: 1 800 220 0733 (US & Canada)

Website: www.absolute.com

Product Demos:

Absolute Service for IT Service Management

Absolute Manage for Mobile Device Management

Absolute Manage for Endpoint Management

Comptrace for Endpoint Security