

Supporting Technology Growth in Education

bigWebApps works with IT Staff to support technology in the classrooms



The Customer

Colonial School District is a public education institution responsible for educating children in grades K-12. There are over 900 employees who use technology as a part of their daily jobs. Every classroom is set up for 21st Century learning as a technology rich classroom.

The Situation

Each classroom is equipped with interactive whiteboards, projectors hooked up to a teacher's computer and an electronic document imaging camera (digital overhead). Teachers depend on these technologies to work in order to run their classes each and every day. The increasing use of laptop computers in the classrooms is equating to even larger numbers of technology issues per classroom.

“When the technology doesn't work it has an immediate impact on our ability to deliver teaching”, says Michael Cavallero, Director of Technology. “We need to keep technology available in order to keep the learning process going because technology is no longer just a ‘nice to have’. It is critical in educating tech savvy students. Our education system is totally reliant on technology-current and emerging”

The Problem

Colonial had several problems resulting from supporting their technology rich classroom aside from just the basic problems of failed technology and failed equipment. Prior to investing in bigWebApps Helpdesk Colonial's support staff would be inundated with emails. Emails would be sent to anyone and everyone from the local tech to the IT manager. There was no formal process in tracking and assigning out these issues. Each issue ended up having the same priority. If it took more than one person to resolve a problem the teacher would need to send an email to two or three people. There was also no way to measure the number of issues reported, response times, completion times etc. It was evident more help was needed and the IT staff did not have the data to justify it. Michael says "we needed a way to track each incident. A streamlined process for communications and a way to measure the work requests coming in, the time it took to resolve issues, and the use of our resources."

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The Solution

Colonial School District chose to go with BigWebApps Helpdesk. Helpdesk had the ability to create the metrics needed along with a great tracking and communications system which enabled everyone on the staff to be up to date with all open requests. Helpdesk's ability to measure and understand the number of tickets the Colonial School's IT staff were receiving as well as the average amount of work a technician could do per week/ per month gave them enough data to file a request to their board for additional personnel. "We were able to classify how many tickets on average each type of equipment would receive", explains Michael. "This allowed us to paint a picture to the board showing them we were getting more tickets created than the existing staff could handle. This meant an increase in resolution time by several days". The data from Helpdesk's reports helped justify the need for two new technicians."

Michael continues to say, "Helpdesk let us classify out the number of tickets by category so we could better plan our resources." It created concrete data which we used to educate the board on how much money we needed to allot towards support in order to keep our equipment functional. Before Helpdesk we had no way to do this."

The Value

Helpdesk's inclusion of features such as email parser, event routing and rules notifications, allowed the Colonial IT staff to effectively communicate amongst their technicians. They can now ensure that issues routed to the right person and assigned to the person with the proper skills to fix the problem. Michael says, "I can't afford to let jobs sit undone for 2,3, or 4 weeks. BigWebApps Helpdesk has really helped with cutting this down to days." All issues within Colonial school District are now routed through the helpdesk solution, assigned and resolved within a single platform application. Because the system is centered around receiving emails it has cut down the need for Colonial's teachers having to directly email the staff. Teachers know if they go through the process of submitting a Helpdesk ticket the technicians will receive an email any way.

Implementation of the system was a big concern for Michael and his staff. Some of his users were and are still reluctant to change. The fact that the system was easy to use and quick to learn really helped to increase the adaptation rates. Now his system is in full operation with all of his users able to effectively login and submit their tickets as well as review the status of their existing tickets.

"The biggest benefit has been in being able to paint a picture of the real situation and being able to justify budgets and staffing to meet the school's technology needs."

"We have seen benefits in time-savings due to the increased efficiency in the tracking and response of tickets and streamlining of communications," Michael concluded. "Of course the biggest benefit has been in being able to paint a picture of the real situation and being able to justify budgets and staffing to meet the school's technology needs."

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