



# ASSESSING YOUR DEPARTMENT – TIME FOR A CHANGE?

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# ROADMAP

- Why change?
- Start from the inside out.
- Look from the outside in.
- I've got the data...now what?
- Summary
- Q&A

# INTRO

- About Me

- 20 Years as Director/CIO in K-12 and Local Government
- My Company: K12 Tech Solutions, LLC
  - E-Rate RFPs
  - On-Prem Infrastructure (Windows/AD/Hyper-V/SCCM)
  - Cloud (M365/Azure/Service Migrations/Intune/Teams)
  - Security (Vulnerability Management/L1-L3 Assessments)
  - Department Analysis (Staffing/Service Delivery)
- [ray@k12techsolutions.net](mailto:ray@k12techsolutions.net) / 570-209-9486 / <https://k12techsolutions.net/services>

# WHY CHANGE?

- Nobody is complaining.
  - Maybe they think it's not worth it!
- Calls are actually *down*.
  - They may be engaged in shadow tech support...without you.



# WHY CHANGE

- Excuses for inadequate service:
  - We don't have enough people
  - We are too busy
  - We don't have the right tools
  - We don't have support from the administration
  - We don't have the budget
  - Our customers need too much help ("They should know this stuff")



# START FROM THE INSIDE OUT



KEEP  
CALM  
AND  
PUT IN A  
TICKET

- ITSM Metrics – if you don't have these answers, you are toast.
  - The request lifecycle - AvgTTR, MeanTTR, MaxTTR, MinTTR (TTR=Time To Resolution).
  - Requests by Tech Assigned
  - Requests by Building
  - Requests by Department
  - Requests by Type
  - Intake/Triage Methods



# LOOK FROM THE OUTSIDE IN

- Interviews with Admins
  - Are departments well-served?
- Interviews with Staff
  - The “real” story.
  - Talk to your toughest customers.
- Interviews with Students
  - You’ll be amazed at what you learn!



## Observations and comments from stakeholders.

The following represents some of the facts and opinions that were expressed by staff and students.

What is your perception of the Technology Staff?

- “They are great – hard working and nice to deal with”.
- “They do the best that they can, but they are under-staffed”.
- “They always do everything they can to help me”.
- “Our iPads don’t work a lot of the time, but they are trying hard to fix it.”

Can you describe your interaction with the Tech Staff?

- “We have great support here at the ESC.”
- “When I need something, I just walk over”.
- “When I need something, I just email the person that will help me”.
- “Requests are answered in the time expected”.
- “Teachers are getting used to do without”.
- “The email Service Request process is cumbersome”.
- “Teachers are troubleshooters first”.

What services would you like to receive from the Tech Staff that you do not have today?

- “Wish we had someone in the building”.
- “We need help with our TV/Media program”.
- “We need integration help”.
- “We need a new phone system”.
- “We need new Finance software”.
- “We need new HR software”.



# I'VE GOT THE DATA...NOW WHAT?

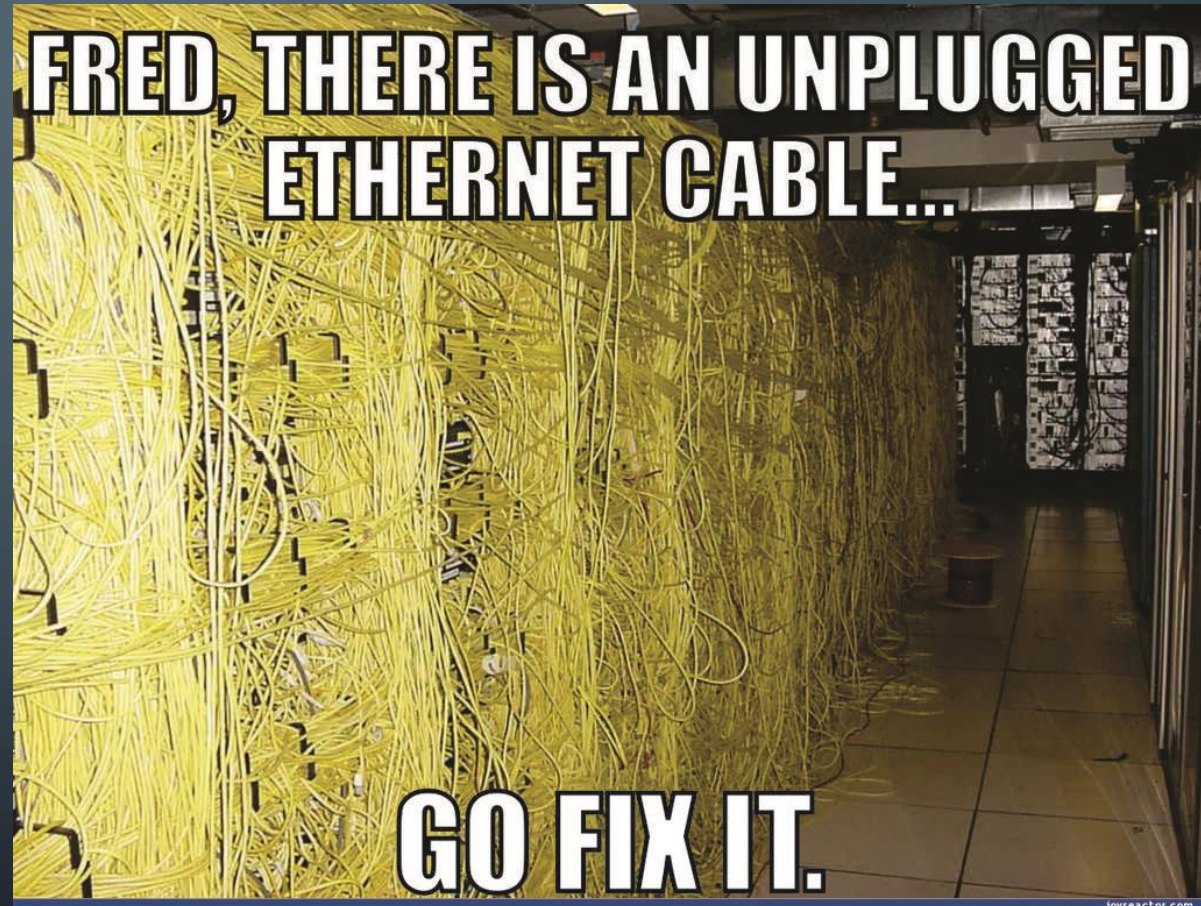


- Study **ITIL** – not a prescriptive model, but will help you create your own methods.
- Highlights
  - SLAs
  - Service Catalog
    - AEL (Approved Equipment List)
  - Change Management
  - Project Management
  - Continuous Improvement (Metrics)
  - Intake/Triage, Life of a Request



# I'VE GOT THE DATA...NOW WHAT?

- Other Districts
  - Look for successful models
  - IU Discussion
- Hire a Consultant
  - Human Shield



# I'VE GOT THE DATA...NOW WHAT?

- Change your toolset.
  - If you don't have **GREAT** metrics, get another system.
  - ITIL-Certified

ManageEngine  
**ServiceDesk Plus**

 **ATLASSIAN**

 freshworks

Freshdesk > Support Desk

SysAid®

**HALOITSM**

servicenow®

 **vivantio**



# I'VE GOT THE DATA...NOW WHAT?

- Change your toolset.
  - Make sure that your team has the best of the best tools to resolve issues.
    - Incident Management System
    - Remote Control
    - Asset Management
- Analyze, Analyze, Analyze



# I'VE GOT THE DATA...NOW WHAT?

- Make a plan (not this).
  - On his way out, the outgoing manager hands the new manager three envelopes and remarks, "when things get tough, open these one at a time."



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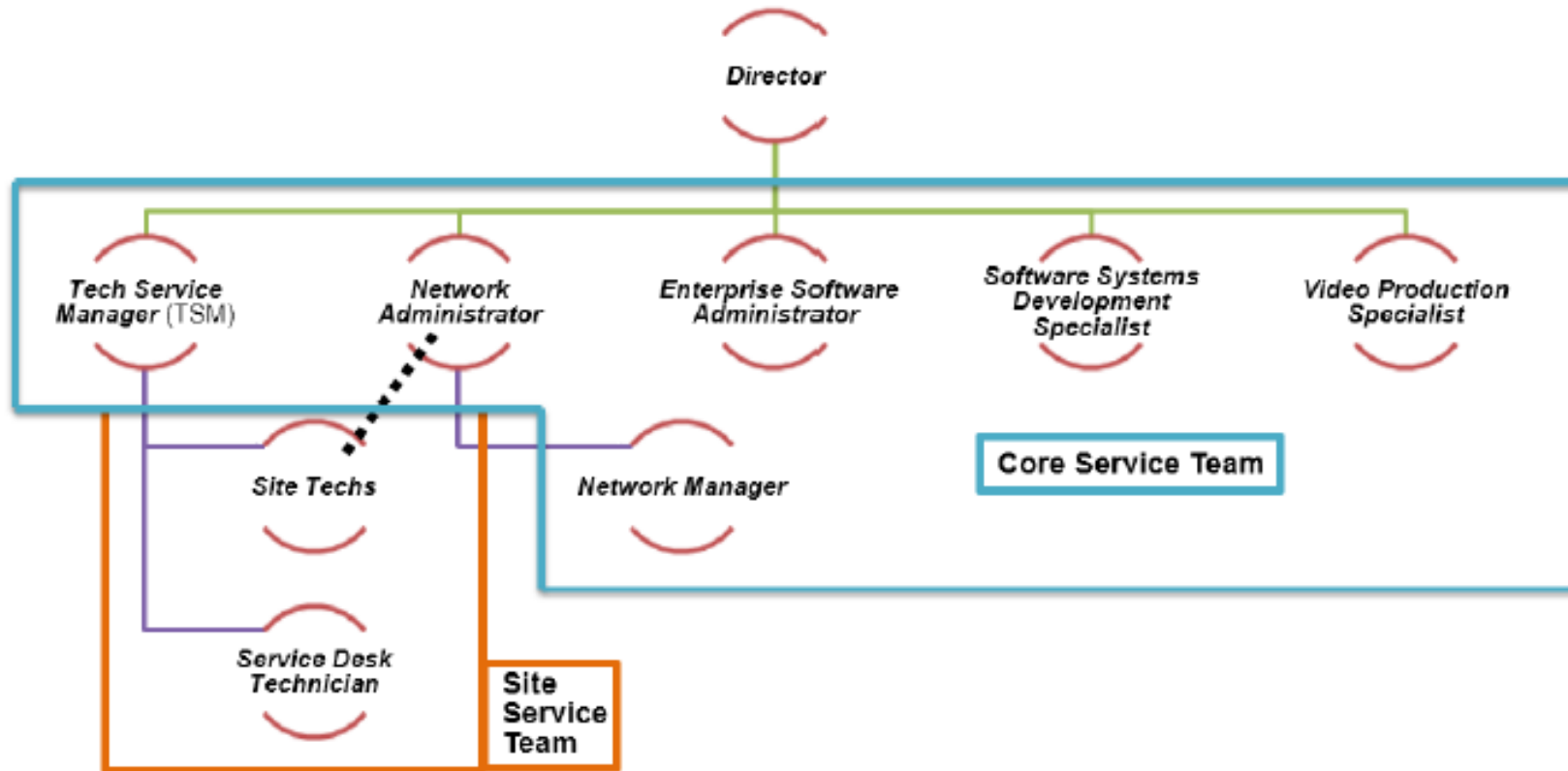
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  - On his way out, the outgoing manager hands the new manager three envelopes and remarks, "when things get tough, open these one at a time."
  - About three months goes by and things start to get rough. The manager opens his drawer where he keeps the three envelopes and opens #1. It reads: "Blame your predecessor." So he does and it works like a charm.

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- About three months goes by and things start to get rough. The manager opens his drawer where he keeps the three envelopes and opens #1. It reads: "Blame your predecessor." So he does and it works like a charm.
- Another three months passes and things are growing difficult again so the manager figures to try #2. It reads, "reorganize." Again, his predecessor's advice works like magic.

# I'VE GOT THE DATA...NOW WHAT?

- Make a plan (not this).
  - On his way out, the outgoing manager hands the new manager three envelopes and remarks, "when things get tough, open these one at a time."
  - About three months goes by and things start to get rough. The manager opens his drawer where he keeps the three envelopes and opens #1. It reads: "Blame your predecessor." So he does and it works like a charm.
  - Another three months passes and things are growing difficult again so the manager figures to try #2. It reads, "reorganize." Again, his predecessor's advice works like magic.
  - Finally, about nine months into the new job, things are getting really sticky. The manager figures it worked before, why not try again. So he opens the envelope drawer one last time and opens #3. It reads..."prepare three envelopes."



# STRUCTURE

AFTER ANALYZING THE DATA, DO YOU HAVE THE RIGHT PEOPLE  
ON THE RIGHT SEATS ON THE BUS?

# I'VE GOT THE DATA...NOW WHAT?

- **Empower your team.**

- “People don’t leave bad jobs, they leave bad managers”.
- “If you don’t empower them, someone else will”.

- **Empowerment and Accountability Go Hand-In-Hand**



# I'VE GOT THE DATA...NOW WHAT?

- What does this look like in practice?\*
- Our customer advocates are empowered and confident to make the decisions necessary to positively affect their customers' experiences.
- They are empowered to work with the engineering and product teams and provide insights
- Teammates are empowered to mentor their peers
- Teammates are empowered and encouraged to provide praise and constructive feedback
- Teammates are empowered to own their professional growth.
- \*Buffer.com

# I'VE GOT THE DATA...NOW WHAT?

- A Team Empowerment Story....



# I'VE GOT THE DATA...NOW WHAT?

- Reorganize
  - Tough...there will be resistance.
  - Look at IT Service Delivery from the **CUSTOMER** view.
  - Show your team the data.
  - Once roles are established **EMPOWER** the team.
- Accountability
  - Service Level Agreements (SLAs)
  - Tiers
  - Customer Escalation Path – Clearly Defined



# CUSTOMER ESCALATION LIST

## Operations

### Services

#### VP of Engineering

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### Service Delivery

#### Manager of Service Delivery

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#### VP of Sales Operations

CHAD HOHENDORF / Escalation Level 2

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### Technical Operations Center

#### Technical Operations Center

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#### VP of Support Operations

KILLIAN SMITH / Escalation Level 4

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Direct / Office Number: 616.233.7280

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### Project Management

#### Dedicated Project Manager

Escalation Level 1

Contact information provided at onboarding

#### Manager of Project Management

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#### VP of Support Operations

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## Security

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### Chief Information Security Officer

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**K12 TECH**  
SOLUTIONS

570-209-9486



# I'VE GOT THE DATA...NOW WHAT?

- Self-Service
  - Service Catalog
  - Knowledge Base
- Intake/Triage Changes
  - What method does the CUSTOMER prefer to use?
    - Phone
    - Email
    - Self-Service (Web Entry)
  - *The harder you make it for the customer to get help, the more likely they will find “other” methods to address their issues.*





# What Is Shadow IT?



Shadow IT is the use of IT-related hardware or software by a department or individual without the knowledge of the IT or security group within the organization. It can encompass cloud services, software, and hardware.

The main area of concern today is the rapid adoption of cloud-based services. The growth of shadow IT has accelerated with the consumerization of information technology. Users have become comfortable downloading and using apps and services from the cloud to assist them in their work.

Cloud access security brokers (CASBs) can help by providing both visibility and control of [software-as-a-service \(SaaS\) apps](#).

# I'VE GOT THE DATA...NOW WHAT?

- Execute the plan.
- Continually improve the plan.
  - Customer Sat
- Communicate, Communicate, Communicate.
  - IT Alerts
  - Newsletters
  - Reports to Admin/Board.

Run



Run as  
Administrator



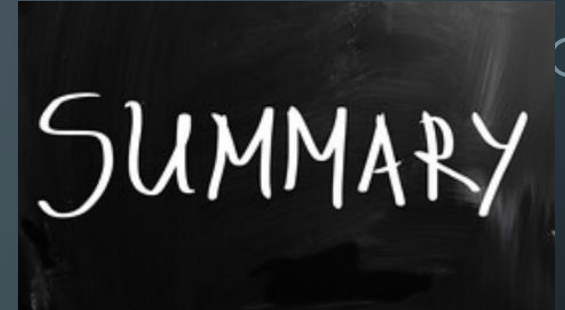
# SUMMARY

- Why Change?
- Start from the Inside Out
  - Metrics
  - Structure
  - Tools
- Look from the Outside In
  - Interviews (All Segments)



# SUMMARY

- I've got the data...now what?
  - Find the smart people (ITIL, other districts as model, hire a consultant)
  - Change your toolset (Incident Management System)
  - Analyze, Analyze, Analyze
  - Make a plan (Reorg, SLAs, Tiers, Self-Service, Intake/Triage Changes, )
  - Execute the plan.
  - Continually improve the plan (Customer Sat)
  - Communicate, Communicate, Communicate (IT Alerts, Newsletters, Reports)
  - Empowered Accountability





Thanks for coming. Please ask me anything!

You can get a copy of this presentation at:

<https://k12techsolutions.net/contact-us>

