



Copperas Cove ISD

Texas School District Increases Visibility of IT Department Productivity

Copperas Cove ISD standardizes IT requests and creates visibility into IT workload by utilizing ITDirect

Like many well-performing departments, the Maintenance and Facilities Department at Copperas Cove ISD in Texas streamlined its operations with SchoolDude's MaintenanceDirect, an online work order management solution; however, the IT department was not operating as efficiently. The department had different processes for handling help desk tickets at each school. There was no standardization, and supervisors lacked visibility into the work order completion rate, length of completion, and other metrics used to assess the department's performance.

Henry Blair, Director of Technology Services, evaluated multiple software systems, but kept returning to SchoolDude. ITDirect was the best choice—the maintenance team loved SchoolDude solutions and it was the most affordable option. Before implementing ITDirect, requests came in via phone, fax, voicemail and even on handwritten notes. Now, the process is uniform. All requests come in via the online portal CCISD implemented and are automatically routed by problem type, based on rules set up within SchoolDude. Technicians can view their work orders on their iPads while on-site, and can even reassign incidents if they need to be escalated. Technicians are more efficient because they do not have to return to the office to receive a faxed request or voicemail. The IT department's 11 technicians now complete about 250 work orders per week and have faster response times.

Prior to ITDirect, the district had no reporting or feedback mechanism; however, they did receive complaints anecdotally. Blair said, "I'd hear from faculty – 'I put in a help request two weeks ago and haven't heard anything.' Now, the faculty receives automatic email updates with the status of their request." With ITDirect, response time is faster and measurable.

In addition to improved customer satisfaction and efficiency of the IT staff, one of the biggest benefits of ITDirect is the visibility it provides. Blair can now determine in a matter of seconds how many work orders his team has completed and can evaluate each technician's work. "If one technician has completed fewer work orders than another, I can meet with him or her separately and find out why," said Blair. "ITDirect's reports provide justification for hiring more full-time technicians and allow me to communicate data effectively to my supervisors, administration and the board. None of this was possible before SchoolDude."

Who they are

CLIENT: Copperas Cove ISD (CCISD)

LOCATION: Copperas Cove, Texas

SIZE: 11 schools, 8,200 students, 11 technicians

SchoolDude products used

ITDirect

MaintenanceDirect

UtilityDirect

MySchoolDude

**Completes
250 help
desk requests
per week**