

# Denton, TX Schools Advance IT Excellence with Ivanti Service Manager and LANrev

**Profile:**

Offers a small community climate with the resources of a large school district

**Location:**

Texas, United States

**Industry:**

K-12 Education

**Website:**

[www.dentonisd.org](http://www.dentonisd.org)

**Solutions:**

- Ivanti Service Manager
- Ivanti LANrev Client Management

**Benefits:**

- Automate IT support workflows to manage a growing workload
- Streamline special education and human resources business processes
- Secure and manage 3,500 iPads for instructional use

Plentiful jobs, affordable housing, two prestigious public universities, and a lively artistic scene are just a few of the factors that are driving growth in Denton, Texas, located about 25 miles north of Dallas/Fort Worth. Outstanding K-12 schools are another reason. Denton Independent School District (ISD) spans 17 cities, communities, and major developments, and covers 180 square miles.

**IT Service Challenges Grow**

From kindergartners to high school seniors, learning increasingly depends on technology. For the Technology team at Denton ISD, that means supporting more users, more devices and more school sites. A four-person helpdesk team supports 5,000 teachers and staff. The district is opening a new middle school for the 2017-18 school year.

With the workload growing and resources flat, the Technology helpdesk team looked to mature its service management processes to meet the growing demand. As part of its process improvements, Denton ISD moved from HEAT Classic to Ivanti Service Manager.

"We made a decision to move to Ivanti Service Manager to get the enterprise-class features," says Susan Cheatham, Helpdesk Manager at Denton ISD.

The move to Ivanti Service Manager simplifies Technology support for the team and enables Technology services to be managed more efficiently. The centralized helpdesk team can more easily deliver Technology services to 40 school sites without having to drive to the locations. With web-based access to Service Manager, the helpdesk team can work from anywhere.

Ivanti Service Manager is more convenient to use, but the biggest benefit has been the ability to automate common workflows, which increases Technology staff efficiency and speeds resolutions. For example, Cheatham created an automated workflow to mitigate the impact of malware in email.

If an employee inadvertently clicks on an infected link, the information is captured and automatically sent to the helpdesk and the Exchange administrator. The first person to see the ticket resets the password, and the other team member is notified. The campus technician at the school is automatically notified to clean up the infected device.

“With Service Manager, dealing with the fallout from infected emails went from a chaotic process where different people would change the passwords and they were stepping over each other to an organized process,” says Cheatham. “That’s important when the scenario can easily replay itself multiple times a day with different people.”

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— **Susan Cheatham**  
Helpdesk Manager

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The Denton ISD Technology Division is currently working to automate workflows with streamlined approvals for software requests, replacing a laborious process that touches a half-dozen systems in Instructional Technology. “With Service Manager, we can do it in one request, and all customer and asset information and incidents are tied in,” says Robert Pierce, Data Network Manager at Denton ISD.

### **Streamline Business Services Beyond IT**

The value of using Ivanti to manage business services goes well beyond IT support. “Ivanti Service Manager isn’t just about IT,” says Pierce. “It will track most anything.”

After seeing Ivanti Service Manager in use for the Technology division, the Special Education team recently purchased the system to automate processes and track workflow related to managing student cases, including behavior plans. The team currently manually manages student cases with email, but will use Service Manager to automatically track all student cases and view progress, open cases, or repeat cases needing additional attention.

The Human Resources system sends email messages to Service Manager to simplify on-boarding new teachers and administrators. Service Manager automatically creates an Incident for each email message and then manages the workflow of setting up a new phone number, computer, applications and other related tasks. Key data, such as hire date and employee ID number, are stored in that initial ticket, which simplifies support in the future. A similar workflow governs the steps to terminate or change access.



### **Embracing IT Customer Service**

The Technology team at Denton ISD continues to mature its processes, and is confident that with Ivanti’s broad and powerful capabilities, its service management platform will grow with the organization.

Self-service support helps guide Technology staff and teachers through common questions, such as how to reboot a server or find the asset tag on their laptop. “Having a limited set of the knowledgebase available to users helps them solve some of their basic problems,” says Pierce. Many teachers are happy to quickly resolve their own technology problems, and that frees up the helpdesk staff.

Ivanti Change Management helps the different networking teams work more collaboratively. “It’s happened several times where the data network team and the WAN team both make changes simultaneously,” he says. “Using Ivanti will improve our change control processes.”

Technology uses Ivanti CMDB to manage configuration items that comprise its services and infrastructure. Technology can easily define, identify, and report on configuration items with details such as the device owner, purchase date and software installed, as well as history of incidents, problems, and changes. “Our techs like that they can look up an asset instantly, whereas before it took more clicks,” says Pierce.



### Phone-Enabled Service Management

Denton ISD is integrating its phone system with Ivanti Service Manager to improve customer satisfaction and increase first-call resolution rates. The district can take advantage of the capabilities of Ivanti Voice, including integrated voice response, voice self-service, screen pops, call recording, and skills-based call routing.

Ivanti Voice can make the lives of the service desk staff easier. With a fast-paced work environment, the agents used to take work home. “I’m intrigued with the ability to set a wrap-up time for each incoming call with Ivanti Voice, so it’s not a constant onslaught,” says Pierce. “Agents will have a minute to wrap up a call so they don’t need to put tickets in the system at night.”

The HR department also uses Ivanti Voice to handle incoming calls, cutting wait times and transfer rates and freeing up administrative staff for more strategic work than directing calls.

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### Simplifying Endpoint Management

With digital tools, essential to learning at all levels, the district has a growing number of tablets, netbooks, and laptops. Garrett Chandler, Senior Application Analyst at Denton ISD, uses Ivanti LANrev Client Management to manage 3,500 iPads. LANrev provides native management of Apple technologies, including support for iOS and macOS as well as Apple’s Volume Purchase Program (VPP) and Device Enrollment Program (DEP).

With LANrev, Chandler can easily preconfigure iPads for elementary and middle school students and teachers, with the appropriate permissions, applications, and folders. That eliminates downtime in the classroom due to configuration hassles. “Ivanti LANrev makes it easier to manage the iPads,” says Chandler. “I can create smart policies so I can manage devices closely and I know when devices are checking in.”

Chandler appreciates LANrev’s device reporting capabilities, which allow him to locate iPads based on their IP or MAC addresses. “The GPS tracking doesn’t help if the devices are off because they don’t have a cell connection,” says Chandler.

Using Ivanti LANrev lets Chandler manage iPads centrally, and frees up Technology staff at the school sites. “Before I had to rely on campus personnel, but Ivanti LANrev has streamlined endpoint management,” says Chandler.

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