



Taking Service Management Beyond the Help Desk in Education



Lexington County School District One Utilizes BOSSDesk to Extend Service Delivery

Customer

Lexington County School District One is among the fastest-growing school districts in South Carolina, ranking sixth in total enrollment, with more than 26,800 students from Pre-Kindergarten to Grade 12 and more than 4,500 staff in 30 schools. The school district is one of the Lexington County's major employers.

Challenge

The school district was looking for a ticketing system that would be able to support their growing infrastructure needs. They needed to replace a legacy home grown Help Desk System that was no longer supportable with a robust system with a simple and easy to use interface. It needed to be intuitive, scalable as well as support other department needs within the school system.

Solution

The school district replaced their legacy system with BOSSDesk and used the system both to support standard IT Service requests and to support other departments such as food services and maintenance that were previously not handled by IT. The new Service Catalog supports their various service categories and handles over 30,000 service requests. The solution was deployed very quickly and has been regarded as a great success by

BOSSDesk

ITIL Service Desk on the cloud with an award winning Interface that simplifies IT Service Management

Benefit Summary:

- Self Service Portal enables employees to easily enter requests together with a knowledge base for self help
- Drag and drop interface for creating Service Catalog entries. No coding skills required.
- Customizable Dashboard and Comprehensive reporting for effective management

Customer Quote:

"Teachers and students found BOSSDesk to be very simple and easy to use which resulted in a very successful implementation."

Ben Sellers

*Senior Systems Analyst,
Lexington County School District One*



BOSSDesk Features

INCIDENT MANAGEMENT



Comprehensive ticket management solution for managing incidents

PROBLEM MANAGEMENT



Find the root causes and prevent problems from impacting business

CHANGE MANAGEMENT



Understand and minimize risks of changes to the IT environment

ASSET MANAGEMENT



Manage all types of assets across the service lifecycle

SERVICE CATALOG



Easy for users to enter requests and for admins to customize

DASHBOARD & REPORTS



Reporting capability that enables effective service management.

SELF SERVICE PORTAL



Provides easy access for users to report incidents and request services.

MOBILE APPS



Technicians can update their work orders and track assets remotely

CONFIGURATION & TOOLS



Interface and tools that can provision & manage the IT environment.

Tips for a Successful Implementation

Ben Sellers, Senior Systems Analyst at Lexington County School District One, the person who spearheaded the implementation had some very useful tips on how to win user adoption and also get the buy-in from other departments. Here are some of his suggestions:

- Keep it Simple, especially on the “front end” if you want users to adopt the system.
- Spend time on Routing Rule Configuration - understand where your tickets are going to so that you don’t end up with large number of unassigned tickets.
- Other groups outside IT may not use the system the way as IT – adapt the system to address their needs and issues.
- Spend time on Knowledge Base - The more self-service you can provide agents and end users, the better.
- Do the legwork on service catalog setup.
- Use the watcher feature on important requests - allows managers to stay in the loop on important ticket requests.
- Encourage Use. At meetings, make presentations on how easy it is to submit tickets. Place links to Portal in email signatures.
- Communicate through the ticket, not through email so that users will acclimate to responding through the system.
- Data can be imported from legacy system for historical reporting.

A webinar recording of the implementation can be accessed at www.boss-solutions.com/resources



For more information visit:

www.boss-solutions.com