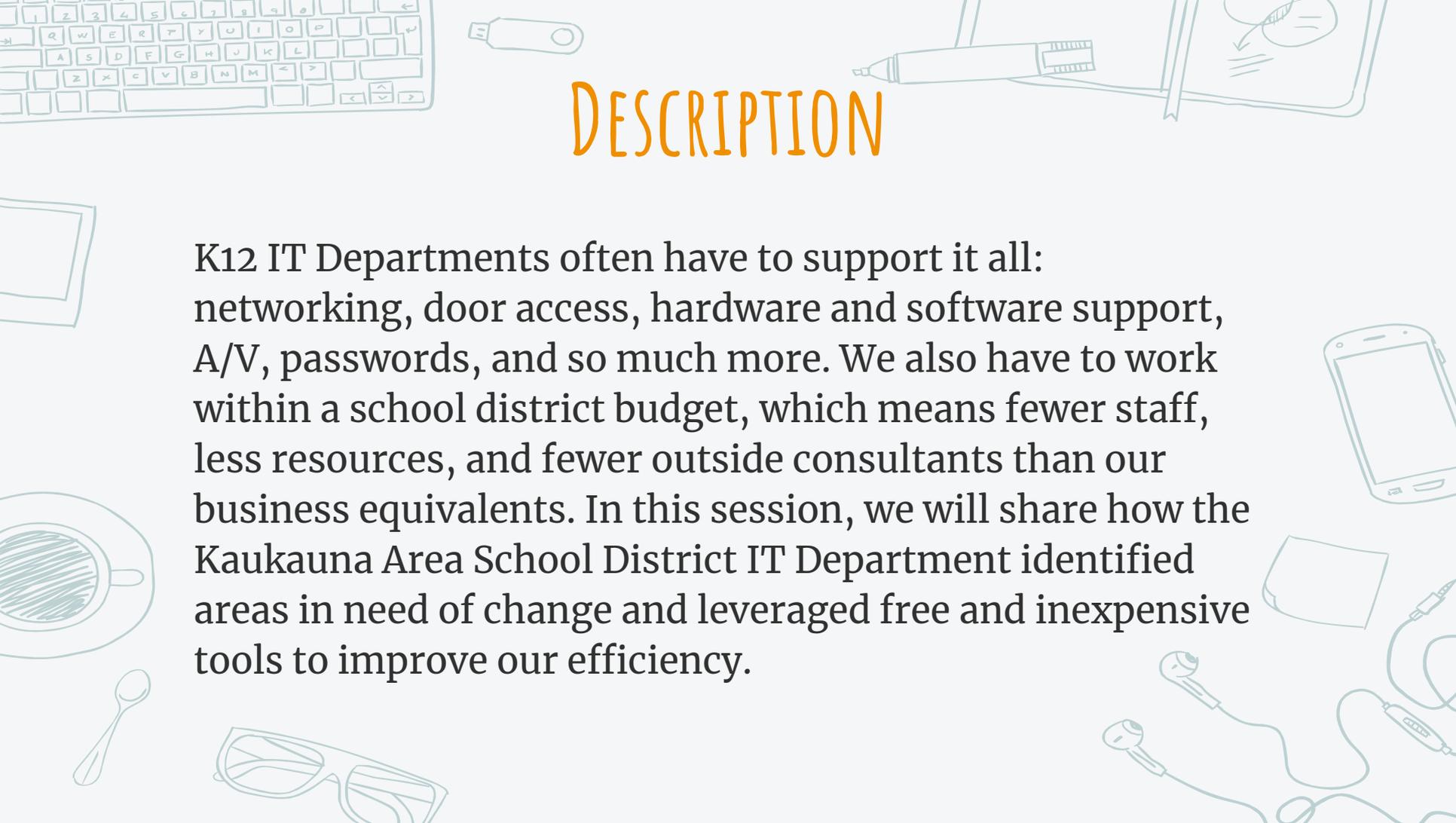


INCREASING EFFICIENCY IN TODAY'S K12 IT DEPARTMENT

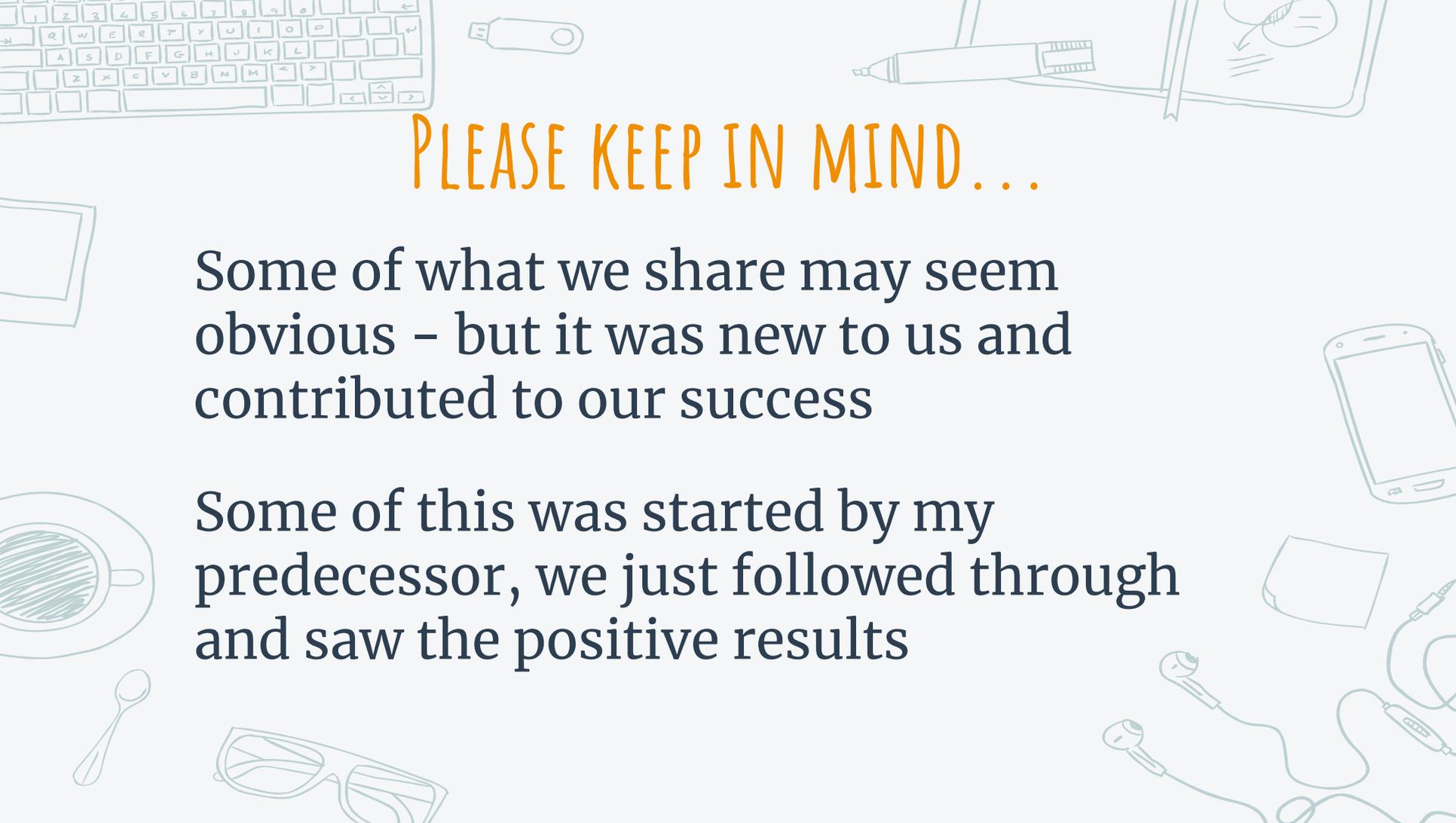
Jim Geoffrey and Jeff Knick, Kaukauna Area School District IT department

<http://tinyurl.com/yy7o58fl>



DESCRIPTION

K12 IT Departments often have to support it all: networking, door access, hardware and software support, A/V, passwords, and so much more. We also have to work within a school district budget, which means fewer staff, less resources, and fewer outside consultants than our business equivalents. In this session, we will share how the Kaukauna Area School District IT Department identified areas in need of change and leveraged free and inexpensive tools to improve our efficiency.



PLEASE KEEP IN MIND...

Some of what we share may seem obvious - but it was new to us and contributed to our success

Some of this was started by my predecessor, we just followed through and saw the positive results

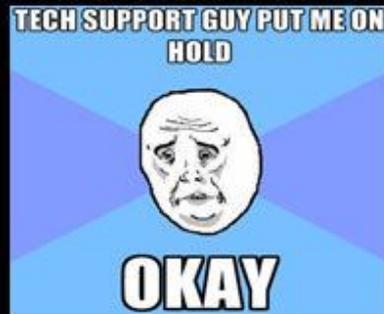
IT



What my friends think I do



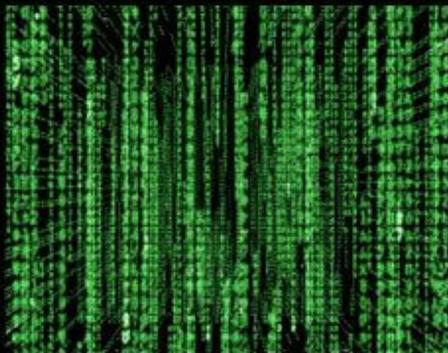
What my mom thinks I do



What society thinks I do



What my boss thinks I do



What I think I do



What I really do

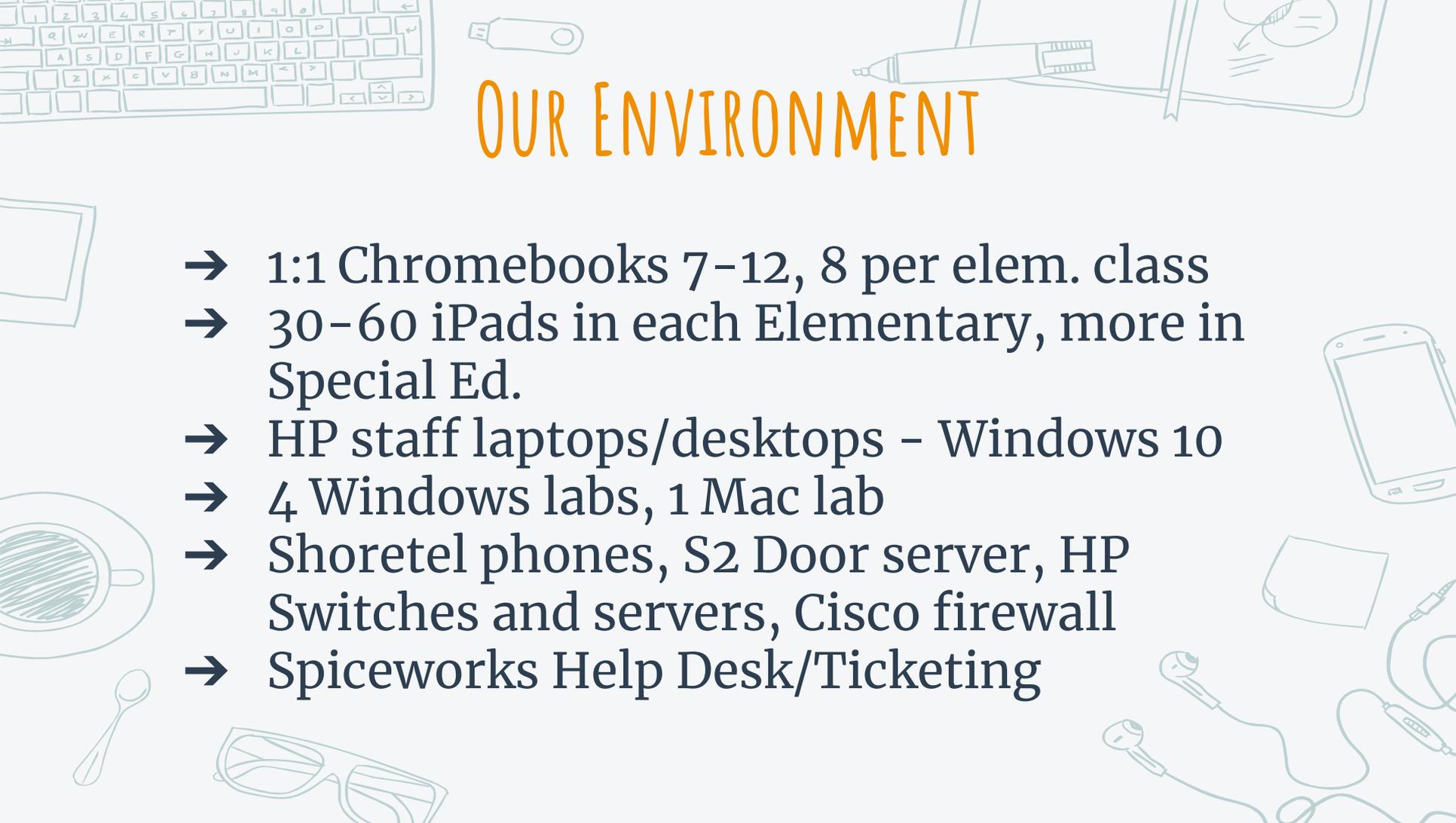


Challenges:

- Turnover
- Heavy summer deployments
- Limited budget
- “Forgotten” department

Opportunities

- Good infrastructure
- Committed personnel willing to help each other out
- New servers
- No clinging to tradition



OUR ENVIRONMENT

- 1:1 Chromebooks 7-12, 8 per elem. class
- 30-60 iPads in each Elementary, more in Special Ed.
- HP staff laptops/desktops - Windows 10
- 4 Windows labs, 1 Mac lab
- Shoretel phones, S2 Door server, HP Switches and servers, Cisco firewall
- Spiceworks Help Desk/Ticketing

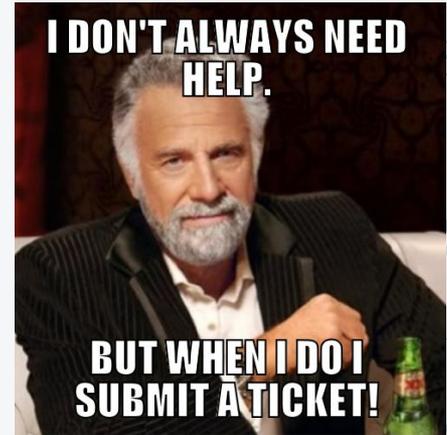
TICKETING

Problems:

- ✘ Repetitive tickets
- ✘ Tickets for things we don't do
- ✘ Routing tickets correctly

Solution:

- Customizing SpiceWorks
- Help Desk articles





TOP RATED



Help Desk Default View...
PLUGIN HELPDESK

★★★★★ (21)

- Nederlands taalpakket
LANGUAGE PACK
- Fast Break
PLUGIN
- Portugues PT-BR 6.2
LANGUAGE PACK
- Portugues PT-BR 6.0
LANGUAGE PACK
- Center Open Ticket
PLUGIN HELPDESK
- Portugues BRASIL PT-BR SW5
LANGUAGE PACK
- Nederlands taalpakket
LANGUAGE PACK
- KB Left Step AND MORE!
PLUGIN COMPUTER UTILITIES

Find and try apps for Spiceworks.



Featured

[Browse All Plugins](#)


Help Desk PowerPack
PLUGIN HELPDESK

Enable required fields, quick entry fields & ticket counts, plus more!
Help Desk PowerPack 3.5 (Jan 14, 2018) Version 3.5 Release Notes Help Desk...

★★★★★ (414)



Pepper Roles
PLUGIN

Create custom user groups and assign detailed permissions in Spiceworks
Pepper Roles 1.8 (May 19, 2016) Version 1.8 Release Notes Pepper Roles is now...

★★★★★ (13)



Help Desk Customizatio...
PLUGIN HELPDESK

Adds minor enhancements to your Help Desk, including ticket status in the toolbar, colors for past due tickets and a single message card.



Portal Tweaks
PLUGIN PORTAL

A plugin to customize the portal to meet your needs, such as: 1. Make custom fields required 2. Completely customize the colors in your portal 3.



Help Desk Responses



Version 2.102

A way to define common ticket responses. Fully commented for those wanting to learn more about how plugins are built.



My Ticket Rules



Version 0.1

Rules for processing incoming tickets.



My Ticket Views



Version 0.1

Additional ticket views for your help desk.



Power Manager sponsored by Intel



Version 3.102

Track power usage



Remove or Edit Ticket Comment



Version 3.207



Ticket Checklist



Version 4.3

Add a check-list to your tickets to keep track of multi-step processes easily.

TOP RATED



- 2. Neder LANGUA
- 3. Fast B PLUGIN
- 4. Portug LANGUA
- 5. Portug LANGUA
- 6. Center PLUGIN
- 7. Portug LANGUA
- 8. Neder LANGUA
- 9. KB Lef PLUGIN

or Edit
ate ticket

Plugins

and assign
iceworks
(2016)
Pepper

e portal to
s: 1. Make
Completely
busines?

Name:

My Ticket Rules

Description:

Rules for processing incoming tickets.

Version:

0.1

advanced

Content

My Ticket Rules

TOP RATED



2. Ned LANG PLUG

3. Fast LANG PLUG

4. Port LANG PLUG

5. Port LANG PLUG

6. Cen LANG PLUG

7. Port LANG PLUG

8. Ned LANG PLUG

9. KB LANG PLUG

Enabled? Determines whether rule will actually be executed or not.**From Email?** Process tickets received through email.**From App?** Process tickets created by admins in the app.**From Portal?** Process tickets created in the user portal.

Note

Toner

Match

any

of the following rules:

Rules

Summary

matches regex

toner

-

+

Description

matches regex

toner

-

+

Command

#article

The I.T. Department no longer...

-

+

#close

-

+

Debug

 Additional info will be logged each time the rule is run.

Move

Delete

Enabled? Determines whether rule will actually be executed or not.**From Email?** Process tickets received through email.**From App?** Process tickets created by admins in the app.**From Portal?** Process tickets created in the user portal.

Note

Password

Match

any

of the following rules:

Rules

Description

matches regex

password reset

-

+

Summary

matches regex

password reset

-

+

Summary

matches regex

forgot password

-

+

Description

matches regex

forgot password

-

+

Summary

matches regex

reset password

-

+

Description

matches regex

reset password

-

+

Summary

matches regex

forgot my password

-

+

Description

matches regex

forgot my password

-

+

Command

#article

Password Resets for staff and...

-

+

#close

-

+

Debug

 Additional info will be logged each time the rule is run.

Move

Delete

[Everyone's](#)[My Team's](#)[Mine](#)

Search my 2 articles.

Browse Results

Order by: [Last Updated](#) ▾ Browsing: [Local](#) ▾ Tag: [All](#) ▾

[Password Resets for staff and students](#)

 by [Jim G.](#), 8/10/2018

To maintain the strict security of user accounts, the I.T. department cannot reset passwords by email or help desk ticket.

If you have forgotten your password, you must call the help desk at x[REDACTED] (or [REDACTED]) and press 0 to get your password reset or stop down to the I.T. office in room F127 at Kaukauna High School.

The I.T. department does not manage the following systems and cannot reset passwords. Please contact the person listed after the system you are having difficulty with.

- Skyward ([REDACTED])
- Frontline (formerly Aesop and MyLearningPlan) - follow Frontline reset instructions
- BuildYourOwnCurriculum ([REDACTED])
- WAMS (contact DPI)

Details

Name:

My Ticket Views

Description:

Additional ticket views for your help desk.

Version:

0.1

advanced

Content

My Ticket Views

My Ticket Views

Help Desk All Tickets ▾

▾

SUMM

Unassigned Tickets

Open Tickets

Closed Tickets

Ticket Views

Define which tickets are listed in the Spiceworks Help Desk:

- Create Custom Queues
- View Tickets by Category/Department/Type/etc.
- Customize how your team interacts with Spiceworks

[More Information](#)

Label

Displayed in the dropdown

Match of the following rules:

Status ▾	is ▾	open ▾	-	+
Summary ▾	contains ▾	urgent	-	+

Move Delete

Label

Displayed in the dropdown

Match of the following rules:

Category ▾	is not ▾	Chromebooks ▾	-	+
Status ▾	is ▾	open ▾	-	+

Move Delete

Add View

Check
this dashboard widget.

Dynamic Troubleshooting Action Link
Configure and add your own trouble-shooting actions to the device

Remove or Edit
Easily edit or delete tickets

Tickets Non-Chromebook Tickets ▾

New Ticket

Refresh Tickets

#	SUMMARY	ASSIGNEE	CREATOR	PRIORITY	DUE	CATEGORY	UPDATED	BUILDING ▲
17538	software	Chris Schuma...		Med		General IT	19-01-21	District Office
17398	long term sub	Jason Widi		Med		Keyless Entry	19-01-08	District Office
17397	2-27-19 long term sub	Kelly Wildenb...		Med		Infinite Campus	19-01-09	District Office
17396	long term sub	Jason Widi		Med		Add/Change Account	19-01-08	District Office
16378	New Badge for LTS	Jason Widi		Low		Keyless Entry	18-10-05	District Office
16356	3/4/19 long term sub	Kelly Wildenb...		Med		Infinite Campus	18-10-08	District Office
15842	2-11-19 long term sub	Kelly Wildenb...		Med		Infinite Campus	18-12-05	District Office
17529	Access to making copies	Jason Widi		Med		General IT	19-01-18	KHS
17528	IC Course	Kelly Wildenb...		Med		Infinite Campus	19-01-17	KHS
17476	Prep work for Aspire	Jeff Knick		Med		General IT	19-01-14	KHS
17453	WiFi	Jeff Knick		Med		Wireless	19-01-11	KHS
17419	Need table, computer, and printer set up for conferences in commons	Chris Schuma...		Med		General IT	19-01-09	KHS

1

LANGUAGE PACK

6. Center Open Ticket

PLUGIN_HELPDESK

7. Portugues BRASIL PT-BR SWS

LANGUAGE PACK

8. Nederlands taalpakket

LANGUAGE PACK

9. KB Left Step AND MORE!

PLUGIN_COMPUTER UTILITIES

2018) Version 3.5 Release Notes Help Desk...

★★★★★ (414)

Help Desk Customizatio...

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Version 1.8 Release Notes Pepper Roles is now...

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meet your needs, such as: 1. Make
custom fields required 2. Completely
customize the roles in your portal

Custom Attributes

Name	Type	Default Value	Applies To	In Portal?		
Building 	List	Choose one..., District Office, KHS, New Directions, Park, Quinney, River View, Tanner, Victor Haen, Other 	Ticket	<input checked="" type="checkbox"/> 		
17538	software	Chris Schuma...	Med	General IT	19-01-21	District Office
17398	long term sub	Jason Widi	Med	Keyless Entry	19-01-08	District Office
17397	2-27-19 long term sub	Kelly Wildenb...	Med	Infinite Campus	19-01-09	District Office
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New Ticket

Refresh Tickets

DATE

BUILDING ▾

District Office

KHS

KHS

KHS

KHS

KHS

1

LANGUAGE PACK

6. Center Open Ticket
PLUGIN_HELPDESK7. Portugues BRASIL PT-BR SWS
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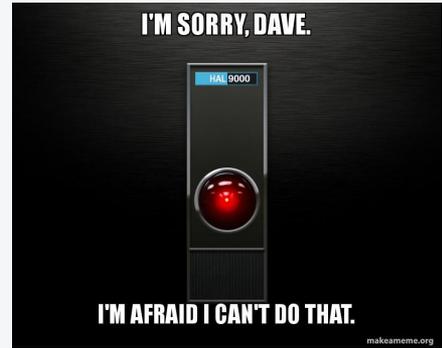
LIST OF WHERE TO GO FOR HELP

Problem:

- ✘ Tickets for things IT doesn't do

Solution:

→ [List of where to find help](#), refer to list when closing ticket





AUKAUNA AREA SCHOOL DISTRICT

INFORMATION TECHNOLOGY HELP DESK

KASD Help Desk

[Give us Feedback](#)

[+ New Tab](#)

Complete the form below to get started.

Username:

Password:

Login

Please visit [https://\[redacted\]](https://[redacted]) for a list of where to look for help before completing a helpdesk ticket.

For help with an IT issue you are experiencing, please complete the form below.

Title of Issue

*

Category:

General IT



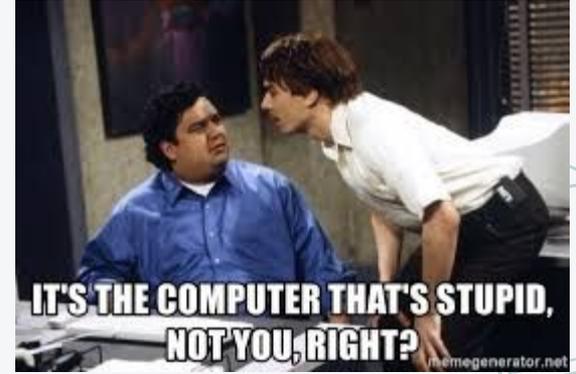
CUSTOMER FEEDBACK

Problem:

- ✘ Image of IT as “Nick the Computer Guy”
- ✘ The forgotten IT department

Solution:

- Google Form, customize Spiceworks email reply



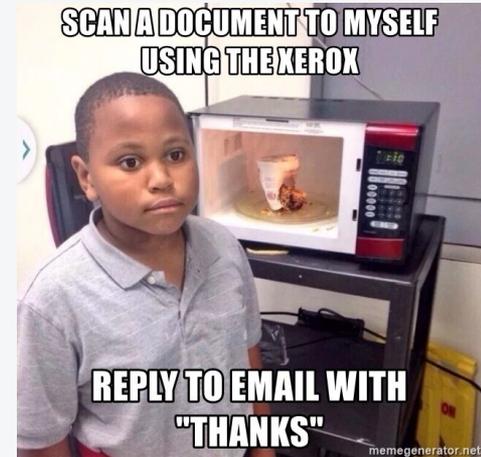
DOCUMENT SCANNING

Problem:

- ✘ LaserFische was expensive
- ✘ We weren't using all its features
- ✘ Machine was out of date
- ✘ Used support time

Solution:

→ Document scanning to shared folder



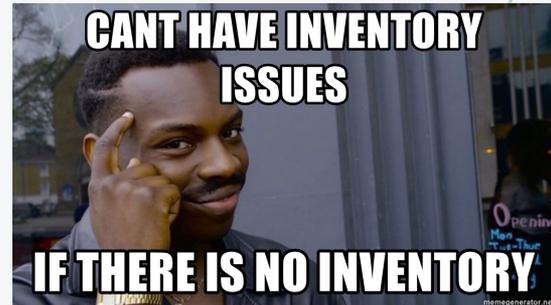
INVENTORY

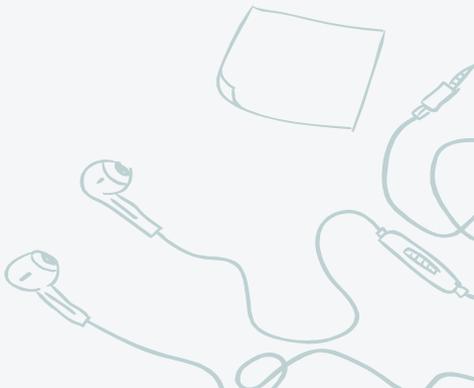
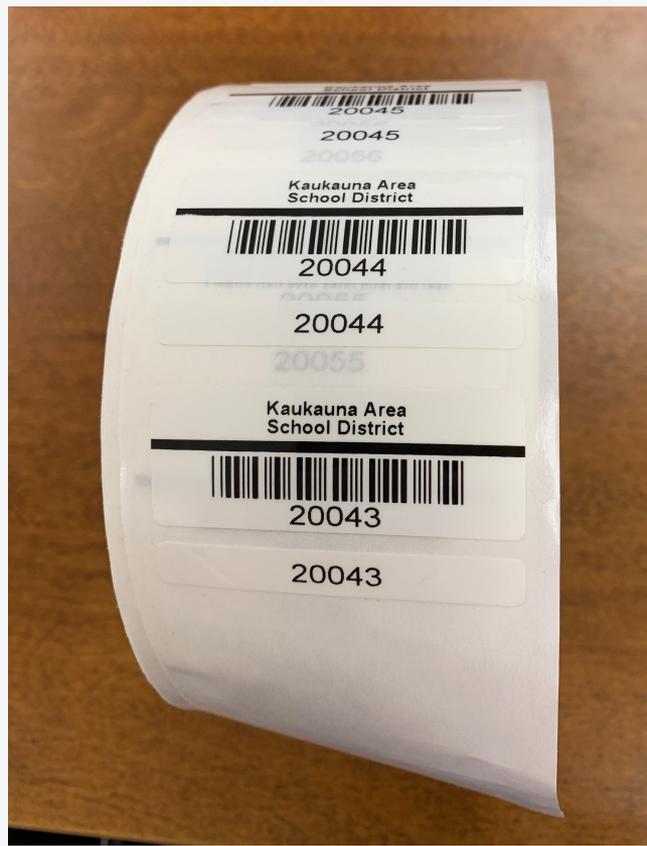
Problem:

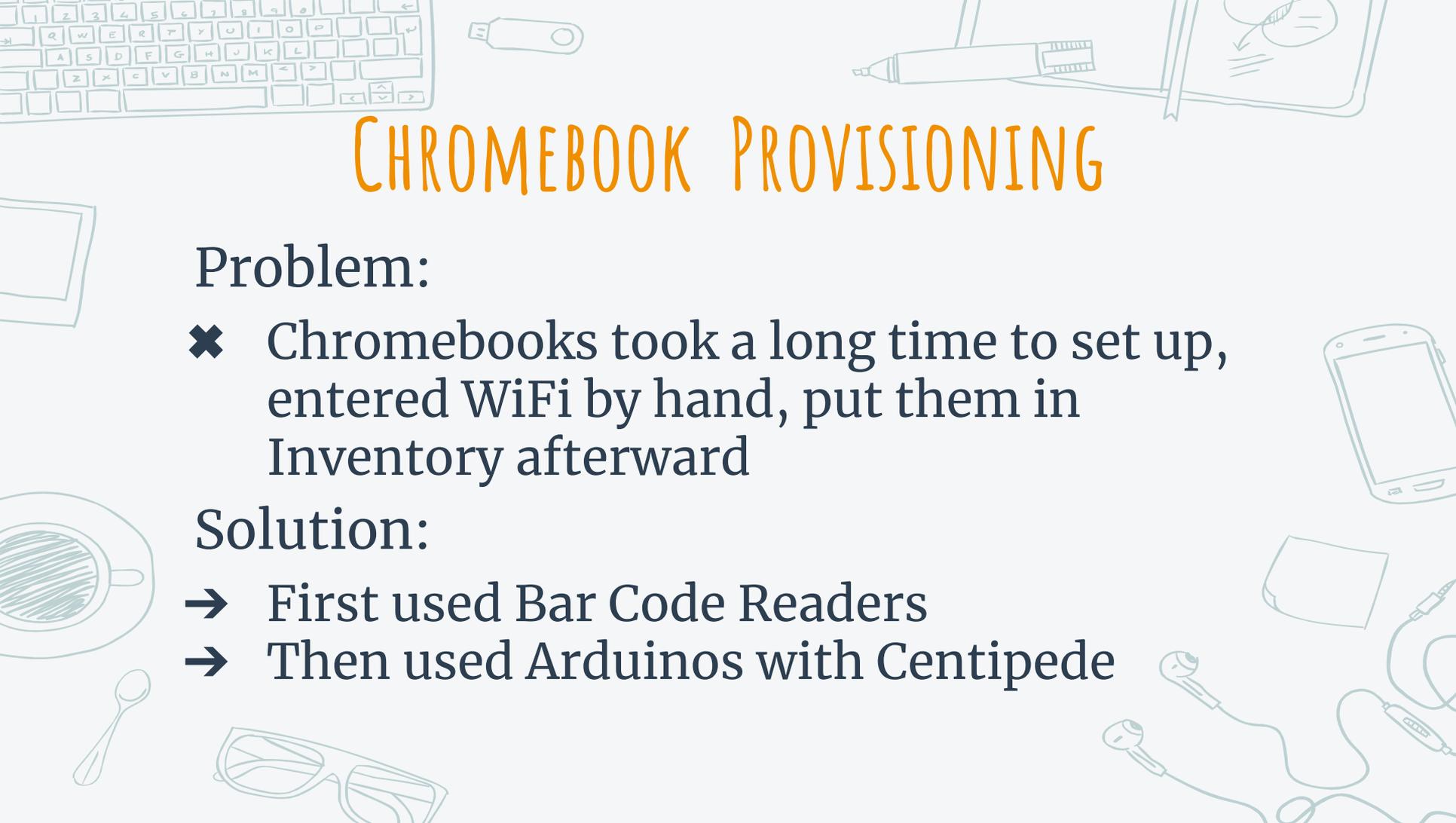
- ✘ Online inventory expensive, slow, a pain to update
- ✘ Didn't use most of the features
- ✘ Had asset tags, but also printed labels for front

Solution:

- Move to Google Sheets
- New inventory labels







CHROMEBOOK PROVISIONING

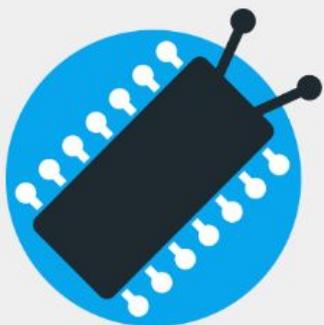
Problem:

- ✘ Chromebooks took a long time to set up, entered WiFi by hand, put them in Inventory afterward

Solution:

- First used Bar Code Readers
- Then used Arduinos with Centipede

Your many-footed little helper for Chromebook enrollment.



Centipede

[Visit the G+ Community](#)

[Join the mailing list](#)



[Please leave a message](#)



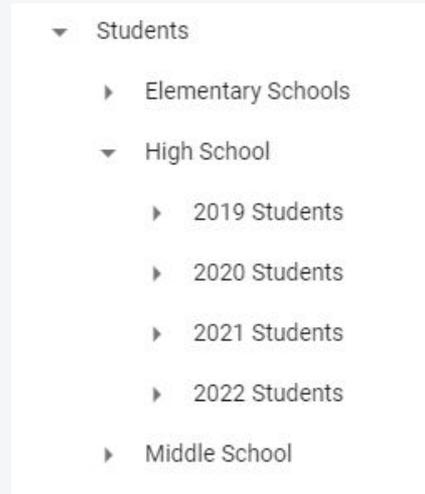
CHROMEBOOK OU MANAGEMENT

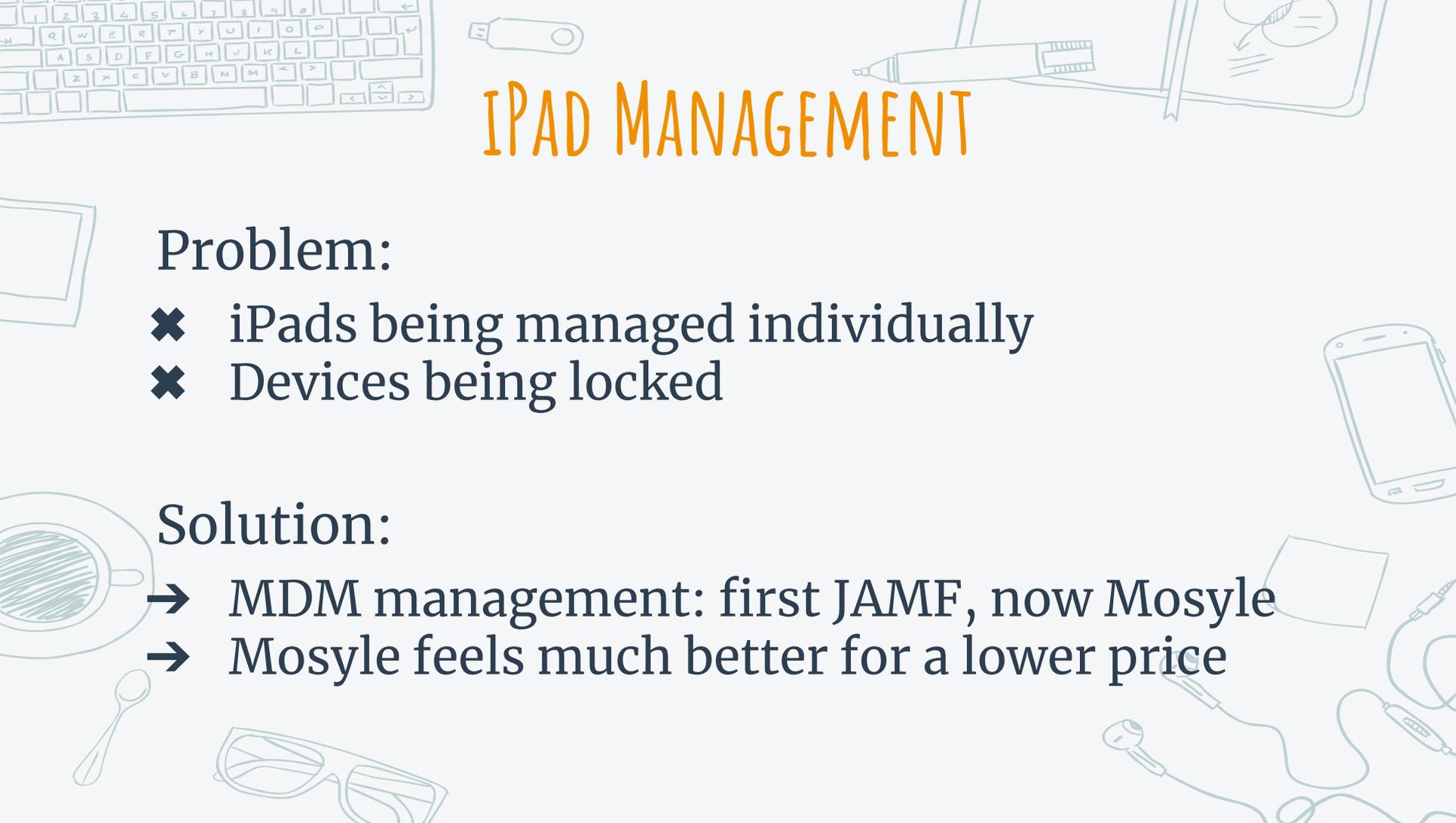
Problem:

- ❌ Rolling over OUs was time consuming as we had to change settings

Solution:

- Put all our OUs for each graduating class below building-level OUs, move the groups so they inherit the building setting





IPAD MANAGEMENT

Problem:

- ✘ iPads being managed individually
- ✘ Devices being locked

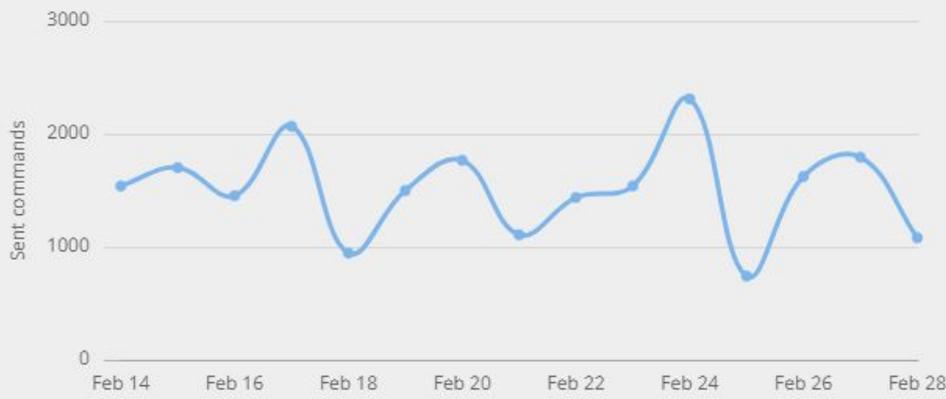
Solution:

- MDM management: first JAMF, now Mosyle
- Mosyle feels much better for a lower price

C 149 Devices C 85 Pending commands C 1 Failed commands Premium Premium up to: 10/02/2019 Push active Expiration date: 08/22/2019



- Student
- Teacher
- Primary Leader
- Leader



LAST COMMANDS APPLIED BY TEACHERS

Command	Count

ALERTS SEE MORE

Teachers without periods	5
Students without a Class Period	27

Mobile Devices > Configuration Profiles > EQ-iPad-HomeScreen

Options | Scope

- Home Screen Layout** 1 Payload Configured
- Domains Not Configured
- Certificate Not Configured
- SCEP Not Configured
- APN Not Configured
- Cellular Not Configured
- Single App Mode Not Configured

Home Screen Layout

TARGETED OPERATING SYSTEM The type of operating system Home Screen Layout will target.

- iOS
- tvOS

Dock Layout

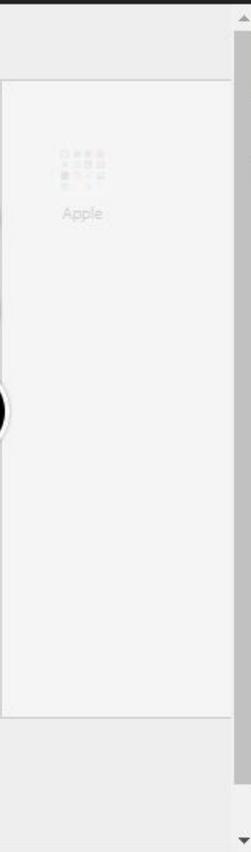
Content and layout for the Dock

TYPE	DISPLAY NAME	UNIQUE ID		
Application	Seesaw: The Learning Journal	me.seesaw.classroom	Edit	Delete
Application	Safari	com.apple.mobilesafari	Edit	Delete
Application	Epic!	com.getepic.Epic	Edit	Delete

Cancel Save

Home Layout Editor

[Close]



Filtering the apps by: Native Apps

Search for app name...

- iPhone only Activity
- iPhone only Apple Watch
- iPhone only Calculator
- iPhone only Compass
- iPhone only Health
- iPhone only Nike+iPod
- iPhone only Passbook
- iPhone only Phone
- iPhone only Weather



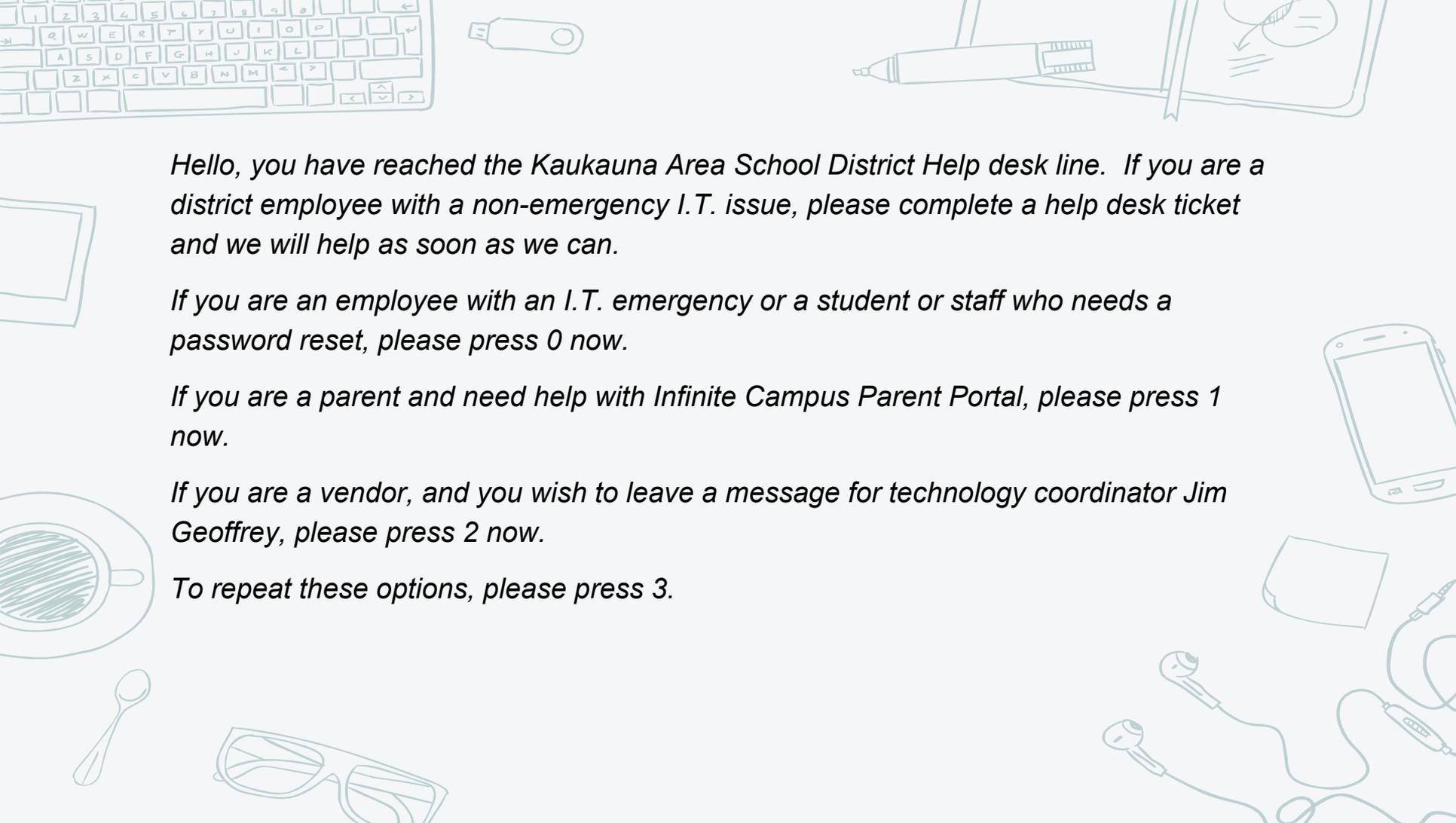
HELP DESK PHONES

Problem:

- ✘ Phones rotated around room starting with Hardware Specialists
- ✘ Long waits for callers, having to call back
- ✘ Vendors calling help desk line

Solution:

- All phones ring simultaneously
- Still have protocol for who answers first
- Modify script to avoid vendors



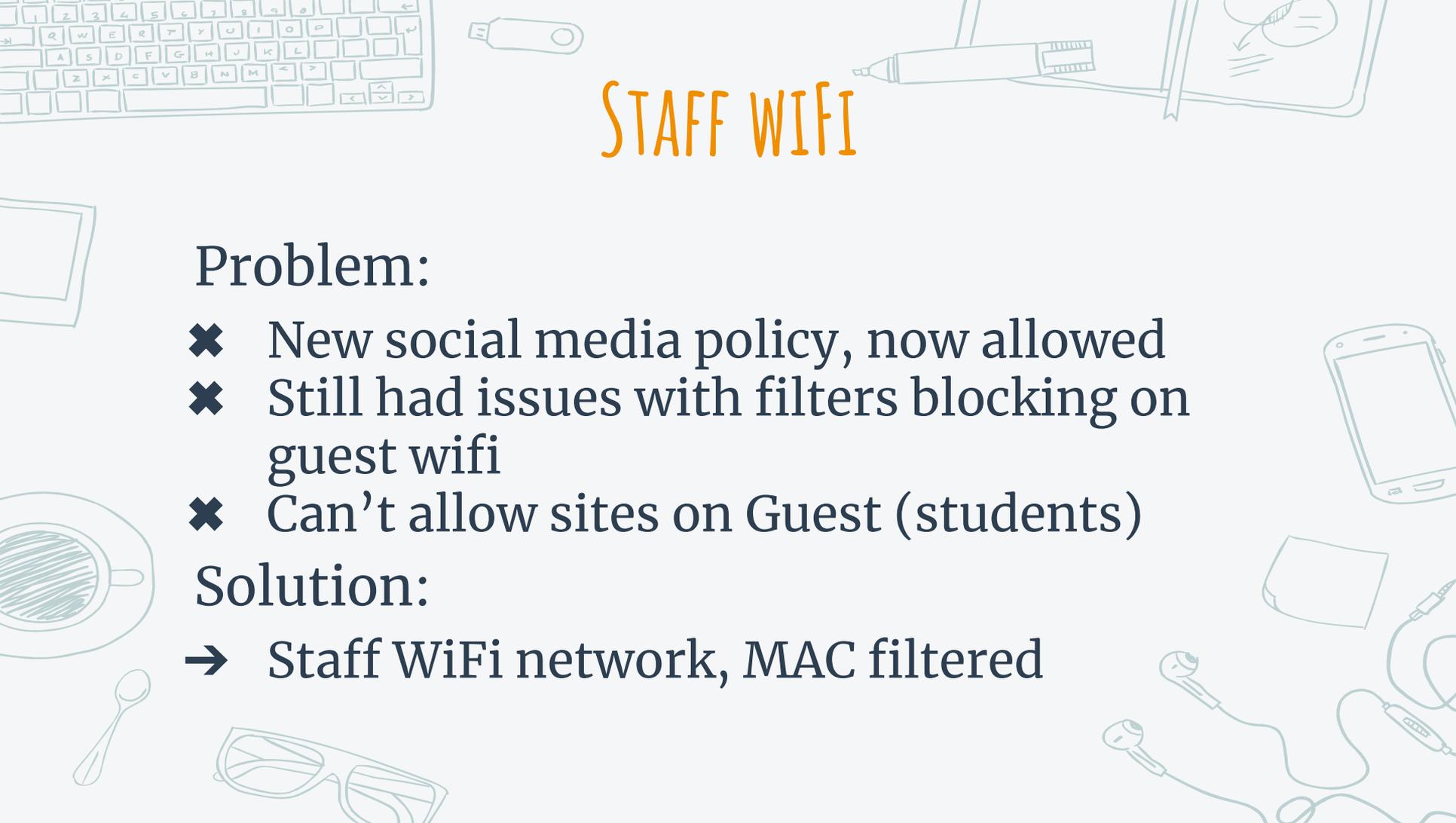
Hello, you have reached the Kaukauna Area School District Help desk line. If you are a district employee with a non-emergency I.T. issue, please complete a help desk ticket and we will help as soon as we can.

If you are an employee with an I.T. emergency or a student or staff who needs a password reset, please press 0 now.

If you are a parent and need help with Infinite Campus Parent Portal, please press 1 now.

If you are a vendor, and you wish to leave a message for technology coordinator Jim Geoffrey, please press 2 now.

To repeat these options, please press 3.



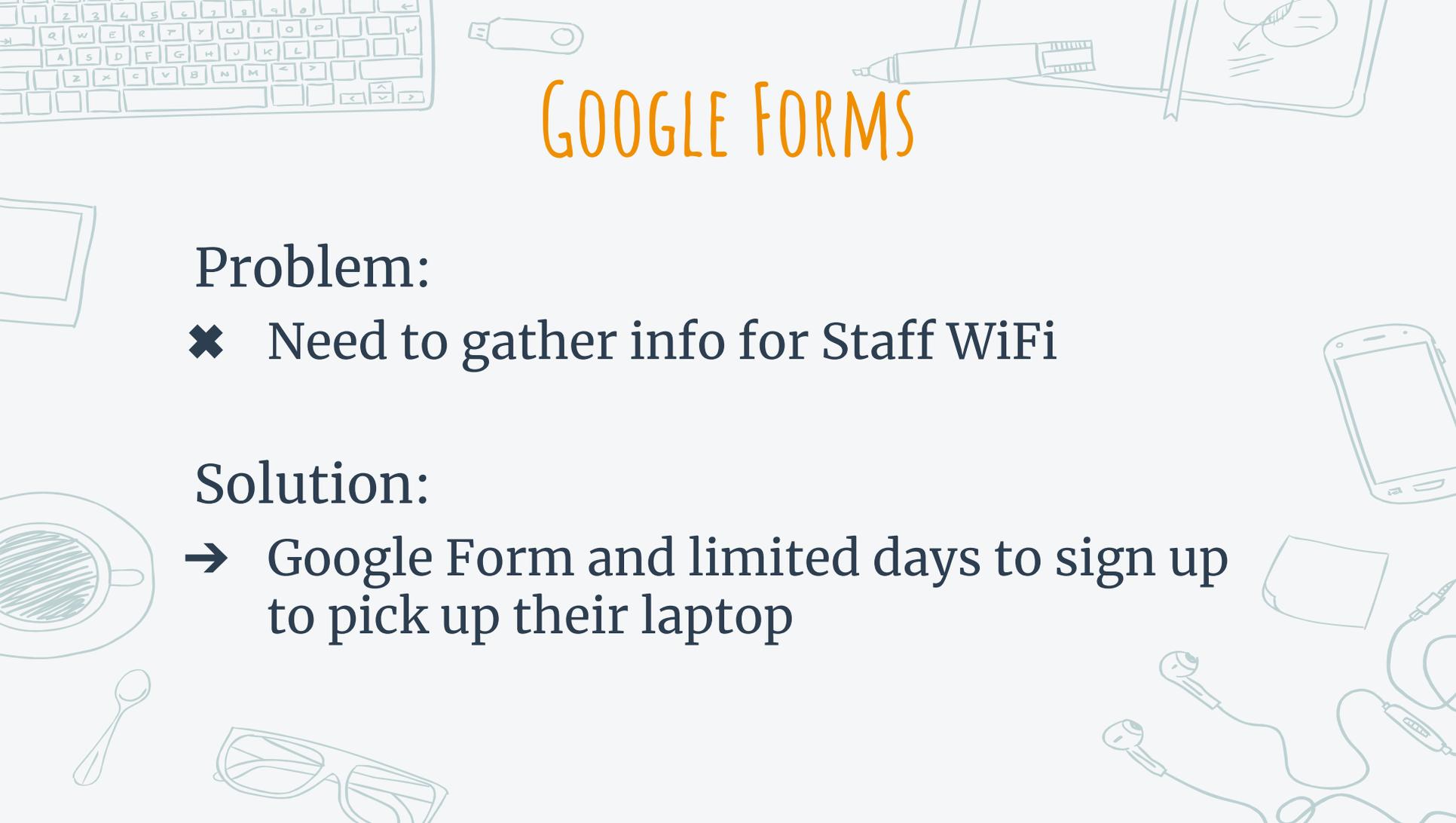
STAFF WIFI

Problem:

- ✘ New social media policy, now allowed
- ✘ Still had issues with filters blocking on guest wifi
- ✘ Can't allow sites on Guest (students)

Solution:

→ Staff WiFi network, MAC filtered



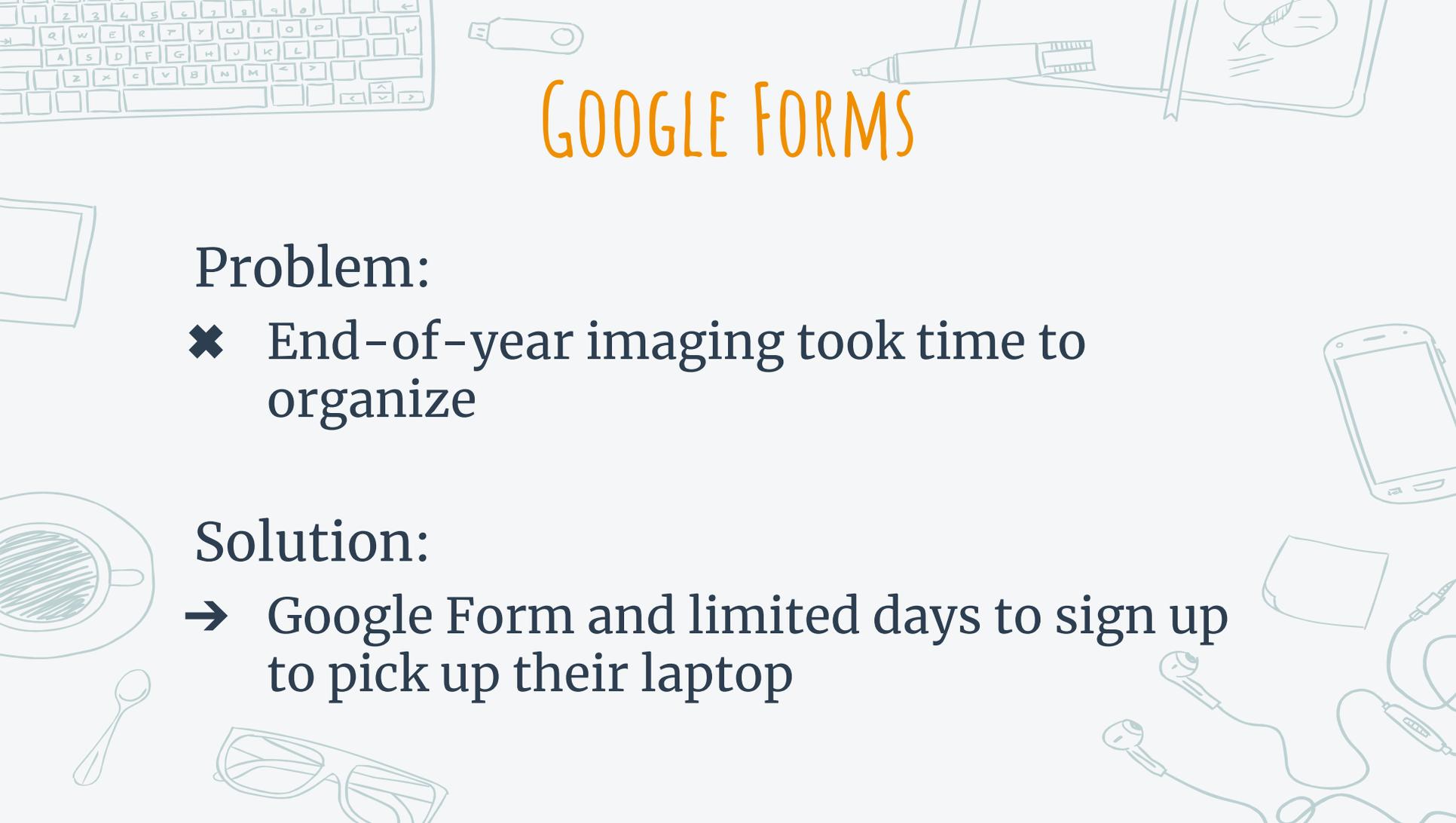
GOOGLE FORMS

Problem:

✘ Need to gather info for Staff WiFi

Solution:

→ Google Form and limited days to sign up to pick up their laptop



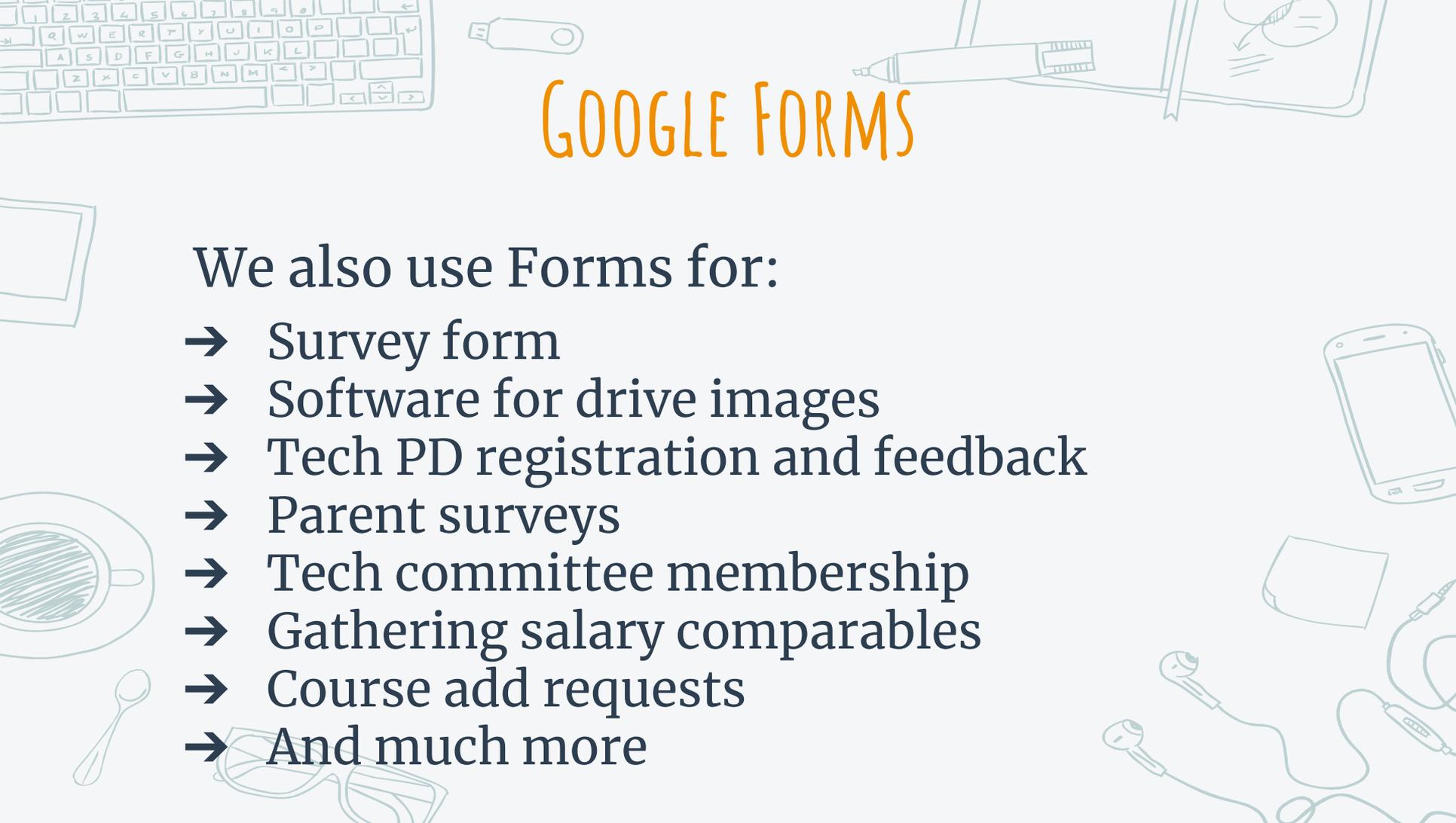
GOOGLE FORMS

Problem:

- ✘ End-of-year imaging took time to organize

Solution:

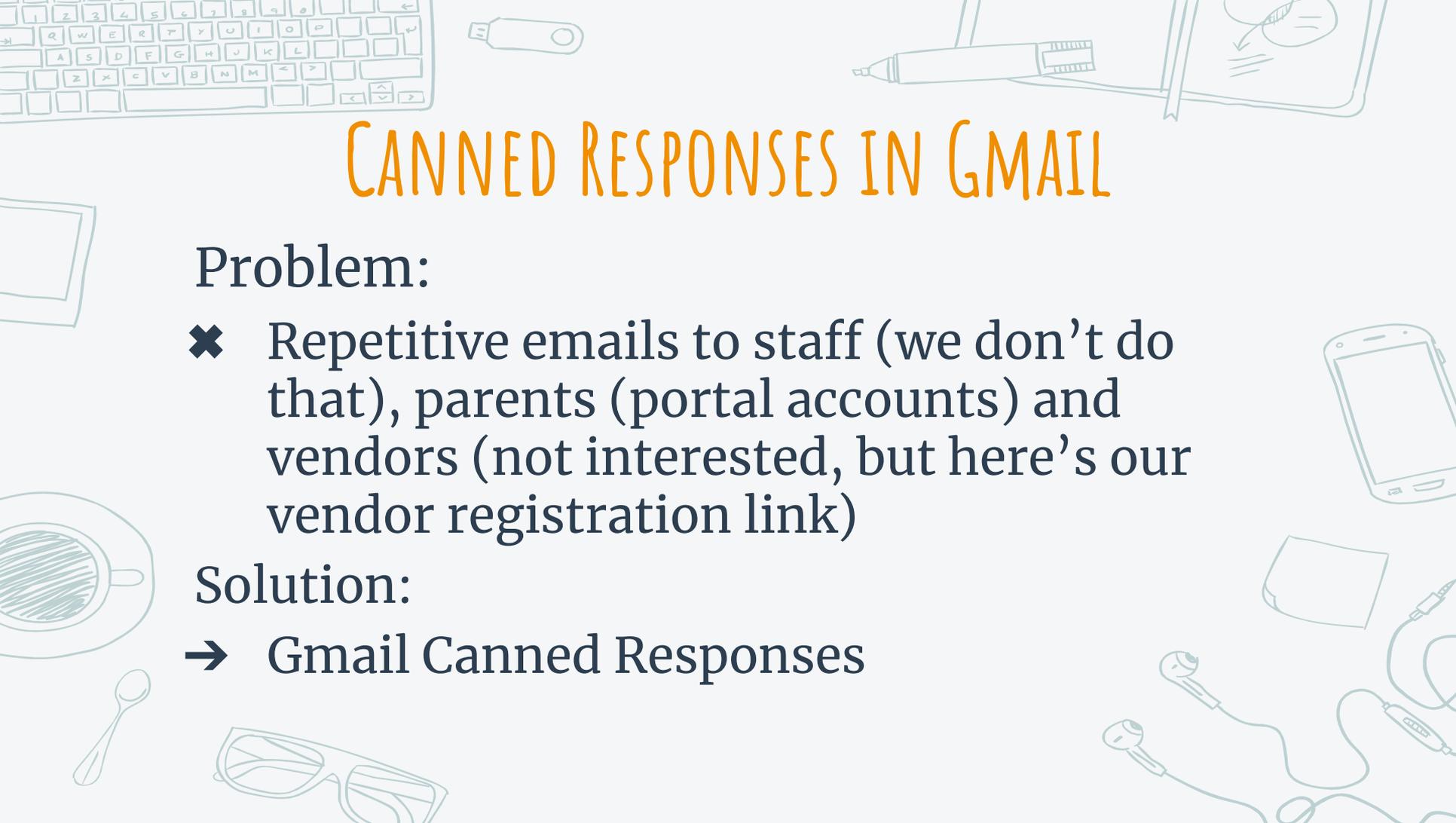
- Google Form and limited days to sign up to pick up their laptop



GOOGLE FORMS

We also use Forms for:

- Survey form
- Software for drive images
- Tech PD registration and feedback
- Parent surveys
- Tech committee membership
- Gathering salary comparables
- Course add requests
- And much more



CANNED RESPONSES IN GMAIL

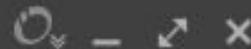
Problem:

- ✘ Repetitive emails to staff (we don't do that), parents (portal accounts) and vendors (not interested, but here's our vendor registration link)

Solution:

→ Gmail Canned Responses

New Message



Recipients

Subject

This is my test email template to see how this works.

For more templates, see the text below.

Insert

Follow up email

Save

Follow up email

New canned response...

Delete

Follow up email

Default to full-screen

Canned responses ▶

Label ▶

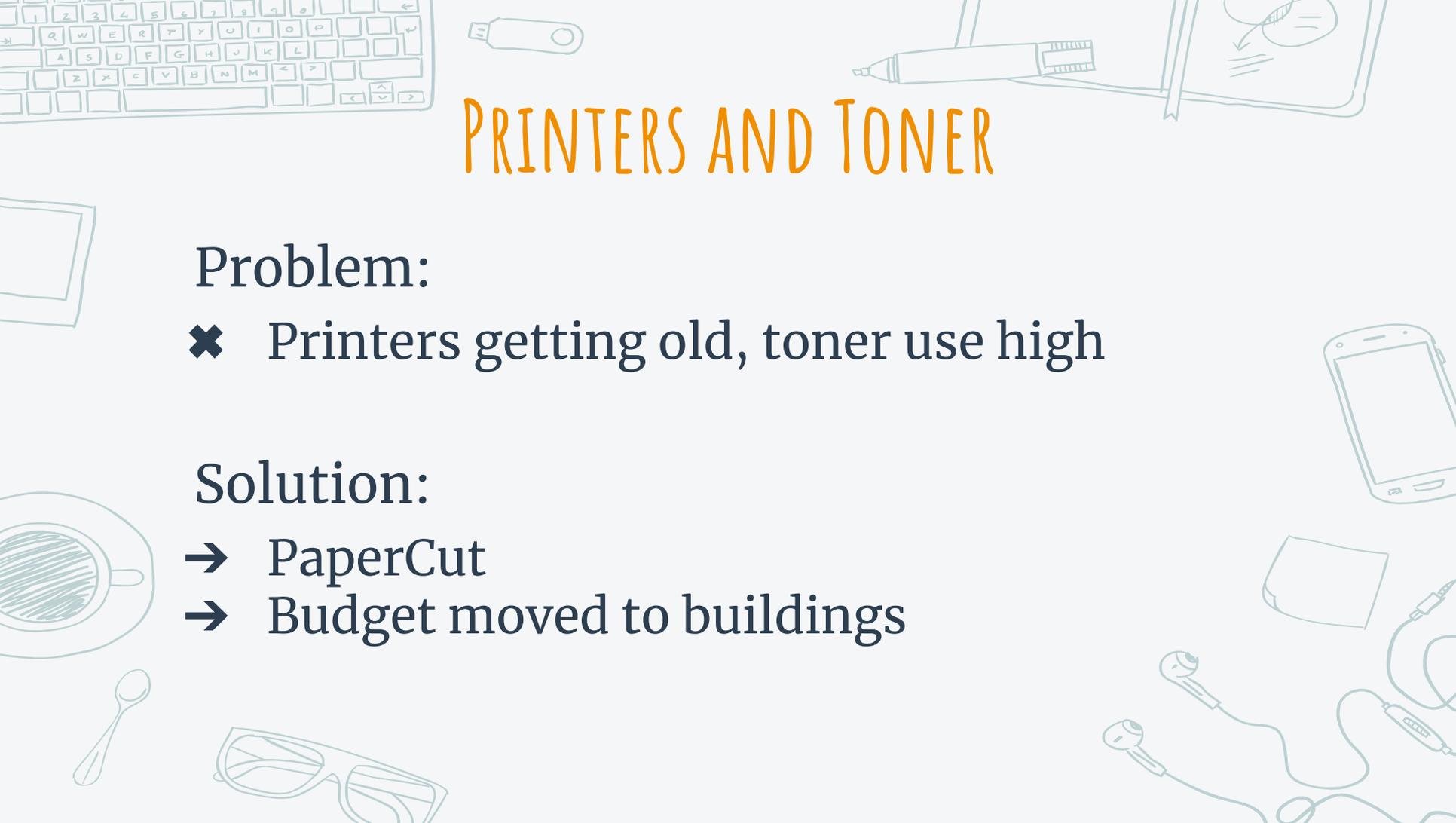
Plain text mode

Print

Check spelling

 Send Now





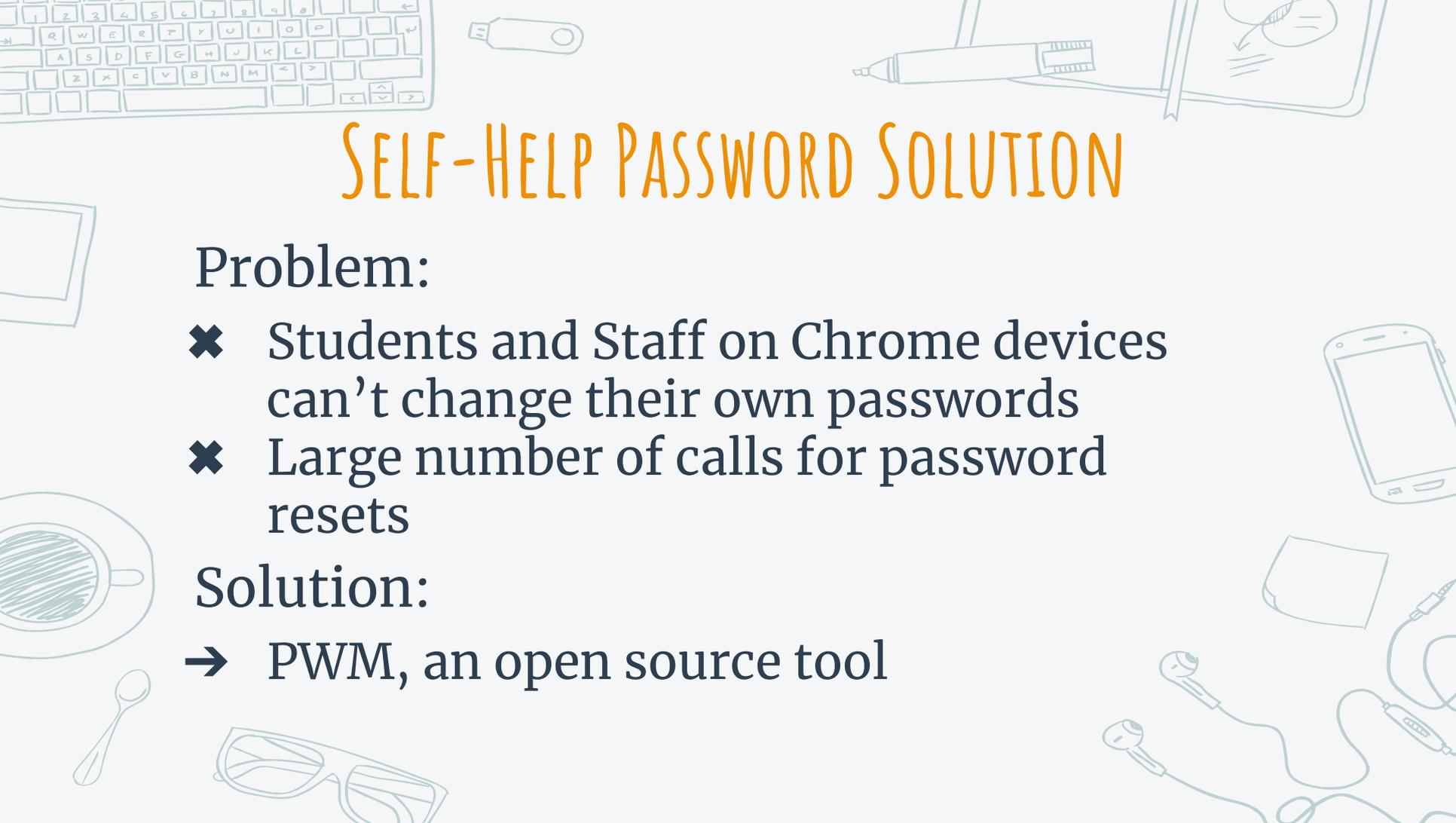
PRINTERS AND TONER

Problem:

- ✘ Printers getting old, toner use high

Solution:

- PaperCut
- Budget moved to buildings



SELF-HELP PASSWORD SOLUTION

Problem:

- ✘ Students and Staff on Chrome devices can't change their own passwords
- ✘ Large number of calls for password resets

Solution:

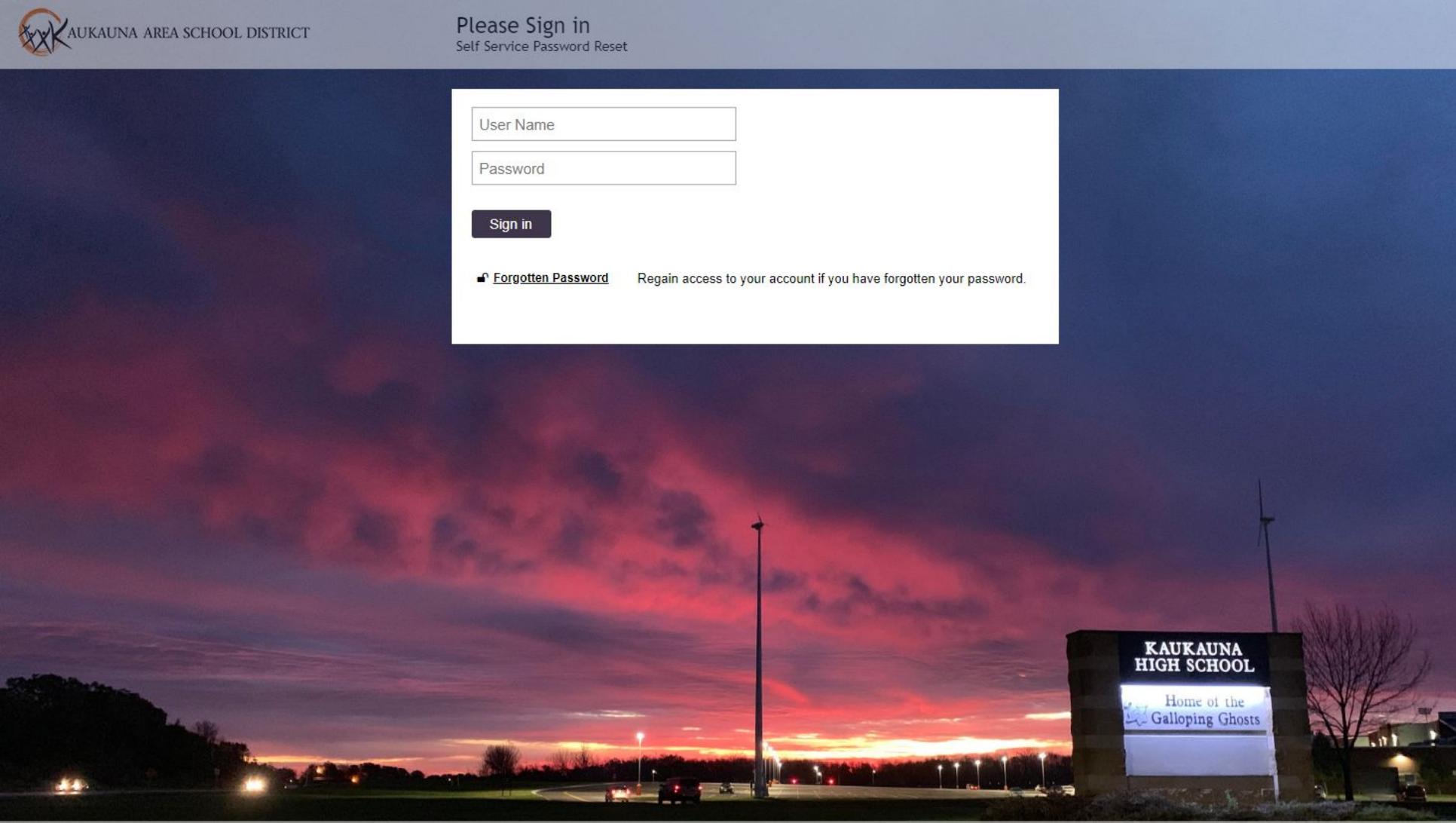
- PWM, an open source tool

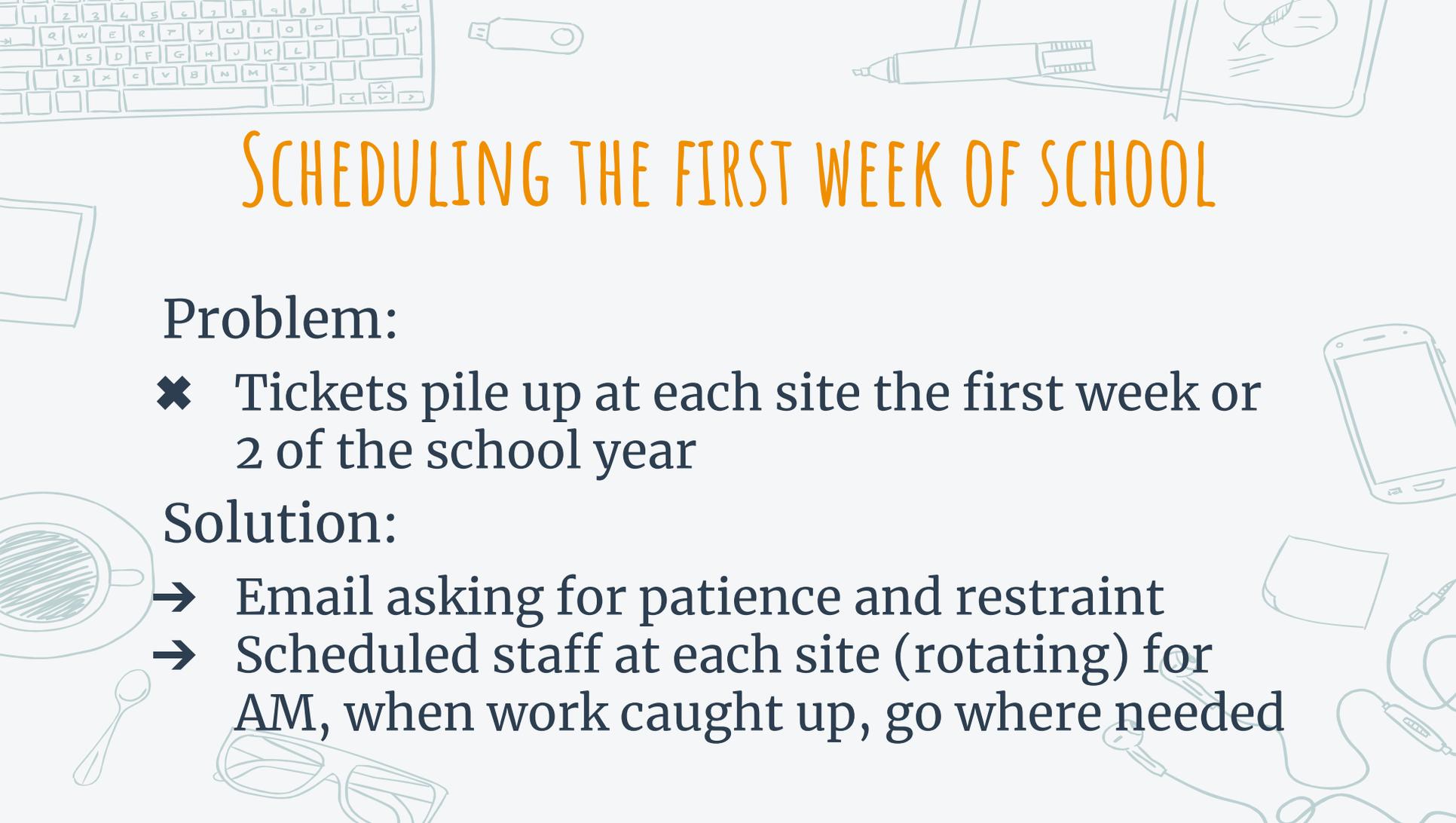
Please Sign in

Self Service Password Reset

Sign in

[Forgotten Password](#) Regain access to your account if you have forgotten your password.





SCHEDULING THE FIRST WEEK OF SCHOOL

Problem:

- ✘ Tickets pile up at each site the first week or 2 of the school year

Solution:

- Email asking for patience and restraint
- Scheduled staff at each site (rotating) for AM, when work caught up, go where needed



THEY CAN'T ALL BE GEMS...

Problem: Badge printing and door access management all has to be done by I.T., request goes from building to IT, then back to building.

Proposed solution: S2 door server, decentralize by authorizing Administrative Assistants to print to local badge printer.

Why that didn't work: Couldn't give access to just new personnel - could also edit or remove existing access.



COLLABORATION TIME

What are some of the best time-saving or money-saving decisions in your departments?

<http://tinyurl.com/y3nw5lo5>