Supporting a 1:1 Environment on a Budget

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Agenda

- A little about me and SDRL
- What's the problem?
- How we are working to solve it?

http://bit.ly/Sup11Env

Backchannel - http://bit.ly/2NHLDiw

About myself

- Been working in IT for 15 years - 4 years in education
- Husband, Father of 2
- Gamer
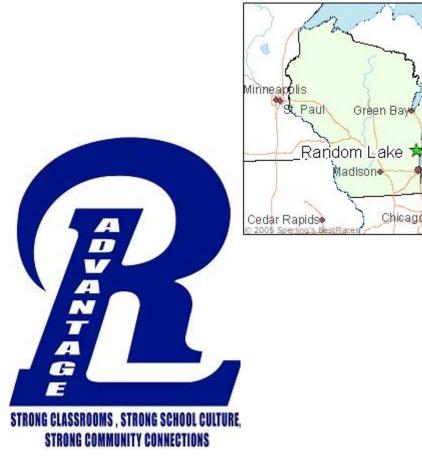- Also a big sports fan
  - Ohio State
  - Manchester United

About SDRL

- Based in Random Lake, WI
- K-12 District
- Around 750 students
- #RLAdvantage

IT Environment

- Grades K-2 iPads
- Grades 3-12 Windows Laptops
- G Suite
- Seesaw K-2
- Schoology LMS
- HP Switches and Servers

Staff Environment

- 4 Years ago - 2 full time staff
- Last year - 1 full time 1 part time staff
- This year - 1 full time and some students

Challenges

- Very small budget
- Very small team
- Team is inexperienced
- High Expectations Remain

So how do we do it?

Inventory - Destiny

- Use because it is already needed by the library
- Already checkout the devices to the students and staff
- Track serial numbers, purchase prices, etc
- www.follett.com

Helpdesk - Spiceworks

- Free, ad based helpdesk system
- Does include inventory and user portal components - I don't use
- Cloud or on prem
- Very customizable - SLA levels, Categories
- Great community
- www.spiceworks.com

Helpdesk - Student Workers

- Obviously can't do it all myself
- Utilize some student workers
- Setup as help desk users in Spiceworks
- Assign tickets that they can do
- Still growing their knowledge base

HelpDesk - Student Workers

- Training program to learn more about the computer
- At the whim of scheduling on when they are available
- Giving them authentic learning experiences
  - Website Design
  - Customer service
  - Tech Support outside of the school as well

Imaging - SCCM and Mac Server

- Need a way to make things easier for myself and students
- For iPads - Profile Manager on a Mac Server
  - Easy pushing out of Apps and quick reimaging of devices
- For Windows Devices - System Center Config Manager and Microsoft Deployment Toolkit
  - Use MDT to create base image
  - Use SCCM to create task sequence for staff and students
  - Also use SCCM to push out other software
- https://www.microsoft.com/en-us/cloud-platform/system-center-configuration-manager

Physical Damage

- Choose a device that is sturdy
- Choose a standard device
- Find a good partner to work with for warranty repairs

Support Philosophy

- If it's a device issue
  - Physical damage - get them a spare, warranty the issue out
  - Software issue - if I can fix in less than 15 minutes, do it. Otherwise, get them a spare and reimage
- Classroom support
  - If learning is affected, get there as soon as possible and fix as quick as possible
  - If no learning is affected, then get when you can
- Communication is key
  - Weekly email to let them know of things coming up and other things going on
  - Always have some humor as well.

Don't Be Afraid To Try Something

- Not everything is going to succeed
  - Free products become not free
  - Product adoption just isn't there
- But without trying, successes won't happen either

Questions?