



Managed IT  
Services for K-12:  
Maintaining  
your technology  
infrastructure so your  
district can focus on  
strategic teaching and  
learning initiatives

## Special K-12 Managed IT Services bundle

### Controls costs, simplifies management

To best serve school districts with highly affordable services developed specifically to support their infrastructure, we now offer a Managed IT Services package designed for K-12 environments. This proven, high-value solution not only solves the technology management and maintenance issues common in most districts today, but it also scales to support the number of teachers, students, and schools you serve.

### At-a-glance highlights

#### Increase user satisfaction and operating performance

Our top-to-bottom, end-to-end solution delivers full services and support while providing significant management benefits including:

- **Predictable pricing**—Fixed IT costs.
- **Extended scope**—Dell's partnerships and alliances improve access to the latest technology tools and innovation.
- **Resourcing advantages**—Dell works with your IT leadership on staffing decisions and assumes primary responsibilities.

If your district has unique requirements, Dell can accommodate our services and delivery to meet your needs.

In the education sector, Gartner ranks Dell #1 worldwide for hardware support and #2 for IT services based on 2011 revenue.

Gartner, Inc., Market Share: IT Services, 2011, Kathryn Hale, et al, April 9, 2012

For more than 25 years, Dell has collaborated with both K-12 and Higher Ed to enhance connectivity for classrooms, campuses, and school districts. Dell technology is used by millions of K-12 students worldwide, and our solutions are deployed at more than 60% of colleges and universities in the United States.

## Managed IT Services for education

Because the technologies and applications that support your district have grown increasingly complex and expensive, it may now require added technical skills to provide management in the most effective and cost-efficient manner possible. For many districts, looking at services partnership options makes a lot of sense to help identify opportunities and maintain your high productivity technology assets.

### Just imagine...

- If your entire IT environment could be monitored around the clock
- If issues and problems were proactively detected and resolved before they caused downtime
- If your technology environment was fully managed and your district, schools, and campuses had reliable user support so you could focus your resources on more strategic initiatives
- If everything was in place to help ensure that your technology operated consistently when you needed it most
- If your network was more accessible and reliable

### Expertise you can count on

Dell has more than 25 years of experience delivering Managed IT Services to customers in a variety of segments across the globe. Because we work with just about every major hardware and software vendor, Dell can proactively support your PCs, servers, networks, and users while offering the latest innovations. We deliver full technology management service solutions 24-hours-a-day, 7-days-a-week, 365-day-a-year. *It's like putting your IT environment on autopilot.*

### What our Managed IT Services can do for you:

- Reduce operating expenses and risks by letting Dell take ownership of both hardware and software issues
- Leverage our resources to your benefit
- Improve your network performance and enhance data security
- Establish a single point of accountability to reduce the time required to resolve issues
- Convert IT expenses into more predictable and manageable fixed costs

### Save time and control costs with the key strategic benefits and operating advantages of the Dell K-12 Managed IT Services approach

- All procedures and processes follow industry best practices and proven ITIL guidelines
- You benefit from standardization in scope-of-work, service level agreements, and reporting
- You extend technology skill set resources by using a proven technology partner
- You take advantage of services focused on the education environment
- You gain added value with new ideas and proven processes so it is easier to address and resolve core issues

### Comprehensive Managed IT Services package includes infrastructure management for your data center, servers, and network, as well as complete end user support

#### Server management

We ensure that the data infrastructure is effectively monitored and maintained.

- System design, architecture, consolidation, migration, monitoring, consulting, and maintenance
- Support for Windows, UNIX, IBM AIX, Sun Solaris, HP-UX, and Linux platforms
- OS administration and troubleshooting
- Capacity planning, performance tuning, and patch management
- Security administration and assessment
- Incident/request/configuration/change management
- Regular backups, operations monitoring, and reporting

## Storage and backup management

Dell delivers comprehensive monitoring and administration functions.

- Direct-attach, NAS, and SAN storage design and management
- Allocation for file systems creation and volume provisioning
- Data back-up and restore services

## Networking management

We deliver domain expertise in network engineering, configuration, security, and monitoring.

- Planning and implementation along with continual proactive monitoring/management and isolation of faults
- Administration of WAN and LAN operations, firewalls, routers, and switches
- Installs, Moves, Adds, and Changes (IMACs)
- Logging issues and coordinating with third-party providers for network equipment support
- Performance reporting

## Security management

We provide added intrusion protection with the latest technologies and processes.

- Monitoring and management of firewall devices
- Anti-virus protection including attack prevention, content filtering, content policy management, spam filtration, and more
- Incident/request management processes
- Logging issues and coordinating with third-party providers, as needed

## Messaging

We provide efficient strategies to maintain messaging platforms and operating environments.

- Mailbox object management
- Public folder and calendaring support
- Security and compliance, virus protection, spam filtration, content controls, encryption, backup, archiving, and policy administration
- Server, end user, and security management for all major mobile messaging applications
- Instant messaging services (available by request)

## IT asset management

Comprehensive services and procedures that reduce total cost of ownership.

- Centralize technology management and increase visibility
- Maintain a comprehensive inventory of equipment including: category, location, purpose, and dependencies
- Auto-discover IT assets using custom network ranges, and track hardware configuration changes and depreciation over time
- Track software usage and manage licenses
- Track hardware repairs to facilitate vendor negotiations and issue resolution
- Link assets in Service Desk tickets to accelerate solutions
- e-Procurement tools to facilitate purchasing assets and services for your organization
- Dynamic, information-rich reporting, which provides greater visibility into asset inventory

## Success at Keller ISD

Technology partnership allows district to focus on educating rather than IT management

With technology becoming an increasingly important part of the education process, Dell is teaming up with the Keller Independent School District in northeast Texas to deliver a high-efficiency IT infrastructure services package. The engagement blends new talent from Dell Services with Keller's IT team to create a collaborative and performance-driven service delivery strategy designed to meet challenges around budget, staffing, and reliable infrastructure.

"Our Co-Sourcing arrangement with Dell provides more logistical and budgetary flexibility than we ever had in the past. We are now able to deliver far better IT support at no additional cost."

*Joe Griffin*  
Chief Information Officer  
Keller Independent School District



## Monitoring and automation

To detect issues earlier and improve operating reliability, Dell delivers application and hardware monitoring.

- Scanning of server, storage, and network devices for maximum coverage and flexibility
- Support for Windows, Linux, and UNIX operating systems
- CPU, memory, and disk monitoring/trending
- System or group assignable alert thresholds
- Event log monitoring for in-depth visibility to issues

## K-12 enterprise service desk benefits at-a-glance

- Support for learning management systems and school administration applications
- We build up our knowledge base during the implementation process and achieve the expertise needed to support any of your district's specialty or locally developed applications
- All service desk agents are U.S. based and have passed rigorous background checks during the hiring/screening process
- We are fully trained in HIPAA and FERPA compliance regulations and procedures
- We record all calls and share them with you as part of our ongoing continuous quality improvement programs
- Comprehensive customer service skill training for all agents
- U.S. service delivery centers offering 24x7x365 support
- Higher rate of first call resolution and shorter restoration time for most issues and problems



### Getting started

Dell has successfully delivered hundreds of Managed IT Services engagements with customers in every segment. We are highly experienced getting organizations set-up-and-running smoothly:

- Change Management processes to make everyone comfortable
- IT Infrastructure Library (ITIL) services management tools
- Configuring and installing device monitoring tools
- Gathering and documenting the existing knowledge base
- Conducting human resources interviews with staff

## K-12 enterprise service desk

Dell provides a single point of contact for teachers, staff, and administrators.

- Knowledgeable and friendly service desk agents undergo extensive customer service training to help users with infrastructure, applications, and network access issues
- Interactive communication system between end users and support agents help efficiently handle incidents and speed resolution by combining phone, email, web, and chat
- Full management, tracking, and resolution services to deliver high-value assistance
- Helpful Level 1 service agents log requests, solve issues, and when necessary escalate incidents to the Level 2 or 3 support groups responsible for specific technologies
- Level 1/2/3 hierarchy improves support by reducing response time for most issues, and when needed facilitating communication between end users and Level 2/3 support groups
- A unique Remote Desktop tool delivers on-demand diagnostics and assistance so users receive highly-secure, real-time support
- An easy-to-use online portal allows users to submit a query, find answers, or check incident status
- Support centers located solely in the U.S. providing 24x7x365 service
- Regularly scheduled customer relation survey evaluations
- Full accountability and process audit readiness through entry-to-resolution ticket tracking
- Quantifiable service performance levels that are calculated and reported monthly – we consistently measure: **First Call Resolution** (percentage rate) – **Average Speed-to-Answer** (phone and chat) – **Average Speed-to-Respond** (web and email)

### Field and deskside services

Onsite technology support that keeps teachers and staff up-and-running.

- Workstation and classroom support services
- Printer and scanner maintenance
- New equipment and software deployment
- Testing of installs and changes in safe, non-critical environments prior to implementation
- Product and configuration recommendations
- Critical parts inventory management and stocking of "hot-spare" systems for efficient response
- Hardware removal and decommission
- Post-warranty services and utilizing manufacturer support whenever possible for hardware break/fix
- Incident monitoring and point-of-contact for manufacturer-contracted services

### For optimal value, Dell combines a people/process/technology approach

**People:** Our experienced technology professionals use proven skill sets along with best practices to optimize workflow and reporting. **Process:** We combine disciplined delivery methodologies with a robust Knowledge Management system. **Technology:** We use strong partnerships and alliances to configure and deploy advanced automation, monitoring, and scanning solutions.

[Please contact your Dell representative to explore the best Managed IT Services strategies to enhance your district's teaching and learning outcomes.](#)

