

# Enterprise Elementary School District

## Leveraging Managed Services to Make a Greater Impact

Eric Zane, IT Director at Enterprise Elementary School District (EESD) is one of the pioneering consumers of dgi>enable, DGI's managed services offering for on-prem Cisco infrastructure. With the district's 3800 students, a small IT team, and increasing IT-related goals, Zane knew it was time to grow, or otherwise supplement, his existing team. The decision had to be strategic, so Zane weighed his options: hire a candidate with high-level skill sets and a big price tag, or extend his department by implementing a managed services approach. After careful consideration of advantages and ROI, it was clear that dgi>enable was the best solution for the district. Rather than hire a high-level engineer who specialized in one or two major technologies, Zane enhanced his team through the addition of DGI's engineers and maturing platform. With that, he gained experts in multiple technologies with specific, end-to-end knowledge of his network, operations, and district goals.



Since onboarding dgi>enable in 2015, Zane has seen a measurable uptick in the time his team has available to devote to the EESD's larger goals. "We've been able to focus our resources in the classroom, deploying new applications and more effectively utilizing our 3200 Chromebooks," he says. The team has also ensured wireless access in every classroom – achievements he says would not have been possible without dgi>enable. Rather quickly, Zane and his team adjusted their habits and began engaging DGI for all tactical daily operations, troubleshooting, and major upgrades. The time the IT Department previously spent on firefighting and logistics (including training themselves how to successfully conduct extensive, one-time upgrades and testing) was repurposed, and the team was retrained to think more about the bigger picture.

"We've talked a lot in our department about refocusing time," says Zane. When discussing how that time will be spent: the ultimate goals are achieving one-to-one and getting Chromebooks in the hands of more teachers. Zane is proud of what his team has

accomplished thus far saying, “[We are] delivering to 160+ classrooms the capability to open Chromebooks and go to work,” a vast shift from the landscape before they were able to focus on the strategic. He adds, “Our students and teachers are starting to just expect their technology to work.” This expectation has led Zane to his biggest goal for the 2016-2017 school year: establishing a Service Level Agreement (SLA) for the district and its classrooms.

The introduction of technology into the classroom brings about various challenges. Arguably the most challenging for the IT Department is the end-user’s expectation that the technology will work 100% of the time. While this is unrealistic, Zane agrees it’s reasonable for teachers and students to anticipate minimal downtime, which is where an SLA becomes so important. Zane appreciates the existing teacher confidence and recognizes the value of having allies in the classroom. He proposes that an SLA will help him to establish realistic expectations with teachers and students, which he can then pass on to his team, any extensions of his team (i.e. the dgi>enable team), and vendors who provide additional support. This is a significant undertaking, but not an unrealistic goal; and it’s commendable as many districts do not have the time or resources to accomplish an objective of this magnitude.

*Zane is confident that with the ongoing support of dgi>enable, his team will maintain focus on strategic initiatives and continue to move EESD forward.*

Enterprise Elementary School District is not unique in its challenges, but its IT leader is unique in his continued growth and proactivity. Many K-12 IT Departments with limited resources struggle to strategically contribute to their organizations, but don’t seek a solution to their constraints. Zane and his team identified their challenges, defined their objectives, and proceeded with a solution that offered tactical advantages (rapid access to high-level skill sets), which in turn allowed them to repurpose their time and focus on improving the learning environment. EESD’s IT Department is proud to contribute to impactful and meaningful initiatives that make a difference in students’ lives.