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Fairfax County Public Schools

Transforming IT Service Delivery in Education

EXECUTIVE SUMMARY

When Fairfax County Public Schools, the 11th largest school district in the nation, faced the challenge of managing 250,000 annual IT service requests across 200+ locations, they needed a solution that would enable both efficiency and excellence in education technology support. With 184,000 students and 23,000 employees relying on technology daily, their fragmented request system was creating delays that impacted classroom instruction. By implementing the Kinetic Experience Platform, they transformed their service delivery model, cutting IT fulfillment time in half while doubling their service catalog offerings. The result was a streamlined, user-friendly system that allowed teachers to focus on their primary mission: supporting student education.

ABOUT FCPS

Fairfax County Public Schools (FCPS) operates in the Washington D.C. metropolitan area as one of the largest school districts in the United States. With:

- 184,000 students
- 23,000+ full-time employees
- 200+ school locations
- 400 IT staff members
- 250,000 annual IT service requests
- Management of 180,000 devices including Chromebooks and iPads

The district's size and complexity demanded an enterprise-grade solution that could scale while remaining simple enough for educators to use efficiently.

THE CHALLENGE

Before implementing the Kinetic Experience Platform, FCPS faced several critical challenges:

Fragmented Service Requests

- Each of the 200+ locations had developed their own methods for requesting IT services
- Request methods ranged from phone calls and emails to paper notes
- No standardized process for service requests or approvals
- Employees struggled to identify correct contact points for support

Inefficient Approval Processes

- Paper-based approval workflows required physical document transportation
- Approval times extended to days due to manual routing
- Documents needed to be printed and faxed or hand-delivered
- Security requirements for student data complicated the approval process

Technical Constraints

- Initial attempts at improvement in 2007 resulted in static HTML forms
- Cold Fusion forms lacked dynamic functionality
- Inconsistent data collection led to support team follow-up
- Limited integration with existing systems
- Difficulty tracking and managing all devices for students.

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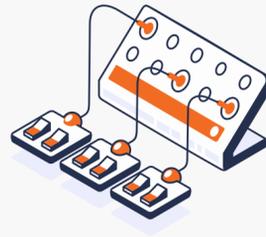
BUILDING THE FOUNDATION FOR CHANGE

FCPS implemented a comprehensive solution using the Kinetic Experience Platform

WORKFLOWS
for approvals & automation

FORMS
for service catalog management

INTEGRATIONS
for connecting with existing systems

DEV TOOLS
for custom solution creation

IMPLEMENTATION PLAYBOOK

1. Initial conversion of static forms to dynamic service catalog

2. Integration with existing BMC Remedy system

3. Implementation of role-based request prompting

4. Creation of unified portal for service catalog and support tickets

5. Development of electronic approval workflows

6. Creation of comprehensive asset management system

DESIGNED FOR:

- Device check-out/check-in process for start and end of school year
- Barcode scanning capabilities for efficient processing
- Automated tracking of device-to-student assignments
- Grant and vendor source tracking for compliance
- Bi-annual inventory management automation

KEY FEATURES DEPLOYED

- Dynamic question functionality based on user roles
- Automated routing and fulfillment processes
- Electronic approval workflows
- Integrated data mapping with existing systems
- Role-based service visibility
- Asset lifecycle management:
  - Device provisioning workflows
  - Inventory tracking and reconciliation
  - Source funding compliance tracking
  - Student device assignment management

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MEASURING THE TRANSFORMATION

- Service fulfillment time **reduced by 50%**
- Service catalog offerings **doubled**
- Approval times reduced from **days to minutes**
- Device distribution time decreased from 2 weeks to 3 days (**85% reduction**)
- Asset management system **implemented within 3-month summer window**

CREATING REAL-WORLD VALUE

- ⑤ Improved teacher productivity through faster issue resolution
- ⑤ Streamlined start-of-year and end-of-year device processes
- ⑤ Enhanced visibility into service request status

- ⑤ Increased IT staff efficiency through automated workflows
- ⑤ Enhanced compliance through digital documentation
- ⑤ Minimized academic disruptions during device distribution

Recognition as finalist for Excellence.gov Award
Top Government IT Programs
Recognized at ACT-IAC Awards

BEFORE IMPLEMENTATION

1. Multiple, inconsistent request methods across locations
2. Manual, paper-based approval processes
3. Days-long wait times for approvals
4. Frequent need for follow-up communication
5. Two-week device distribution period
6. Paper-based device signature management
7. Disconnected device-student-documentation tracking
8. Significant classroom disruption during device management
9. Grant compliance reporting challenges:
   a. Manual spreadsheet tracking of device inventory
   b. Paper-based device sign-offs stored in folders
   c. Complex reconciliation between multiple tracking systems

AFTER IMPLEMENTATION

1. Unified, standardized service request system
2. Automated electronic approvals
3. Minutes-long approval processing
4. Clean, complete tickets requiring minimal follow-up
5. Three-day device distribution window
6. Digital signature capture and storage
7. Integrated device-student-documentation system
8. Minimized impact on classroom instruction
9. Streamlined grant compliance:
   a. Automated device-to-grant tracking
   b. Digital signature capture with instant association
   c. Single source of truth for all device data
10. Enhanced governance and oversight:
    a. Real-time visibility for School Board members
    b. On-demand access to grant documentation
    c. Data-driven decision support for future initiatives

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Enable Your Organization's Digital Future

The transformation at Fairfax County Public Schools demonstrates how the right digital experience platform can revolutionize operations, enhance service delivery, and create measurable value across an organization. Ready to explore how your organization can achieve similar results?

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