KINETICDATA

Fairfax County PUBLIC SCHOOLS
ENGAGE • INSPIRE • THRIVE®

CASE STUDY · PUBLIC SECTOR, K–12 EDUCATION

Fairfax County Public Schools put 250,000 IT requests a year on one catalog and halved fulfillment time

Teachers at 200+ schools and facilities used to ask for IT help by phone, email or paper form. Now every request goes through one catalog in front of BMC Remedy, and approvals take minutes instead of days.

250K
Requests a year on one catalog

50%
Faster fulfillment

Days → min
Approval time

How it fits together

BUILT ON KINETIC

EXPERIENCE LAYER
One district-wide catalog for 200+ locations

WORKFLOW LAYER
Approvals by request type, cost and district rules

INTEGRATION LAYER · SYSTEMS THAT STAY IN PLACE
BMC Remedy | Device and asset records

Overview

Fairfax County Public Schools (FCPS), in the Washington, D.C. area, is the 11th largest school district in the U.S. It serves 184,000 students with more than 23,000 employees across 200+ schools and facilities, and it manages about 180,000 devices, including Chromebooks and iPads. Staff file roughly 250,000 IT service requests a year. The district wanted faster IT support in classrooms.

How a request used to work

It depended on the school. At one, a teacher phoned the help desk. At another, they filled in a paper form. At a third, they sent an email. Anything that needed approval landed in an administrator's inbox and waited there.

A teacher with a broken laptop worked around it for days. A classroom waiting for new devices could wait two weeks. Central IT couldn't say how many requests were open, which schools were behind or where things got stuck, because the answers were scattered across email threads and paper logs.

What FCPS built

FCPS kept BMC Remedy as its IT service management system and put Kinetic in front of it.

- **One catalog for the whole district.** Every school and department uses the same portal for the same requests.
- **Approvals that route themselves.** Requests go to the right approver based on type, cost and district rules, with the details attached.
- **Forms that fit the person.** Each form shows only the fields that matter for the requester's role, location and request type, and sends the result to the right fulfillment team.
- **Fulfillment stays in Remedy.** IT teams keep working in the tool they know. Kinetic passes each request into Remedy and tracks it to completion.

A second application for student devices

Once the catalog was running, FCPS built its next application on the same platform: an asset management system for the district's student devices. It didn't need a new purchase or a new system. The team worked on the platform that already ran the district's forms and approvals, and delivered the asset system within a three-month summer window, between one school year and the next.

- **Check-out and check-in.** Devices go out at the start of the school year and come back at the end.
- **Barcode scanning.** Staff process devices by scanning their barcodes.
- **Device-to-student assignment.** The system tracks which student has which device.
- **Funding-source tracking.** Each device is tied to the grant or vendor source that paid for it, which is what grant compliance reporting needs.
- **Bi-annual inventory.** The twice-yearly count runs from the same records, replacing manual spreadsheets.
- **Signature capture.** Sign-offs are captured digitally and stored with the device assignment, replacing paper forms kept in folders.

School Board members now have real-time visibility into device data, and grant documentation is available on demand.

Results

- **Fulfillment time cut by 50%.** Requests move from submission to completion twice as fast.
- **Approvals in minutes, not days.** Routing is automatic, so requests no longer wait in inboxes.
- **Device distribution 85% faster.** Getting equipment into classrooms went from about 2 weeks to about 3 days.
- **Twice the service catalog.** The district doubled the number of services on offer.
- **250,000+ requests a year on one process,** across 200+ locations.
- **A second application in one summer.** The student device system went live within a three-month summer window.
- **Recognized by ACT-IAC.** The program was named a finalist for ACT-IAC's Excellence.gov Award.

Why FCPS chose to build on top

FCPS had plenty of systems already: BMC Remedy for IT service management, procurement tools for equipment, and approval habits that varied by school. Replacing any of them would have meant a long procurement, a migration, and retraining hundreds of staff during a school year. The district needed one consistent front door for requests, routed into the tools its fulfillment teams already used.

Before and after

	Before	After
How requests arrive	Phone, email and paper forms	One digital catalog
Approvals	Days in email inboxes	Minutes, routed automatically
Fulfillment time	Baseline	50% faster
Device distribution	About 2 weeks	About 3 days (85% faster)
Tracking	Manual and scattered	District-wide dashboards
Locations	Different process at each school	200+ on one catalog
Device sign-offs	Paper forms stored in folders	Digital signatures stored with each assignment
Device inventory	Manual spreadsheets reconciled across systems	One record per device, tied to student and funding source

What you can build next

FCPS started with IT requests and moved on to student devices. Each application after the first reuses the forms and workflows already in place, so a district's third one starts further along than its second. See how Kinetic handles student and faculty service delivery in education, or how state

agencies and local governments use it for constituent services in state and local government.

NEXT STEP

Bring us one process that crosses your systems

In a free two-hour working session we map one of your processes, from the first request to the last system update, and send you a written plan for building it.

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Kinetic Data is the build platform for AI-enabled business. Its Kinetic platform lets organizations build applications, workflows and agent-ready processes on top of the systems they already own, with AI generating the experiences and workflows and people and agents working in the same process.

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