

Virginia School District Elevates Help Desk Service with IssueTrak

"IssueTrak has been so great to work with. Their service is terrific. The software meets our needs and we're very happy with it."

- Cathy Honsinger, Help Desk Technology Support Specialist, Williamsburg-James City County Public Schools

Business Challenge

Located in southeast Virginia, Williamsburg-James City County Public Schools serves 10,000 students in 15 schools. An IT team of 21 supports the district's 1,800 staff, with some team members dedicated to specific schools and others rotating as needed.

Before implementing a help desk solution, staff members would call in-school technicians directly or simply stop them in the halls. Without centralized tracking, IT lacked any way to prioritize issues, assign them to the most appropriate person, ensure they were resolved, or report on volumes and types of problems.

Solution

The district deployed IssueTrak to create a new centralized help desk. Specifically, IssueTrak provides much-needed tracking of every issue and ease of use for staff and IT. Additionally, it integrates with the district's Active Directory for automatic import and updates of users, and single sign-on.

Staff members call, email or input issues via the intranet, with the

main help desk addressing about 50 percent of those needs. The team escalates the other half to the appropriate onsite or rotating technicians. Through business rules set in IssueTrak, the software automatically turns issues submitted via email or online into tickets that are tagged by type and directed to that type of technician. If a ticket remains open too long, IssueTrak automatically escalates it to a supervisor, helping ensure that nothing goes unresolved for long.

Staff members also use IssueTrak to reserve audio/visual and other equipment to be delivered and set up at certain times in a specific place. Before, the team could get wrapped up in other tasks and more easily forget.

Benefits

IssueTrak enables the IT team to communicate more effectively with district staff. Any time a technician updates a ticket, the associated staff member receives an email update, helping reduce calls to the help desk. And simply having a centralized system – where no ticket goes unanswered – has significantly improved customer service.

With monthly reporting, the help

desk follows number of tickets closed, by whom, how long it took, and the type, providing numbers to plan staffing, training or other IT needs.

Cathy Honsinger, help desk technology support specialist, finds IssueTrak's own support team there whenever her team needs anything.

"IssueTrak has been so great to work with. Their service is terrific," she said. "The software meets our needs and we're very happy with it."

About IssueTrak

IssueTrak develops, sells and supports issue tracking software. First released in 2000, its signature software package has become a robust platform for internal and external customer support, IT help desk, workflow management, and issue tracking throughout the enterprise. The 100% web-based software is currently used by more than 1,700 companies in 36 countries, and across 54 major industry groups. Based in Virginia Beach, VA, the company is a Microsoft Gold Certified Partner and has been recognized with a number of awards, including the Inc 500, Inc 5000, and Deloitte Technology Fast 500.