

## Case Study Albemarle County Public Schools

### Background

Albemarle County is located approximately 110 miles southwest of Washington, DC and 70 miles west of Richmond, VA., and at 726 square miles is the fifth largest county in Virginia. Their IT department supports all of the elementary, middle and high schools in the county, with approximately 100 administrator seats and approximately 2300 end users. Ensuring requests are managed efficiently and executed in a timely manner to these twenty six schools is essential to this department.

### Situation

Albemarle had a tracking tool in place to manage requests, but request and time was lost due to poor a authentication process which did not allow teachers access to the system. Prior to using the Novo software, each school had an on-site troubleshooter who tried to resolve requests himself, and was the single person to send IT requests to the central IT office. Teachers needing IT support had to locate this single point of contact to make a request. Requests simply did not get logged and often fell through the cracks. The previous system was inefficient and became a burden on a single person to be the go-between for all of the communication between teachers at the various schools and the central IT office.

### Strategy

Albemarle needed a tracking solution that allowed end users to be automatically authenticated into a system and to easily submit their own requests. This would not only streamline the request process, but to ensure that all requests were being logged. The IT management team selected the Novo Help Desk Enterprise software with the Active Directory Module. The Novo Active Directory module features single sign-on permissions for technicians as well as end users. This allowed teachers to easily log their own requests and the Novo software then notifies the local IT troubleshooter at each school. If this "first tier" technician cannot resolve the issue, then the Albemarle's central IT department is notified and can see these requests and manage them in their main Help Desk queue.

### Results

The Novo Help Desk has helped to streamline processes and has made it very easy for the teachers to create their own requests. Now, all of the requests are not falling in one person's lap where they could potentially fall through the cracks. The Novo system is also saving the step of the teachers having to go to the troubleshooter to ask them to log the request; instead they can submit requests at their own convenience. Albemarle states "we have had a successful deployment and with Novo, our support workflow process is working much better than before."