

Success WITH CA

Unicenter®

Customer Info AT A GLANCE

Company Name:

The Kawartha Pine Ridge
District School Board of
Ontario, Canada

Industry:

Education

Geographic Location:

Canada

CA Solutions Used:

Unicenter® Network & Systems
Management, Unicenter®
ServicePlus Service Desk,
Unicenter® Remote Control &
Unicenter® Software Delivery

Biggest ROI:

Increased user
productivity across the
district by reducing the
time, labor and resources
required to service users
and equipment outages.



Computer Associates™

Ontario, Canada School District Supports Diverse, Widely Distributed User Base With Integrated Unicenter® Solutions From CA

The Kawartha Pine Ridge District School Board of Ontario, Canada (Kawartha) consists of 85 elementary schools, 15 secondary schools and six adult learning centers. The district serves 42,000 students, and employs 4,000 teachers, 200 principals, 200 vice principals and 200 administrators. The district was formed in 1997 when the province combined the Kawartha and Pine Ridge districts.

The district's IT infrastructure is administered and maintained by an eight-person technical staff. They use Unicenter® Network and Systems Management (Unicenter NSM) and Unicenter® ServicePlus Service Desk (Unicenter ServicePlus SD) from Computer Associates International, Inc. (CA) to manage 8,000 desktops and 300 servers that are spread out across 100 different locations. Each technician is responsible for both software and hardware support for 1,000 desktops.

Large Call Volumes and Inefficient Software Delivery Bog Down IT Staff

The Information and Communications Technology (ICT) staff at Kawartha handles approximately 10,000 calls a year, and those are split fairly evenly between software and hardware issues. They cover everything from WordPerfect support to troubleshooting faulty routers and NIC cards.

Before implementing the CA solutions, one of the districts used an OpenVMS mainframe software package for handling help desk issues. "The response time was way too long," said Wayne Toms, Director of ICT Operations at Kawartha, "and it became a serious impediment to productivity. We would have a backlog of two to three days worth of service request telephone calls just waiting to get entered into the help desk system. It would take several more days to provide a response to the issue."

The system was purely a telephone help desk with no web or network ticket-reporting capability. At busy times of the year, they often had 50 to 60 voicemails waiting for responses on any given day. The sprawling nature of the district compounded the difficulty, since technicians often had to travel more than an hour away from headquarters to address a problem. "If I had to send an ICT staff member out to a school, it would kill a whole morning and tie up my resources," said Toms.

Annual installation of software updates also posed problems for Kawartha. The Ontario Ministry of Education requires report card software updates every year. Historically, this required technicians to visit each school to install the new version. The ICT would essentially shut down the network for two weeks while the entire staff went around to the more than 100 schools and installed the software.

So, Kawartha needed a way to manage the help desk process, and support and manage a wide range of remotely distributed users.

Integrated CA Solution Provides Productivity Boost

CA offered Kawartha a complete integrated solution for all its needs. With Unicenter NSM, Unicenter ServicePlus SD, Unicenter® Software Delivery (Unicenter SD) and Unicenter® Remote Control (Unicenter RC), Kawartha increased user productivity across the district by reducing the time, labor and resources required to service users and equipment outages.

"CA offered a total, integrated solution for all our specific requirements, and that was the deal clincher," said Toms. In terms of help desk issues alone, Kawartha has been able to address service requests as they happen. Tickets are instantly logged via a web interface or at the time of call-in.



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”

Wayne Toms
Director of ICT Operations
Kawartha Pine Ridge
District School Board

“Unicenter ServicePlus SD integrates with Unicenter NSM and provides all kinds of built-in automation and seamless functionality,” said Toms. “Everything that goes on in our technology environment flows through Unicenter ServicePlus SD.” That includes third-party contractors who provide local and wide area network services. “They’re linked directly into Unicenter ServicePlus SD, so they can respond to hardware maintenance issues, for example, right when a problem is initiated.”

The savings are astronomical, according to Toms. Last year, Kawartha installed the report card software updates in record time. It took one person a week to update all the schools. They used Unicenter SD to update all the sites and then adjusted custom configuration settings remotely with Unicenter RC. “It was a sixteenfold reduction in the time and resources required to complete the job,” said Toms.

Kawartha also uses Unicenter RC to fix system configuration issues and walk users through software training. “We use the option extensively,” reported Toms. “It has reduced the amount of travel required to respond to issues dramatically — almost to nil at this point. The end users have become very comfortable seeing the techs working on their computers remotely. The tool is fantastic for us — an answer to our prayers.”

Simple, Easy, Yet Comprehensive Management Reporting

From a management perspective, Toms can monitor the help desk, track outstanding issues, and review the effectiveness and efficiency of the staff’s competency. All the data is collected through Unicenter ServicePlus SD. “It shows everything you

need to know about every service request that comes through the organization,” said Toms. “My monthly status reports to upper management are comprehensive and really easy to generate,” he continued. “With a quick click, I can tell if we’re living up to our service level targets and meeting our goals.”

CA ServicesSM Handles Software Conflict Issue

Kawartha used CA Services for the Unicenter Network and Systems Management, Unicenter SD and Unicenter Remote Control rollouts. Kawartha uses a product called Fortress to limit access to its network environment. Fortress locks down desktops so that students are unable to tamper with system settings and files. With help from CA Services, Kawartha can use both Unicenter Software Delivery and Fortress. “CA Services automated the disable-and-enable function within Fortress so that software could be delivered electronically as needed,” said Toms.

New Survey Feature is Highly Anticipated

Kawartha is in the process of testing out new survey features that come with the latest release of Unicenter ServicePlus ServiceDesk. “We’re very excited about this new feature,” commented Toms. “It’s one of the key reasons we budgeted to have the most recent upgrade done. Accountability is everything today in school boards in the province of Ontario, and the surveys will allow us to tightly track user satisfaction and our own levels of effectiveness.”



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