

RECOMMENDED ACTIONS FOR

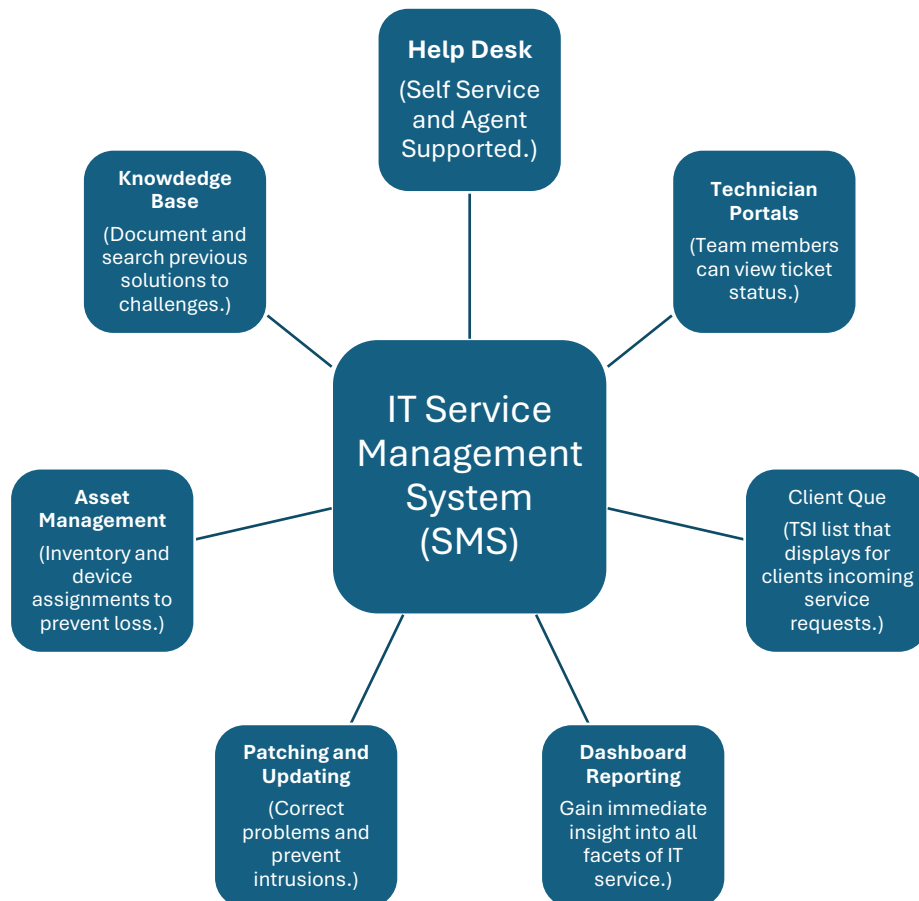
MORTON DISTRICT #201

IT SERVICE MANAGEMENT SYSTEM PROPOSAL

Recommendation per request of Chief Financial Officer Christopher Blomquist March 3,
2025.

FORWARD:

A Service Management System in IT is crucial in ensuring that IT services are delivered effectively and efficiently to meet clients' needs. Morton has attempted to use various pieces of a Service Management System in the past but has never adopted one platform. Many of those tools are now legacy, have reached the end of life, and thus are no longer supported. (e.g., LanDesk for helpdesk tickets and asset management, SCCM for imaging and patching). The lack of a Service Management System is a contributing factor to the November 12, 2024, network intrusion. In addition, the lack of a Service Management System has dramatically increased the recovery time for services at Morton. As we rebuild from the challenges of the past, this is a key opportunity to utilize a solid, proven IT Service Management System tool as we RETOOL our IT team.



BACKGROUND:

The growth of technology in education continues at an exponential pace at Morton, like every school district. Technology has been viewed at Morton as a supporting tool for the district. Recent events have demonstrated to stakeholders that technology is intertwined with everyday operations – from the classroom to the business office, maintenance, security, cafeteria, and the student support teams.

- 7,800 laptops in the hands of students 24*7*365
- 600+ faculty utilizing laptops, phones, and Promethean Boards in classrooms.
- 80 clerical staff utilize computers, printers, phones, and voicemail.
- 70 maintenance utilizing HVAC systems with automation, time clocks, email, access door/gate systems, and help desk.
- 90 security staff utilizing digital camera monitoring, door access, gate access, fire monitoring, Blue Point monitoring.
- 50 cafeteria staff are utilizing scanning technology to deliver services.
- 50 administrative team members using the tools to gather data and create reports to make informed decisions.
- Skyward School Information System
 - Student Management
 - Financial
- Dozens of new curricular applications and resources
- Optimized state reporting that integrates directly with several district systems
- Microsoft Office Suite focuses on Teams for classes and PLTs.

Each of these systems requires resources to support and ensure proper functionality. While the IT department has attempted to absorb this additional work with efficiency, recent events have demonstrated that it is not feasible to continue without making modifications to the operations and structures of the IT department.

Service Management System Proposal for Morton IT



PROPOSAL OBJECTIVES:

To move Morton's IT team forward, we need to adopt a Service Management System that provides the necessary tools for IT to transition from a reactive approach to a proactive one.

The following tools are critical to the success and efficiency of the IT department as they provide essential capabilities for managing and securing the organization's technological infrastructure.

Help Desk: Software application or cloud platform that helps IT teams manage and streamline the delivery of service and support for clients.

- Current Reality:
 - Morton is utilizing an Excel spreadsheet to track IT requests. Prior to the network intrusion, Morton was utilizing LanDesk, which had already reached the end of its life and was no longer supported. In addition, the software and data were stored on premises, and those servers have not been recovered.
- Future Vision:
 - Client service is currently only available during the hours that TSI is open at each campus: 7:00 am – 3:00 pm. This limitation excludes night school, MARP, and teacher service after classes end. The adoption of a Service Management System will empower the IT department to provide Level 1 service outside the TSI classroom hours. Clients will be able to submit service requests from any location. With the addition of the Remote Access tool, IT will be able to help with software challenges without ever reporting to TSI.

Knowledge Base: Repository of previous challenges and the solutions to those problems. Technicians and clients may access this tool. In addition, self-help articles, frequently asked questions, and troubleshooting guides can also be present to empower users to resolve challenges without contacting IT support.

- Current Reality:
 - Morton does not utilize this tool for technicians or clients.
- Future Vision:
 - Self-Service Access allows clients to find answers to common issues, requests, and questions without needing to contact IT support or ask a teacher. This empowers users to solve problems independently and on their own time.
 - A knowledge base is accessible at any time, which means clients can find solutions or answers outside normal support hours.
 - Morton is spread across multiple campuses with off-site offices. Often, a solution to a problem may be found at one campus but cannot be shared instantly due to time constraints. A knowledge base records the client challenge and the solution instantly when the ticket is completed. Technicians will be able to search to see if this client challenge has been encountered and solved promptly.

Technician Portals: Dedicated interface where each technician can access, manage, and resolve service requests.

- Current Reality:
 - Morton does not utilize any portal to share information with individual technicians. Before the network intrusion, technicians had limited portal access from LanDesk, which had already reached the end of its life and was no longer supported.
- Future Vision:
 - Technicians use the portal to view, prioritize, and manage incoming client requests. This integration between the ticketing system and portal allows technicians to increase efficiency.
 - Collaboration and communication will increase as members may leave notes, share updates, or escalate issues to higher-level support teams.

Service Management System Proposal for Morton IT

Client Queue: This tool is typically used to manage and organize incoming service requests, incidents, or tasks from clients. This often serves as a virtual “waiting line” in TSI for teachers and students to determine when an appropriate time is to come to TSI for assistance.

- Current Reality:
 - Morton cannot display a client queue due to the lack of a help desk or service management system.
 - Morton TSI utilizes the Smart Pass system to display clients coming to TSI.
- Future Vision:
 - Clients will have access to the queue for each campus as they determine the most appropriate time to come to TSI for service.
 - Clients may also be able to view the status of requests, offering transparency and reducing frustration from waiting.
 - Automated email notifications may keep clients informed about ticket status, progress, and resolutions.

Dashboard Reporting: Visual tools and analytics to present key performance indicators and data-related service requests. This offers real-time visibility into the performance of the teams. Dashboards may also include alerts to trends for client requests.

- Current Reality:
 - Morton does not utilize this tool for technicians or clients.
- Future Vision:
 - Dashboards for technicians provide a real-time overview of items like ticket volume, response time, and resolution time, which will result in reduced bottlenecks.
 - Dashboards for technicians include historical data/trends. This will empower technicians to recognize patterns or pinpoint specific times when the IT team may be overloaded.
 - Dashboards display metrics like open tickets, pending escalations, and system dashboards. This allows for proactive issue resolution.

Patching and Updating: Patching and updating are key aspects of maintaining the health and security of IT systems, software, and infrastructure. The lack of proper patching and updating was a contributing factor to the network intrusion on November 12, 2024.

- Current Reality:
 - Morton has not been applying patches and updates in part due to the tool used for this (SCCM) nearing its end-of-life cycle. This tool also does not engage AI or advanced automation for applying patches or updates.
 - Applying patches and updates often take the client's device offline for a restart. The current patch solution cannot schedule in a manner that reduces restart times during class periods. This limitation has resulted in patches/updates not being installed.
 - Morton's IT team was forced to check for updates and patches, which required additional time to accomplish. The current system was not able to search for these updates/patches automatically outside of the operating system.
- Future Reality:
 - Current IT service management systems monitor for updates and patches and then alert system administrators.
 - Current IT service management systems prioritize updates and patches based on security vulnerabilities, bug fixes, new features, or performance improvements.
 - Testing and staging the updates and patches are important to prevent conflicts that may disable the IT environment. Current IT service management systems test different systems, hardware, and configurations.

Asset Management: Asset management/inventory is the process of tracking, managing, assigning devices, and optimizing the lifecycle of IT tools.

- Current Reality:
 - Morton utilized LanDesk IT Asset Management in coordination with Title I requirements starting in 2015. LanDesk has reached an end-of-life cycle and is no longer supported. This tool has not been utilized at Morton with fidelity for the past three years.
 - Morton no longer can determine which device is checked out to which student. The server where this was stored on premises has not been restored. If a laptop is brought into TSI, we do not have records to determine which client is assigned to that device.
 - Morton assigns a device to a client, and, in theory, which is to remain their device during their four years at Morton. Morton requires an asset management system that can keep track of those changes in ownership. This limits which service provider can be utilized.
- Future Vision:
 - Morton must be able to track which devices a student has had ownership of during their time at Morton. Most service management systems only track who the current owner of the device is. Ownership is overwritten by the system when there is a change, and thus, change history is not possible.
 - Client issues often begin long before they come into TSI to report an issue. Often, the software starts slowing down/struggling, and the user continues utilizing the device until it no longer functions. Asset management tools will be able to identify devices that are not functioning properly and alert a technician. This will allow the technician to reach out and make remote changes to the device before the client is even aware that there is a challenge.

Remote Access to Client Devices: The ability for IT to manage a client's system remotely to diagnose issues, apply updates, or resolve technical problems remotely.

- Current Reality:
 - Morton utilizes SCCM, which is nearing the end-of-life cycle and cannot be updated. This service only works when a device is on the premises and is limited to two users in the district at the same time. This tool is only used with staff and is not available for student service.
 - Morton must become proactive rather than reactive. Remote Access is a tool that will allow technicians to address issues before the client is aware of the challenges.
- Future Vision:
 - Client service hours must increase dramatically. Many educational programs take place after 3 pm inside the campuses.
 - Students who work from home and encounter technology challenges often give up quickly as no service is available. The helpdesk self-service portal will allow students to enter a ticket from their device. The remote access tool will then allow the technician on call to address the issue and attempt a resolution. Hardware issues would still need to be addressed in TSI, but all operating system and software issues could be addressed remotely.

Compliance: Service management systems monitor devices remotely to determine what operating systems and software have been patched/updated. Compliance ensures that an organization meets legal and industry standards, which ensure safety and security.

- Current Reality:
 - Morton does not have a tool to determine compliance levels of student devices.
 - Morton is attempting to do this on faculty and student devices through antivirus protection software. (Malwarebytes)
- Future Vision:
 - System administrators (new position) will use this as their primary tool to determine levels of compliance. A lack of patching/updating is a contributing factor to the November 12, 2024, network intrusion.

Advanced ticketing and AI routing: Automating key processes and leveraging artificial intelligence (AI) to streamline ticket management. Keywords can route a client request to the correct IT representative. Keywords can also determine the priority level of the request. (e.g., AI will analyze the content of the request and recognize a ticket as network connectivity).

- Current Reality:
 - Morton does not currently have any ticket management system.
- Future Vision:
 - Morton will rely on advanced ticketing to route client requests to the appropriate team member directly rather than one queue that must be sorted.

Software Distribution and Deletion: Software distribution and deletion refer to the process of deploying software applications to end users in a controlled, automated, and efficient manner.

- Current Reality:
 - Morton utilizes SCCM, which is nearing the end-of-life cycle and cannot be updated.
- Future Vision:
 - Morton will be able to distribute software based on groups or users using the service management system. (e.g., Graphic Arts teachers will need Adobe Photoshop Suite installed on their devices.)
 - Security Risk Reduction can be accomplished by removing outdated software that is no longer needed. Similarly, the removal of unapproved software reduces the risk of security breaches.

MORTON PROPOSAL:

Morton's IT team has completed research on various platforms. The following two systems would meet the needs of Morton District 201 today.



CONNECTWISE®

3-Year Average Expense \$149,115

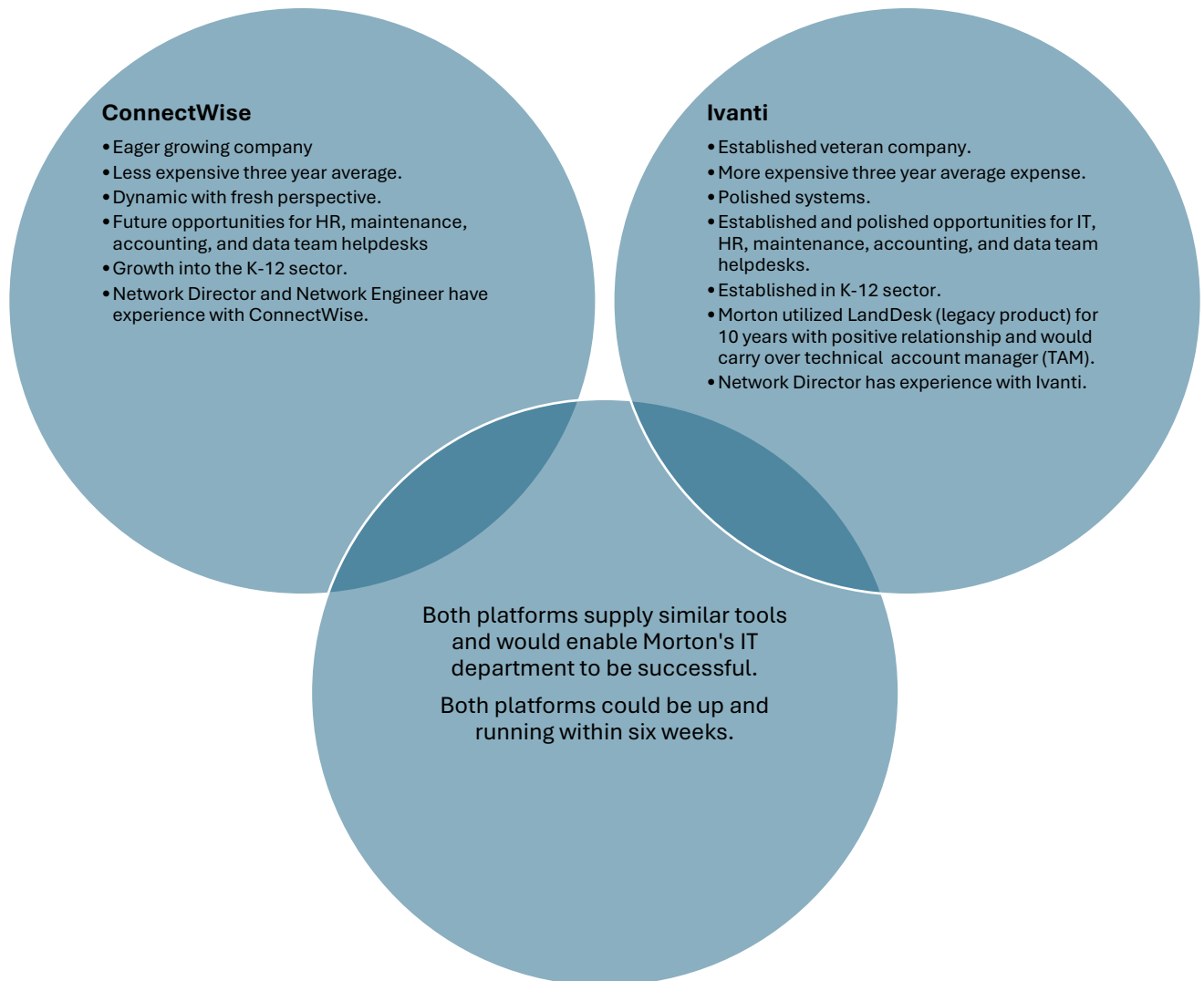
	ConnectWise (ITSM)	SCCM (Imaging Setup)	SCCM (Consulting)	Set Up Fees	Yearly Expense
Year 1	\$79,628.00	\$21,455.00	\$5,400.00	\$400.00	\$106,883.00
Year 2	\$143,376.00	\$21,455.00	\$5,400.00	\$0.00	\$170,231.00
Year 3	\$143,376.00	\$21,455.00	\$5,400.00	\$0.00	\$170,231.00



3-Year Average Expense: \$203,708

	Ivanti (ITSM)	Technical Account Manager	Consulting	Set Up Fees	Yearly Expense
Year 1	\$167,000.00	\$24,000.00	\$0.00	\$38,125.00	\$229,125.00
Year 2	\$167,000.00	\$24,000.00	\$0.00	\$0.00	\$191,000.00
Year 3	\$167,000.00	\$24,000.00	\$0.00	\$0.00	\$191,000.00

Service Management System Proposal for Morton IT



Why Should Morton Partner with *Ivanti*?



Why Should Morton Partner with Ivanti?



Morton's Place Today

- Morton faces a significant challenge with endpoint management, which contributed to the network intrusion incident on November 12, 2024. Morton lacks experience or a mature strategy for endpoint management.
- Ivanti is a well-known provider of IT service management (ITSM) and IT asset management (ITAM) solutions, and they have extensive experience working with organizations that face challenges related to rapid growth, especially within the education sector. Many educational institutions, particularly those that are growing quickly, face common IT challenges.

Morton's Place Tomorrow

- Morton must migrate away from our current imaging solution (SCCM has reached end-of-life) and will migrate to a hybrid cloud solution with Azure and Intune through the Microsoft ecosystem.
- Ivanti began 20 years ago integrating with SCCM (where Morton is today) and has integrated fully with Azure and Intune (where Morton is going.)
 - Ivanti has offered Morton a flexible IT solution package that is tailored to meet our current needs, with the ability to scale and evolve as our requirements change in the future. The ability to remove certain components in the next 2-3 years is a smart approach, allowing us to adapt and optimize our IT infrastructure as our IT team matures. This will result in decreased expenses after we have recovered and grown. (e.g., imaging solution as we migrate to Azure and Intune.)

Why Should Morton Partner with Ivanti?



External Support Agent

- Morton is in a challenging situation. We are trying to recover from a network intrusion while also needing to improve our service delivery processes. Adopting a new IT Service Management (ITSM) system is a significant step toward improving operational efficiency, but the resource constraints make this transition difficult. Given the urgency of both recovery and service delivery improvement, it's important to prioritize and take an assisted approach that allows us to manage the current crisis while still laying the foundation for positive future.
- The Ivanti solution supplies a dedicated SPECIALIST (TAM) who will do the work on the Ivanti product while the Morton IT team focuses on delivery of services and recovering from a network intrusion.
 - Ivanti specialist has already worked on our inventory solution for 10 years and is intimately familiar with the Morton ecosystem.
 - This existing relationship and knowledge will expedite the recovery process and streamline the adoption of the IT Service Management processes.

Adaptability

- Morton IT is facing challenges with expired certificates for various products. Currently, we lack visibility into their usage and existence, which is causing potential security risks and service disruptions.
- Ivanti offers a Network Discovery Probe designed to collect data from various hardware components, such as servers, switches, laptops, desktops, and client devices. Additionally, this tool can be adapted to collect information on certificates, including their expiration dates, providing better visibility and management of certificate-related risks within the network.

Why Should Morton Partner with Ivanti?



Ivanti's Education Team Experience

- Morton has entered uncharted territory following the network breach, facing challenges both administratively, educationally, and technologically. This breach has pushed us to navigate unfamiliar ground as we work to rebuild and strengthen our systems and processes.
- Ivanti has extensive experience working with organizations that have gone through similar challenges, including those in K-12 environments. Their expertise in navigating these situations can provide valuable insights and solutions tailored to Morton's needs as we work through recovery and improvement.

Knowledge Base

- Morton IT has never utilized a centralized repository where information, tutorials, documents, and training resources could be located. Communication is a weakness for the IT department and the entire Morton ecosystem.
- The Ivanti solution features a highly polished knowledge base system, equipped with built-in automation and AI capabilities. This enables clients to access information quickly and efficiently, improving both user experience and service delivery.
- The Ivanti solution is already successfully adapted by hundreds of organizations across various departments, including IT, HR, benefits, maintenance, and client services. Its versatility and proven track record make it a reliable choice for streamlining and optimizing a wide range of services.

Why Should Morton Partner with Ivanti?



Expandable Beyond IT Services

- Morton District 201 is **struggling** with communication between clients and IT, HR, benefits, and maintenance.
 - Slow response time across entire Morton ecosystem.
 - There is a **lack of confirmation** regarding whether messages have been received or addressed, leading to a sense of frustration among students, faculty, and staff. As a result, many feel as though their concerns are not being heard or acknowledged.
 - Client frustrations have led to grievance from the union about IT, payroll complaints, benefit teams struggling to respond in a timely manner to changes, and maintenance teams functioning reactively.
 - Email and voicemail are primary communication tools for human resources and benefits.
 - Phone calls and SchoolBuddy (helpdesk) are primary communication tools for maintenance.
- Ivanti is **designed** and **experienced** at providing individualized SYSTEM MANAGEMENT for all aspects of an enterprise including IT.
- **"Morton Portal"** could be used by all Morton clients to streamline Morton communication without disrupting the existing system in place. A **"Morton Portal"** could complement existing processes.