

Case Study: The High Value of an IT Assessment: Windham School District & Neoscope

Client Windham (NH) School District

Challenge A new IT Director was hired and there were many unknowns in the existing environment. The IT department needed to quickly assess their entire technology infrastructure in order to properly support and maintain it.

Solution A comprehensive IT Assessment performed by Neoscope's certified engineers.

Results Neoscope provided a detailed, actionable report for the IT staff as well as an Executive Summary that translates the technical information into plain English for the business manager and school board. The report has assisted WNSD in achieving its educational and operational goals through the use of technology.

"We had three new members of the IT staff that were coming in cold. There was a huge knowledge gap that we needed to fill. Neoscope gave us a high quality, top to bottom assessment that has helped us immensely. We were able to identify immediate issues like outdated servers and it provided us a road map going forward that we continue to use."



- Kevin Verratti

OVERVIEW

The Windham (NH) School District serves the town of Windham at four public schools with more than 2,800 students: The Golden Brook School (Kindergarten through 2nd grade), Windham Center School (3rd through 5th grades), Windham Middle School (grades 6 through 8), and Windham High School (9th through 12th grades). The Windham School Administrative Unit ("SAU 95") was the fifth location in the assessment. The IT network plays a crucial role in the educational mission of Windham School District.

THE CHALLENGE

In June 2013, Windham School District was in between IT directors and ran a lean IT department. It required a qualified and highly experienced IT company to provide the business manager and new IT director with insight into the school district's IT infrastructure. After considering many potential vendors, Windham School District chose Neoscope due to its experience and success working with school districts.

"Due to budget constraints, school districts often run lean IT departments that focus on supporting end users and applications for daily school operations," says Neoscope President Tim Martin. "Detailed assessments can be challenging for an internal IT department to perform as they are normally busy with day to day activities and this gives them a third party perspective."

The Neoscope custom assessment provides a detailed and actionable guide on the current technology operations, systems and assets of a company or school district such as WNSD. The basic guidelines include:

- Identifying potential vulnerabilities
- Identifying operational inefficiencies
- Identifying potential cost-saving measures

Windham School District Assessment Scope & Goals

Martin said Neoscope always assign senior engineers to handle assessments for all its private and public sector clients. "Our team of engineers has worked with the Massachusetts Department of Education, Salem New Hampshire School District and many other districts as well as charter schools. The issues we see are generally common among the schools," he said.

During a two-week period in June 2013, Neoscope's IT Assessment team analyzed several key areas of the Information Technology environment, including Active Directory, System Infrastructure, Backups, and Operations in each of the 5 WNSD locations. Neoscope obtained information for the assessment through network scanning tools, manual checks, and staff interviews.

IMMEDIATE & LONG TERM RESULTS

"It was important to get an independent perspective that I could bring to the school district administration," Verratti said. "Neoscope provided us with an invaluable assessment on our entire IT infrastructure which provided us critical insight into our environment as well as solid plan that we were able to execute from. Their assessment helped us realize immediate improved efficiencies and cost savings."

The comprehensive IT assessment report completed by Neoscope exceeded the expectations of the Windham School District and helped it fulfill its educational mission while providing a roadmap for future IT investments.

"This is one of our flagship services and it provides remarkable value because it takes the guess work out of determining system and networking reliability and vulnerabilities," Martin said. "We help businesses and organizations of all sizes determine whether their IT infrastructure is helping or hindering them, and what needs to be done. Answering that critical question can be the difference between dynamic success and unnecessary frustration."

Important Findings

Neoscope reported that, based on several significant security risks and issues discovered during the analysis, the Windham School District IT environment was at relatively high risk of suffering security breaches, data loss, network and system degradation, or costly downtime. Many of the issues found were due to inadequate general system administration of servers, workstations, the Active Directory environment, and the physical environment. There were also issues with security updates, patches, antivirus and antimalware, and generally accepted best practices.

ABOUT NEOSCOPE TECHNOLOGY SOLUTIONS

Neoscope Technology Solutions is a multi-disciplinary Information Technology consulting, services and products firm. Neoscope's staff consists of certified senior IT professionals who understand IT as a vital component of core business functions. Using a consultative approach, Neoscope evaluates a client's specific business requirements and then advises the client on the best practices technology solutions to accomplish their business objectives. Neoscope's distinctive proactive managed IT services utilizes advanced tools and processes to keep all essential IT systems up and running to maximize employee productivity, increase customer service and reduce costs; **all at a predictable, affordable monthly fee.**