Purpose-Built Productivity

Not all software tools are alike. Schools and districts considering whether to consolidate various distinct functions and assets into a unified software platform should look to purpose-built K–12 solutions that take the specific operations and management that address specific operational and management needs.
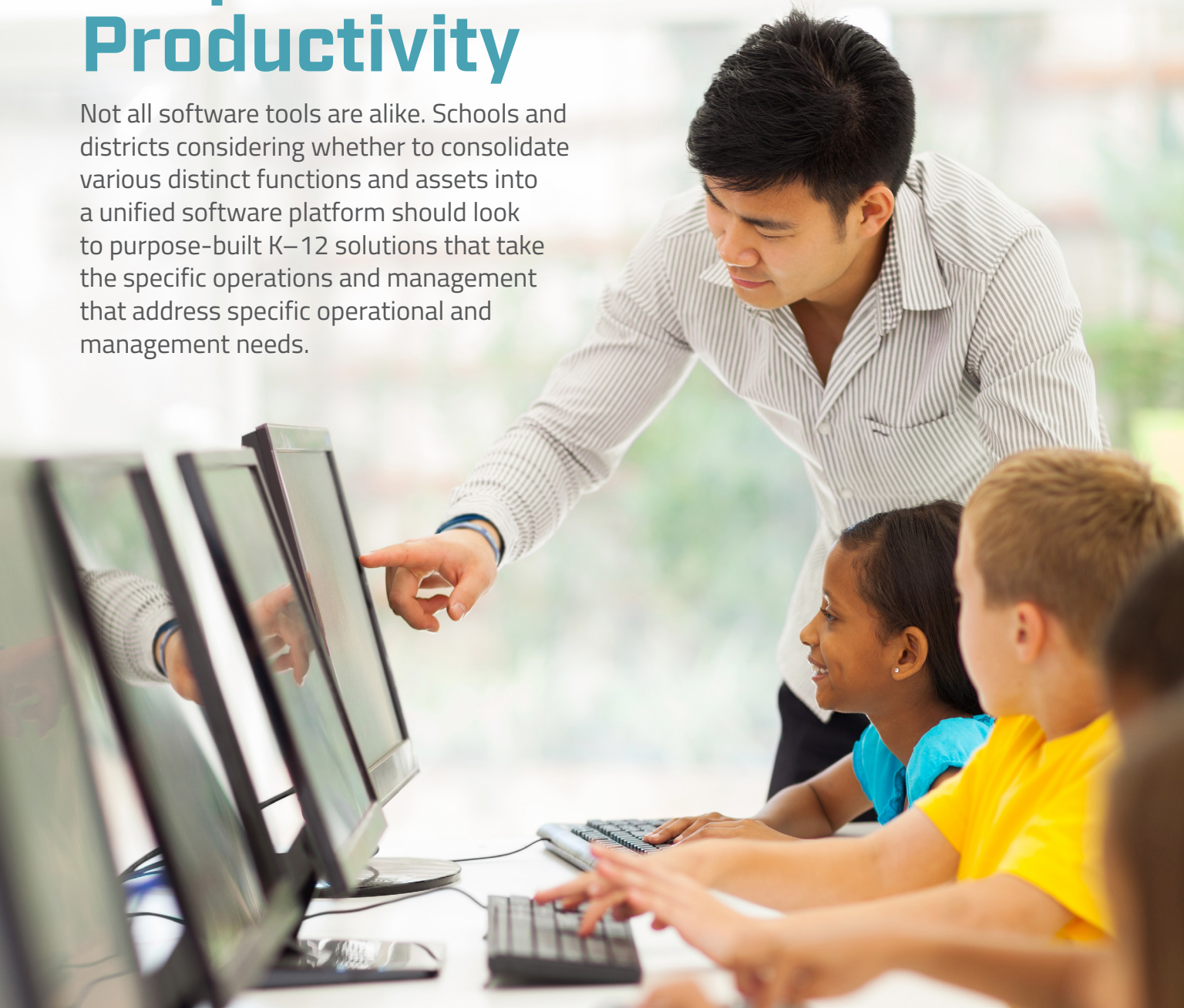
CENTRALIZE COMMUNICATIONS

Connect the Dots: K–12 Schools Shift Away from Fragmented Management Solutions

New software solutions allow facilities and operations teams to simplify tasks and achieve more with less.

A GROWING NUMBER OF SOFTWARE SOLUTIONS COVER many aspects of K-12 workflow management, just as numerous schools struggle to fill vacant roles and support growing districts on limited budgets.

Many facilities managers work with outdated, legacy solutions that don't integrate or operate with other district software tools. School districts that have modernized their facilities to incorporate IoT devices, state-of-the-art physical security systems, HVAC, events and meeting room management, and

more, often rely on fragmented, single-use solutions that don't communicate with each other and are difficult to manage. As a result, teams spend more time handing off requests and providing updates than actually completing the work.

A unified software platform can bring together those fragmented point solutions to consolidate requests and work. Here's how modern software helps schools move away from clunky, legacy solutions towards greater efficiency, improving day-to-day operations as well as smoother user experiences.

Facilities Management Coordination

UNIFIED PLATFORM

Assets · Resources · HR · Maintenance · Events · Work Orders

Enhance Efficiency, Interoperability

A unified platform allows schools to achieve more despite limited resources, by streamlining workflows across many system management tools, coordinating teams on tasks like repairs, inspections, and upgrades, and providing relevant data and reporting. IT and Facilities often need to collaborate on projects, and using the same system allows them to coordinate more efficiently and stay aligned on tasks. Ultimately, more efficient scheduling and documentation of maintenance tasks and requests, as well as more effective resource allocation, allow schools to provide safer, more productive learning environments for students and teachers. Teams can enjoy a 360-degree view of their entire operations from one user interface, and create seamless communication between the facilities and operations teams with other departments, such as technology and administration. For example, when an event is scheduled, IT needs to set up tech, Facilities needs to arrange the room, and Janitorial needs to clean. Using a shared system makes it easy to see which tasks are assigned to each department and track their status.

Understand and Improve Costs and Budgeting

With consolidated data and robust reporting across departments, administrators can uncover insights, spot trends, and identify opportunities for proactive improvements. Monitoring operational costs and resource requirements are essential for districts and having ready access to data is critical to justify requests. A unified platform helps break down data silos, linking metrics across departments to tell a more complete story. For example, space use and optimization analytics need data from multiple departments to paint a full picture.

Easier User Experience

A unified service request platform makes it easier for teachers, staff, and administrators to submit requests to any support team, regardless of the type of assistance they need. When a teacher needs help because their WiFi isn't working, they shouldn't need to determine whether it's an IT or Facilities issue. With one support portal, they can quickly submit their request and get back to their day. From there the IT and Facilities departments can work out how to fix the issue and communicate back and forth within the platform to keep each other updated. Communication flows smoothly between departments and updates automatically inform requestors of actions undertaken to resolve the issue. With the support of a unified platform, work can flow seamlessly across the district with communication never stopping.

GAMECHANGER
RETHINKING HOW TECHNOLOGY IS USED IN EDUCATION

MANAGE DATA AND INSIGHTS

Data and Reporting Bring a New Era of Operations Efficiency

Here's how data-enhanced insights and seamless workflows propel productivity.

ACCESS TO DATA AND ANALYTICS PROPELS DECISION-MAKING IN TODAY'S WORLD. Operations and facilities management professionals understand the importance of tracking metrics for their departments and distilling those into useful insights. Now more than ever, K-12 teams need to rely on detailed, actionable insights to help as they struggle with short-staffed, time-constrained teams with heavy workloads. Here are some of the trends shaping the way teams are using data:

Data Storytelling

Districts today have mountains of data at their fingertips. The challenge is translating complex, disparate data points into an understandable storyline that highlights key insights and patterns. For the Facilities team, illustrating the need to replace a building system by showing breakdowns over time, or identifying the pattern of breakdowns and associated costs, can be a powerful way to justify funding requests. Another consideration would be to take that a step further and describe the cost of delay in replacing the equipment and what the projected breakdowns and costs might be.

Data Democratization

Today's tech-savvy districts are invested in making data more widely available to a broad audience. By removing barriers, staff is able to analyze data in a way that presents a holistic view of the operations within the district. Data democratization is changing the culture of data sharing and empowering end users to unlock the value of data for their districts. It promotes a culture of collaboration and allows administrators to make more informed decisions that help improve efficiency, productivity, and create better student outcomes.

Real-time Access

When it comes to school districts, situations and conditions can evolve rapidly. Reports and data should be real-time and continuously updated so administrators can stay on top of performance and key metrics. Updated information needs to be readily accessible in case there are issues such as safety, or time-sensitive matters such as events. Real-time analytics allows teams to make adjustments or address issues to improve operations.
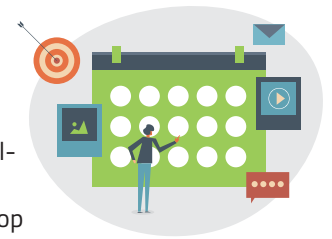
Cybersecurity Threats

A trend that's here to stay: school districts are prime targets for cyber attacks. As districts modernize their software, it's important that they select vendors who maintain robust cybersecurity measures, such as SOC 2 Type 2 compliance, to protect sensitive district data. School systems need to continue to strengthen their cybersecurity posture and ensure every district department understands its role in reducing cyber risks.

Ultimately, school districts need modern, purpose-built software solutions to help users unlock data and tell the stories of their work. Success lies in embracing these trends and seizing opportunities to create more value.

GAME CHANGER
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INCREASE EFFICIENCY

Keeping Pace with Modernization

Improving the facilities requestor experience and introducing automation wherever possible enhances cross-departmental collaboration and support.

OPERATIONS AND FACILITIES MANAGEMENT TEAMS IN industries like manufacturing and healthcare have embraced data-enhanced tools and automation to streamline operations, proactively identify challenges, and address them before they escalate. These tools help manage asset inventory, ensure health and safety, and support various other aspects of a facility manager's role.

A purpose-built K-12 solution like Incident IQ allows school districts to achieve similar results through real-time, data-driven support and automated workflows. Spaces4Learning recently spoke with Chris Burns, Senior Product Manager at Incident IQ, about why a move away from legacy operations management solutions offers K-12 districts with greater flexibility and efficiencies while

ensuring communication and collaboration with end users stays top of mind.

Burns highlights a few features and capabilities that can help teams better understand and improve overall operations through real-time data and a unified management and communications solution.

Monitor, Automate, and Optimize Progress

Tracking work order resolution time helps teams gauge efficiency, plan and prioritize workdays, and allocate resources more effectively. Seeing a complete view of work order or ticket pipeline provides a real-time, holistic view

of operations, specific school or team needs, and task status, helping pinpoint bottlenecks or opportunities to optimize workflows through automation prompts.

Consolidate for End User Ease-of-Use

"Bringing everything together [into one solution] breaks down visibility barriers, so when a request is submitted to the wrong individual, or when approvals need to be routed across different departments using different systems, those workflow mistakes can be corrected in seconds — rather than it becoming a multi-day collection of e-mails, or dual logging of the same information," Burns says. When everyone is aligned, administrators and leaders have the tools to make informed decisions in one place. Incident IQ's full-featured API allows districts to integrate the platform into their native systems, Burns adds, and bring greater functionality through some of K–12's most popular applications, like Google and Jamf, for starters.

Analytics to Effectively Track School- and District-Specific KPIs

Access to essential data for tracking facilities-specific KPIs allows teams to optimize performance and ensure visibility into system failures. Key KPIs for district leaders and facilities teams to monitor include:

- **Overall equipment effectiveness (OEE)**
- **Mean time between failures (MTBF)**
- **Mean time to repair (MTTR)**
- **Work order completion times**
- **Percent of maintenance backlog tasks**
- **Planned vs. unplanned maintenance**
- **Overall maintenance costs**
- **End-user satisfaction**

A modern, K-12 purpose-built support solution should generate meaningful reports for those KPIs, Burns says, and allow customizations for other data and KPIs that may be important to a district based on its size or geographic reach.

Where Reporting and Visibilty Add Value

Easily produce documentation for audits

Spot recurring problems

Track labor, parts, and costs

Analyze trends

Highlight successes

Identify areas for improvement

Incident IQ's modules are purpose-built for K-12 school districts to unlock visibility and optimize efficiency across administrative teams. With a streamlined experience that enables centralized communication for both agents and teachers, and a configurable platform that can scale to your needs, iiQ connects technology and operational workflows so educators can focus on what really matters: student learning.

Discover what Incident IQ can do for your district at incidentiq.com.