



## BACKGROUND INFORMATION FOR UPGRADE PROPOSAL

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Incident IQ 2025-26 Platform Upgrade Proposal for:

## DeKalb County School District



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# Support Highlights & ROI Analysis

## DCSD has Transformed Support to Recapture Instructional Time & Save Money

Perhaps the most valuable resource in any school district is instructional time, and maximizing its effective use is among the best ways to drive student achievement. Inefficiencies in the way students and teachers access and receive support for technology, facilities, and other operational issues threaten instructional time. By attacking these inefficiencies, technology and operations leaders can help teachers recapture this lost instructional time and deliver huge savings to their districts. Below is a summary of some of the ways the DCSD Technology Department's utilization of the Incident IQ platform and related tools has saved precious district resources in the 2022-2023 school year.

### School Year 2022-2023 Technology Support Highlights

**90,062  
Tickets Closed**

**Top Model  
Supported:  
Student Chromebook**

**Avg. 4 of 5  
Stars CSat  
Score**

Acer R72T2: 10,562 Tickets

1,755 Survey Responses

### ROI Analysis and Savings Breakdown for 2022-2023 School Year

- \$1.1m Saved through Teacher-Friendly Ticket Submission:** Using legacy methods<sup>1</sup> the average technology support issue takes 20 minutes of teacher time to simply request support<sup>2</sup>. This adds up over 20 hours of instructional time per thousand students annually.<sup>3</sup> For DCSD last school year, more than 23,040 hours of teacher time a year was saved by avoiding delays in accessing support. This equates to an annual savings to the district of more than \$1,101,312.<sup>4</sup>

<sup>1</sup> The "legacy support request" timing profile is based on request time outcomes for districts using either email-based support methodologies or help ticketing systems that were designed for corporate or other non-K-12 environments ("industry-neutral ticketing").

<sup>2</sup> This timing assumes 4 and 5 minute base transaction times for email and industry-neutral ticketing, respectively. Averages by method are derived by further applying dilation-factors based on: 1) follow-up/reminder request likelihood, 2) need for additional information likelihood, and 3) request resubmission likelihood.

<sup>3</sup> Incident IQ user community data indicate an average of 65 tickets submitted per 1000 students, annually.

<sup>4</sup> Costs associated with lost teacher time is calculated based on the reported average salary for teachers of \$58,950 for 2016/17 from the National Center for Education Statistics (available at, [https://nces.ed.gov/programs/digest/d17/tables/dt17\\_211.60.asp](https://nces.ed.gov/programs/digest/d17/tables/dt17_211.60.asp)) plus an additional 20% for cost of benefits; this hourly figure representation assumes a 185 day contract and 8 hours per day.



- **\$1,492,992 Saved through Faster Ticket Resolution:** In delivering support, more than six and a half hours of technician time per thousand students annually is lost due to inefficiencies of legacy tools. For DCSD, this translates to annual costs of more than \$1,080,000 wasted due to lost technician time<sup>5</sup> and greater than \$412,992 in lost teacher productivity<sup>6</sup>.
- **Other Cost Centers Present Opportunities for Future Savings:** For districts DCSD's size with significant technology asset footprints, roughly another \$241,000 and \$419,000 in annual savings could be captured by optimizing device deployment and auditing/inventory management, respectively.<sup>7</sup>

Total 2022 - 2023 School Year Savings  
**\$2,594,304**

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<sup>5</sup> Based on a 20% resolution improvement factor resulting in 1300 technicians hours saved annually at a \$30.00 average hourly wage rate.

<sup>6</sup> Teacher productivity cost assumes an average 1% productivity diminishment during open support requests.

<sup>7</sup> Savings calculation is based on technician time savings, again at \$30.00 average hourly wage rate, derived from a 60% service delivery improvement factor in auditing and a 90% reduction in inventory shrinkage over legacy methods, assuming an average device cost of \$200 and a 2% legacy inventory shrinkage rate.

# Ongoing Support & Training

## Ongoing Support in Three Layers

**In-App support for all:** All users in the District may access first-line assistance with Incident IQ by simply submitting a help request within their Incident IQ site. Product help requests can be produced just as quickly and easily as any other iiQ Ticket.

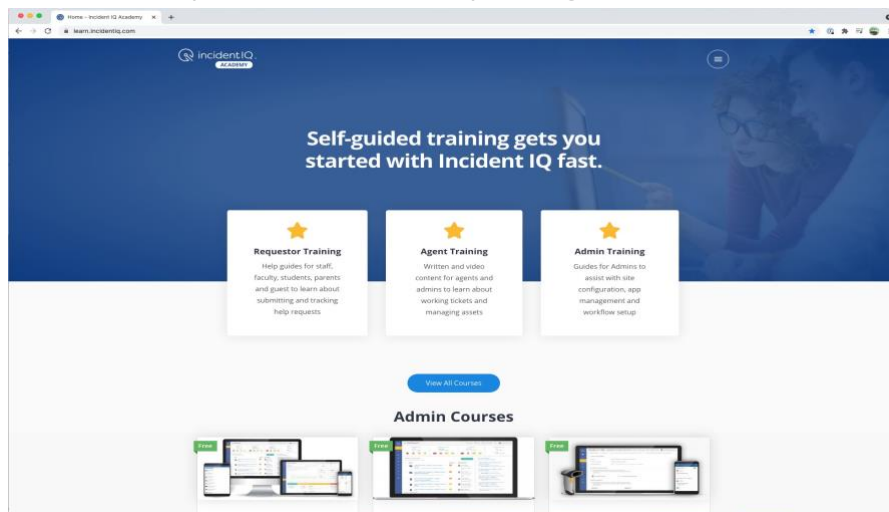
**App, phone, or email support on-demand:** For Administrator accounts within a district, these users can escalate user help requests within the App to the Incident IQ support team or make such requests directly. Administrators also have access to direct phone and email support with issues during ordinary business hours.

**Dedicated Customer Success Manager for DCSD:** As premier Incident IQ district partner DCSD will have access to a dedicated customer success manager for any and all needs related to their success with current products and services, as well as any future needs.

## Training Resources On-Demand with iiQ Academy



Incident IQ Academy is a self-guided training library with robust courses for requestors, agents, and administrators. iiQ Academy is perfect for getting new technicians up-to-speed over the summer or for helping teachers re-orient as part of back-to-school planning.



# Renewal Pricing

## Proposed Solutions

The licenses detailed below represent one-year renewal options for Incident IQ offerings DCSD utilized.

One-Year Cost	
Incident IQ Platform with iiQ Ticketing	\$121,459.34
Change Management	\$18,220.71
Policy Manager	\$12,145.94
Enterprise IT	\$187,174.01
iiQ Facilities	\$135,803.04
<b>Total</b>	<b>\$475,803.04</b>

## Renewal Pricing without Upgrade

One-Year Renewal without Enterprise IT & Facilities	
Incident IQ Platform with iiQ Ticketing	\$128,746.90
Change Management	\$19,313.95
Policy Manager	\$12,874.70
<b>Total</b>	<b>\$160,935.55</b>

# DCSD Leading the Way

## Districts Adopting the Incident IQ Platform

Following DCSD's example, since the District adopted the iiQ Platform in 2017, more than 90 districts in the State of Georgia have followed that lead including many of the leading metro-Atlanta school systems. Incident IQ now supports more than two-thirds of the students in the State.

Just some of the leading Georgia districts that have joined DCSD in using Incident IQ include:

- Atlanta Public Schools
- Fulton County Schools
- Clayton County Schools
- Henry County Schools
- Cherokee County Schools
- Fayette County Schools
- Forsyth County Schools
- Houston County Schools
- Muscogee County Schools
- Richmond County Schools

The Incident IQ platform was introduced in 2017 and since that time has been rapidly adopted by K-12 school districts across the U.S. Today, over 10 million students and teachers in districts across more than 49 states rely on the Incident IQ platform to manage and deliver mission-critical services.



[Rob Meeker - Incident IQ Success Story: Springfield Local Schools - Incident IQ](#)