

Incident IQ Enterprise Capabilities & ITIL Best Practices Support

Introducing iiQ Enterprise Service Management

Incident IQ is the workflow management platform that is transforming operations for school districts nationwide. We take that to the next level with iiQ Enterprise Service Management—a version of our Platform technology designed to specifically meet the needs for the largest most complex districts in the country.

Our award-winning asset management tools (iiQ Assets), along with our best-in-class, built for K-12 IT ticketing suite (iiQ Ticketing), combine with a bespoke Change Management solution and an even more powerful version of the core iiQ Platform to make up iiQ Enterprise Service Management. iiQ Enterprise Service Management includes all the functionality of iiQ Ticketing, iiQ Assets, and Change Management, along with enhanced permissions capability, more powerful search and reporting functionality, and a premium support and service package.

iiQ Enterprise Service Management Capabilities

Incident IQ empowers ITIL processes including Incident Management, Problem Management, Change Management, Asset Management, Service Catalog, and Knowledge Management, as described below. Moreover, Incident IQ's approach to all of these requirements is with the needs of K-12 exclusively in mind.

Incident Management

IT incident management functionality is provided via Incident IQ's core ticketing features, which include easy incident ticket submission via Ticket Wizard, Quick Tickets, from iOS or Android app, or ticket-from-email. Incident management is enhanced through automatic routing and prioritization through Rules Engine. IT support professionals are then able to diagnose and address tickets quickly with integrated communication tools which can communicate to a requestor via the app but also provide notification via email. Requestors meanwhile can simply respond to email

notifications through their email and these comments will flow into Incident IQ, so there are no missed communications in either direction. Finally, a host of productivity tools empower technicians to complete incident tickets quickly. For example, batch ticketing enables the working/closure of multiple tickets simultaneously and resolution actions allow agents to quickly record work performed using consistent resolution action codes.

Problem Management

Incident IQ supports the linking of incident tickets which share a common root cause or problem, as a collection via a feature called Work Packages. Work Packages allow for easy recall of related incident tickets and let users resolve problems holistically. The identification and management of problems is further empowered by Incident IQ's powerful Analytics Explorer. These tools enable IT leaders to spot trends in incident ticket data, identify root causes, and drive improvement accordingly. Standard reports and key performance indicator dashboard components include ticket resolution metrics, ticket response time metrics, tickets open over closed, and service level agreement performance. Analytics Explorer also provides data visualizations for other subcategories of tickets, including reporting by model, by device type (e.g., printers, laptops, desktops, etc.), performance reporting by agent, and reports by location. Additionally, any analytics package can easily be customized, ad hoc using filter overlays. Finally, Analytics Explorer makes the sharing of these insights easy with tools to export charting elements as images, pdfs or straight to a PowerPoint slide.

Change Management

Incident IQ has change management tools that allow districts to construct change management workflows quickly and easily. Workflows allow for a requested change to document potential impact of proposed change by location, associated system or device, affected users, etc. Additionally, Incident IQ's tools enable dynamic change review and approval workflows (including multi-tiered, unanimous consent which allows reviewers to review, approve, deny or defer an approval, all with comment, from within Incident IQ or right from email.

Service Catalog

Incident IQ's ticket wizard is easily configured to allow requestors easy access to the services offered by the IT team. Incident IQ has built-in workflows for some of the most common challenges like password resets, along with workflows for K-12 specific service requests such as teachers seeking training from an instructional technology team and student device support requests.

Asset Management

Incident IQ's Asset management tools are software solutions designed to streamline the management of school assets. It enables real-time tracking and monitoring of various assets like projectors, textbooks, computers, and more. Ideally, school asset management solutions offer mobile apps for administrators to easily update asset information, track their location, and schedule maintenance tasks.

This comprehensive system helps schools effectively manage their resources, reduce loss or theft, improve asset utilization, and ensure timely maintenance. By using an asset management solution to streamline asset management processes, schools can enhance operational efficiency, save costs, and provide a conducive learning environment for students and teachers alike.

Most schools find success in using asset tracking software to manage school-assigned student devices, such as computers, Chromebooks, and tablets. This specialized software offers a centralized platform to keep track of the status of each and every checked-out device. It provides comprehensive functionalities such as inventory management, maintenance scheduling, location tracking, and lifecycle management.

While basic functions of asset tracking can be handled with more traditional methods, like Excel spreadsheets, dedicated asset tracking tools offer instant and effortless reporting capabilities, allowing asset managers to make data-driven decisions and optimize resource allocation. Asset tracking software provides educational institutions the tools needed to streamline management processes, enhance asset utilization, and ensure the availability of well-maintained devices for student and faculty needs.

Enhanced Permissions

Incident IQ's Enterprise Access Control represents a novel approach in the realm of access control systems. This system blends the best aspects of two predominant access control models: the simplicity and performance of Role-Based Access Control (RBAC) and the power and customizability of Attribute-Based Access Control (ABAC).

Incident IQ's permission system allows for the easy creation of security policies, granting specific users access to specific entities. This is achieved by using Incident IQ's powerful filtering system, which enables each policy to target specific users by their role or any other associated attribute. Similarly, this filtering system allows policies to target specific Tickets, Assets, or Users based on a range of attributes, including location, category, issue type, and more.

Additionally, leveraging the robust rules and automation capabilities within Incident IQ, combined with native integrations with the district's SSO, SIS, and MDM systems, ensures that an enterprise-level access policy is automatically maintained.

Finally, all of this can be achieved using Incident IQ's user-friendly, no-code platform, which obviates the need for technical or dedicated resources for maintenance.

Premium Add-ons

Our Enterprise Service Management product offering includes the following comprehensive suite of premium add-ons. These add-ons are designed to enhance functionality and provide a more integrated, efficient experience.

- **iiQ Enhanced Approval Workflow:** Streamlines the approval process with advanced workflow options.

- **iiQ Forms Manager for IT:** Ability to create and distribute forms for users throughout the district to submit
- **iiQ InTouch Integration:** Payment integration with InTouch
- **iiQ LocknCharge Integration:** Integrates with LocknCharge for efficient device charging and management.
- **iiQ MySchoolBucks Integration:** Payment integration with MySchoolBucks
- **iiQ Password Assistant:** Provides robust password management and reset options.
- **iiQ Policy Manager:** A tool for creating policies, such as Student Device Policies, and the ability to distribute, collect, and report on them.
- **iiQ Square Integration:** Payment integration with Square
- **iiQ Stripe Integration:** Payment integration with Stripe
- **iiQ Support Messenger:** Enhances communication with a real time messaging between requestors and agents.
- **iiQ Support Scheduler:** Ability to schedule remote or in-person support sessions with integrations to individual calendars
- **iiQ Vanco Integration:** Payment integration with Vanco

Ongoing Client Services (Included in iiQ Enterprise License)

Support Service Offerings:

- Standard Support Requests - 2 hr SLA with automatic routing to a Tier 2 team of experienced support engineers, expanded business hours
- Engineering-Dependent Support Tickets - Customer Ticket Requests that require engineering are promoted as high priority to ensure resolution in the shortest possible time
- Enhanced Agent/Admin Training - Annual on-site, personalized training for district Agents/Admins
- Enhanced iiQ Platform Access - Full administrator access to manage and report on district-wide Incident IQ training and certification progress by user/learner role.

Proactive Monitoring & Maintenance - CSM and/or AI proactively monitor the customer's environment to identify threats to business continuity, bi-annual maintenance.

iiQ Support & Platform Uptime Service Level Agreements

Standard Office Hours - (M-F, 7am-7pm) 2hr (Tickets & Email) Immediate - no hold (Phone)

After hours Support 4hr Response