

Chronology of Incident IQ (IIQ)

DeKalb County School District currently utilizes Incident IQ for help desk ticketing and change control. Incident IQ was implemented to provide users throughout the district with a method to create and track the progress of support requests. The Incident IQ system is designed to provide a simple help submission process for teachers, staff, and students and uses powerful workflows for support teams and detailed analytics for administrators.

Incident IQ is the first point of contact for everyone in the district when experiencing technical issues. All incidents are logged in Incident IQ, where information on actions taken from creation to resolution is recorded, and analytics are provided to drive support and change within the district.

This system allows us to utilize up-to-date operational data to report on the current status of reported incidents and requests, as well as to leverage historical data, which helps to identify problem areas and opportunities for improvement, providing a holistic view of operations.

To optimize district operations, we propose expanding the platform's functionality by incorporating modules for IT asset management, facilities operations, and advanced features to support business operations. This expansion will transform Incident IQ into a centralized hub for managing all work requests, streamlining processes, and enhancing communication across departments.

Incident IQ offers a user-friendly interface for submitting and tracking support requests, empowering teachers, staff, and students to easily report issues. Its robust workflows and detailed analytics facilitate efficient task management and data-driven decision-making for support teams and administrators.

By centralizing all work requests within Incident IQ, we can ensure timely resolution of issues, improve resource allocation, and gain a holistic view of district operations. This comprehensive system has already proven effective, enabling us to address and resolve over 103,200 last fiscal year.

Integrating Incident IQ Ticketing with the Facilities module offers significant advantages. This unified approach streamlines operations by establishing a single point of contact for all maintenance and support needs, thereby reducing confusion and preventing requests from being overlooked.

The centralized system provides a comprehensive overview of ongoing work, enabling better resource allocation, improved progress tracking, and data-driven decision-making. This fosters greater collaboration between departments, enhances transparency, and ultimately improves responsiveness to the needs of our students, teachers, and staff. In addition, this provides school administration the capabilities to review their request status

In addition, Integrating Incident IQ with Asset Management also increase visibility by enabling Principal and support staff to real-time data on student devices. This tool can support the site coordinator with their daily duties and provide their leadership with insight to technical devices.

Benefits to District upgrade from Ticketing to Enterprise Version:

- Real-time data on Chromebooks and Windows devices for staff to conduct virtual audits.
- Real-time visibility into the health and status of the inventory.
- Enhanced permissions to restrict users to specific sites or functions, preventing unauthorized data access.
- Enhanced approval workflow with multi-threaded approvals for a more streamlined process.

Pursuant to Board of Education Policy DJE, the purchase of Incident IQ services meets the policy definition of a single source. Incident IQ is a legacy system with a multitude of historical data that requires a significant implementation period (spanning multiple years) with ongoing compatibility and standardization with other systems and district processes.

Platform Cost Last 6 years

Year	Approved Amount
2025	\$151,825.99
2024	\$157,717.72
2023	\$147,687.13
2022	\$137,535.00
2021	\$97,621.00
2020	\$99,900.00

Requested Approval \$522,300.75.

This is an increase in spending of \$370,474.76. Included in the requested approval is a one-time cost of \$47,497.71 for implementation of the additional modules.

High-Level Breakdown of Cost

Existing		
Product	Description	Cost
IIQ Ticketing with current add-on	Current Functionality with Asset Management and additional advanced features	\$151,825.99
New		
Product	Description	Cost
IIQ IT Enterprise	Asset Management and Advance Feature to support DSCD growing needs	\$187,174.01
IIQ Facilities	Work Order – Supports all aspects of Facilities	\$135,803.04
On-Boarding (one-time cost)	Implementing the new functionality/modules	\$47,497.71

Renewal for IIQ is 7/1/2025; however, to ensure that new modules are implemented by the start of school year 2026; kickoff of the implementation of the system must start in March 2025.

High-Level Implementation Timeline (Joint Project with Vendor and DSCD)

Stage	Timeline	Goals
Stage 1: Kick-off	Weeks 1-2	Goals: Establish power users. Set meeting schedules. Scope system integrations. Establish expectations.
Stage 2: Users	Weeks 3-6	Goals: Verify user sync. Manage roles and locations. Configure permissions. Define and configure teams.
Stage 3: Ticketing	Weeks 5-9	Goals: Setup models. Install support flows. Configure custom fields, Customize issues and actions. Setup automation.
Stage 4: Status Check	Weeks 10-14	Goals: Assess readiness. Configure miscellaneous options (fine tune)
Stage 5: Agent Training	Weeks 12-16	Goals: Prepare technicians for working tickets, managing assets, and supporting users.