

Chronology- Incident IQ Service Management Platform

The Division of Information and Instructional Technology (DIIT) utilizes Incident IQ as the districtwide service management platform for help desk ticketing and change control. The system serves as the primary method for submitting, tracking, and resolving technology-related incidents and requests across the DeKalb County School District, providing a consistent and auditable process from request creation through resolution. Incident IQ is used daily by teachers, staff, and students as the first point of contact for support needs and has proven to be a reliable operational tool.

Incident IQ has been fully implemented for several years and was expanded and upgraded during the prior fiscal year to include enterprise-level functionality, facilities work order management, and enhanced asset management capabilities. The platform now serves as a centralized system supporting both technology and facilities operations, providing real-time visibility into service requests, device inventory, and work status across departments. These capabilities improve coordination, transparency, and operational oversight while supporting school administrators, site coordinators, and district leadership with actionable data to inform planning and service delivery.

Key Services:

- **Districtwide help desk ticketing and change control**
Provides a standardized system for submitting, prioritizing, routing, and resolving technology-related incidents and service requests. Supports documented change control processes to ensure system updates, enhancements, and infrastructure modifications are reviewed, approved, and tracked in a controlled and auditable manner.
- **Centralized intake and tracking of technology and facilities requests**
Establishes a single platform for submitting and monitoring both IT and facilities-related work orders. Ensures consistent intake procedures, eliminates duplicate or missed requests, and provides real-time visibility into request status across departments and school locations.
- **IT Enterprise asset management with real-time device visibility**
Maintains comprehensive inventory records for district-owned devices, including Chromebooks and Windows devices. Provides real-time insight into device status, assignment, health, and location to support asset accountability, lifecycle management, virtual audits, and informed replacement planning.
- **Facilities work order management across all district locations**
Enables submission, assignment, prioritization, and tracking of maintenance and operational work orders. Supports improved coordination between facilities teams and school leadership, enhances transparency into project status, and improves responsiveness to campus needs.
- **Role-based permissions and approval workflows**
Implements structured access controls aligned to job responsibilities, ensuring users can only access relevant data and functionality. Supports multi-level approval processes for requests, purchases, and changes, strengthening governance and operational oversight.
- **Operational analytics and reporting to support data-driven decisions**
Provides dashboards, trend analysis, and performance reporting on ticket volume, response times, recurring issues, asset utilization, and facilities workload. Supports

leadership decision-making, resource allocation, and continuous improvement initiatives across departments.

Procurement:

Pursuant to Board of Education Purchasing Policy DJE III.D.3.b the purchase of Incident IQ services qualifies as a single source. Incident IQ is a legacy system containing multiple years of historical operational data and is deeply integrated with district workflows and systems. Transitioning to an alternate platform would require a multi-year implementation period and introduce operational risk related to data migration, system compatibility, retraining, and process standardization.

Financial Impact:

Year	Cost
2024-25	\$151,825.99
2025-26	\$522,300.75
2026-27	\$497,538.64 requested