



The Tech Leader Playbook:

Scouting, Strategy, and the Unified Field

District Panel



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Schertz Cibolo Universal City
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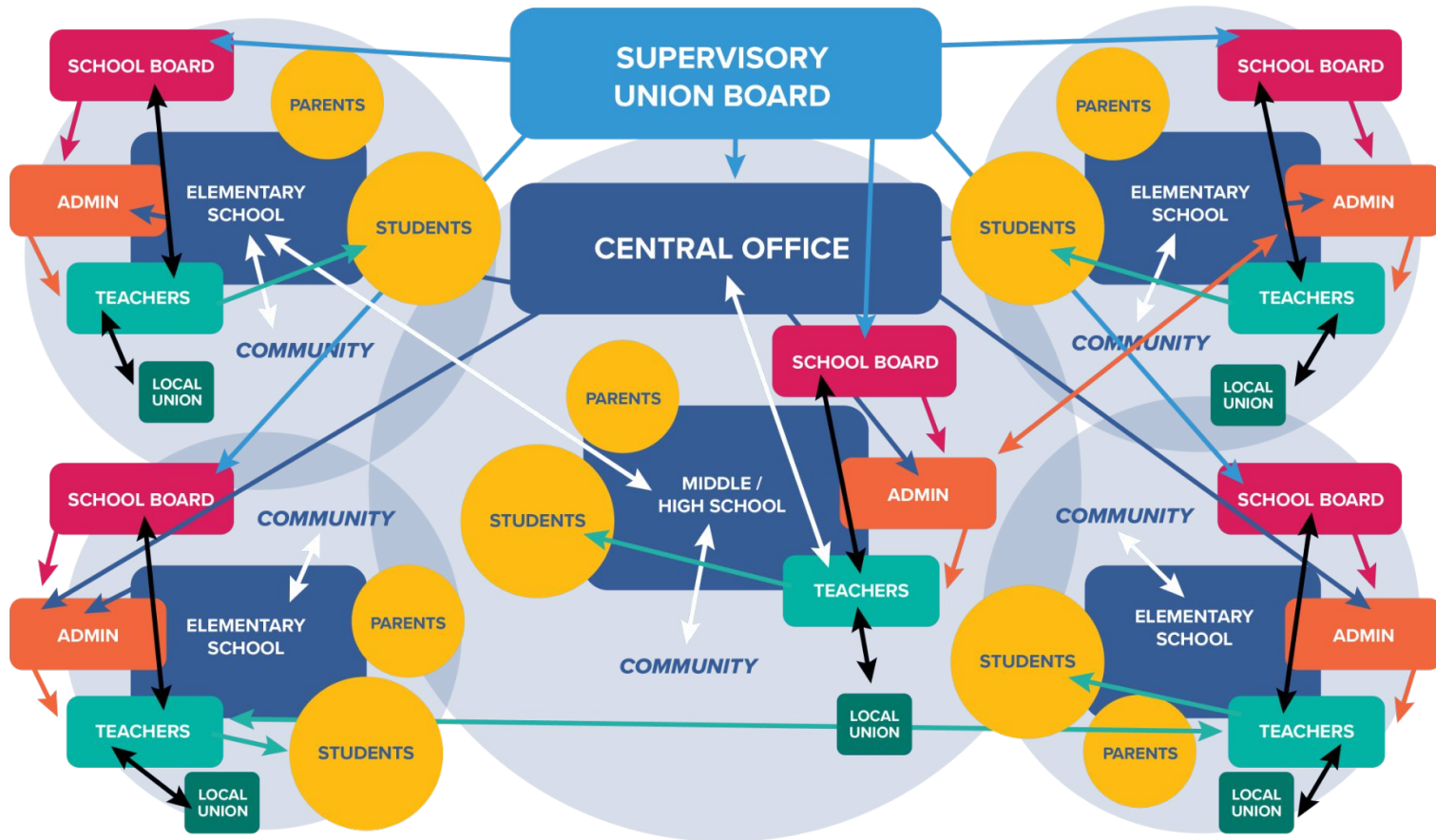
Antwone Robertson

Executive Director of Technology
Support and Integration
Grand Prairie ISD

District Demographics

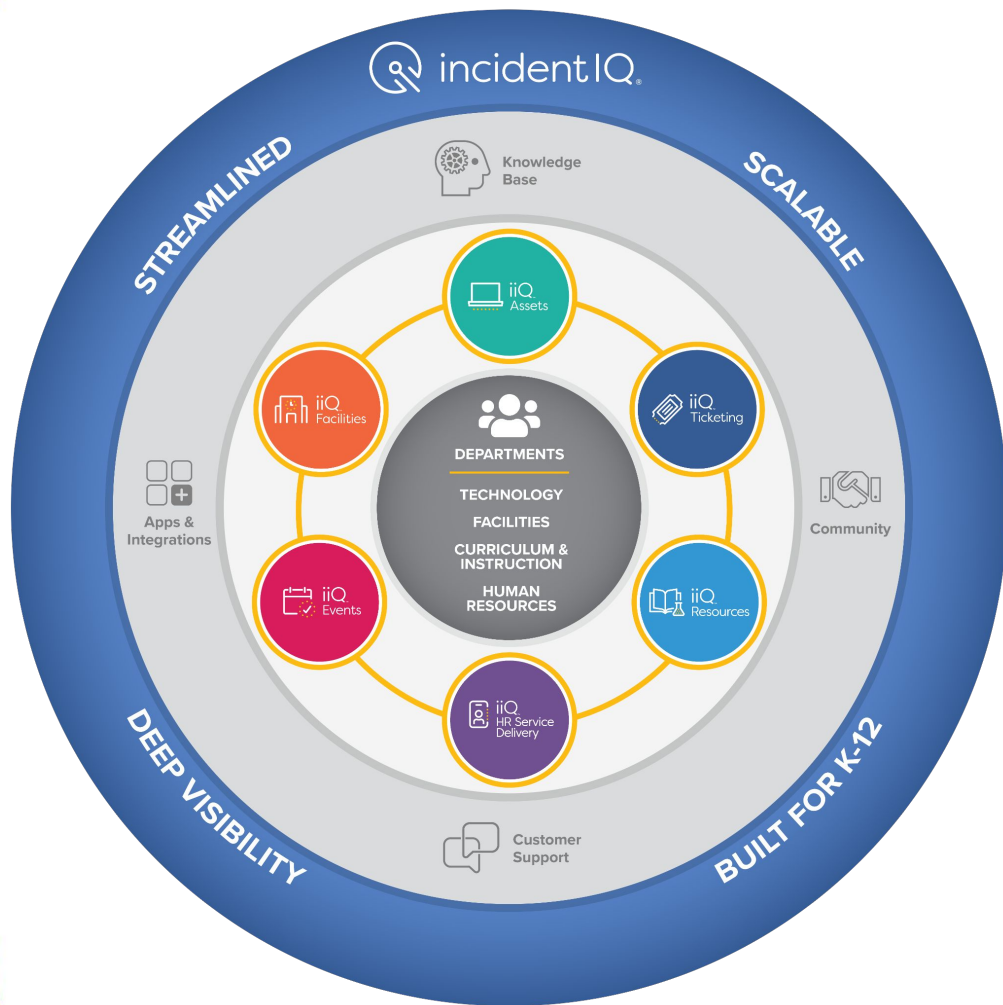


The Complexity of K-12



INCIDENT IQ

Transform Your District's Operations with a Unified Platform





SCHERTZ - CIBOLO - UNIVERSAL CITY ISD

Technology Services

Technology End of Year Procedures

Leave at School

These Classroom Items Stay

- Dock and Monitor
- iPad Stand/Doc Cam
- Classroom Phone



Store these in the Library



Classroom student devices

Place these items in a labeled bag and deliver to the Library for storage.



Returning Employees

Take these with You

Teacher Devices and Power Bricks/Chargers Issued to you by Staff Agreement



Retiring/Resigning

Turn these in to Campus



Retirees/Designees teaching Summer Learning:
Email [Linda Coolbaugh](#) to schedule device turn in

Help us Prepare for Next Year



Check over student devices and carts, Classroom displays and equipment. Put tickets into iLO for any repairs needed for next school year.

Summertime!

Rest
Relax
Recharge



All Time Ticket Count
24,196

All Time Ticket Turnaround
5.5 Days

Current Open Tickets
150

SY 2025-2026 Ticket Count
6,529

06/17 03:33 PM
latest ticket data

Same Day Resolution
18,495

<5 Day Resolution
2,735

5-10 Day Resolution
1,232

10+ Day Resolution
692



Current Tickets
8
Av Ticket Turnaround
2.7 Days



Current Tickets
1
Av Ticket Turnaround
0.6 Days



Current Tickets
9
Av Ticket Turnaround
1.9 Days



Current Tickets
1
Av Ticket Turnaround
1.4 Days



Current Tickets
9
Av Ticket Turnaround
2.7 Days



Current Tickets
10
Av Ticket Turnaround
1.9 Days



Current Tickets
2
Av Ticket Turnaround
0.7 Days



Current Tickets
4
Av Ticket Turnaround
1.9 Days



Current Tickets
1
Av Ticket Turnaround
1.5 Days



Current Tickets
0
Av Ticket Turnaround
1.4 Days



Current Tickets
4
Av Ticket Turnaround
1.5 Days



Current Tickets
4
Av Ticket Turnaround
1.2 Days



Current Tickets
5
Av Ticket Turnaround
2.0 Days



Current Tickets
3
Av Ticket Turnaround
1.3 Days



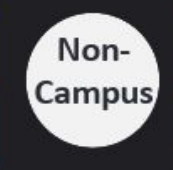
Current Tickets
1
Av Ticket Turnaround
2.6 Days



Current Tickets
2
Av Ticket Turnaround
2.8 Days



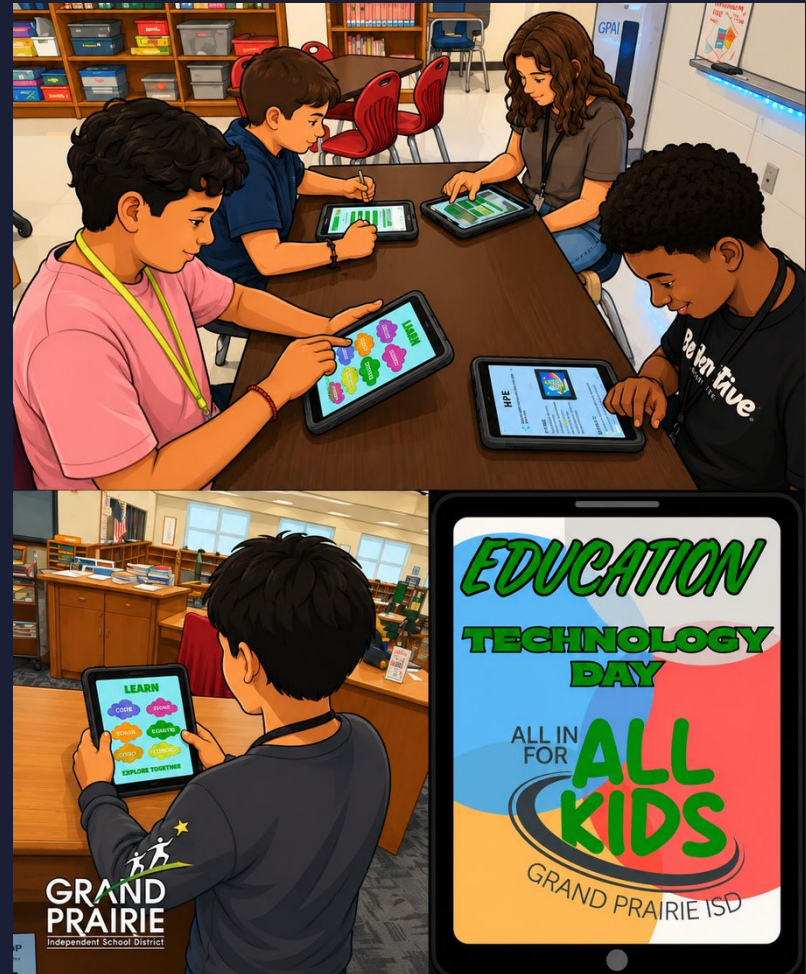
Current Tickets
5
Av Ticket Turnaround
1.1 Days



Current Tickets
19
Av Ticket Turnaround
0.1 Days

BEYOND THE TICKET

How GPISD Uses Incident IQ to
Improve Service and Streamline
Support





$$a = \frac{\sqrt{a^2}}{2}$$

$$A^2 = \frac{a \cdot a^2}{a}$$

$$a^3 = Ac^2$$

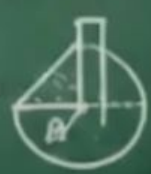
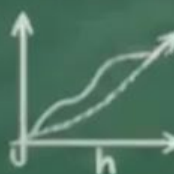
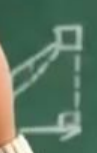
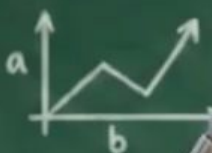
$$\triangle = \frac{c^2}{6}$$

$$\underline{Eat = cd}$$

$$d_2 = d$$

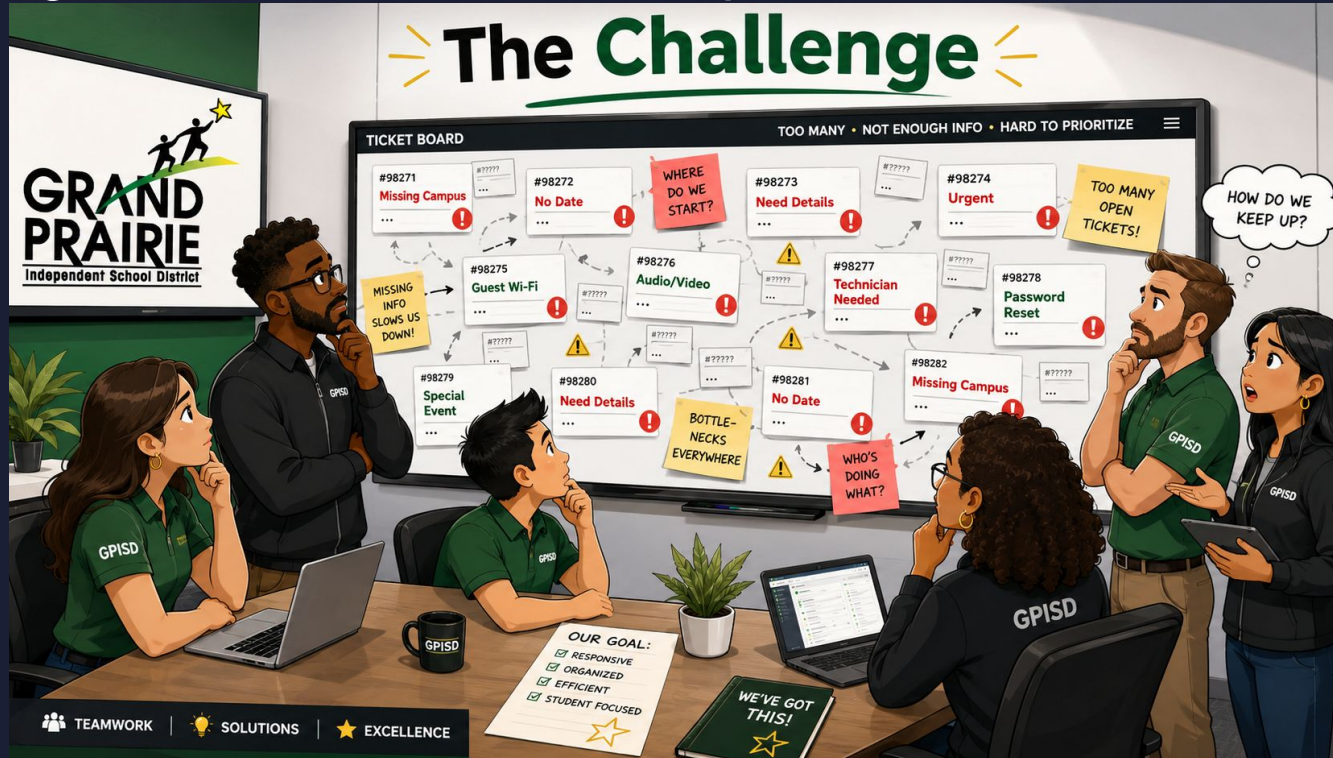
$$\begin{matrix} \uparrow \\ a + bt = \end{matrix} \quad u = \frac{b}{b} = 4$$

$$(a = B)$$



The Challenge

Supporting District Events with Multiple Teams



Teamwork and Efficiency

Incident IQ fosters **collaboration and communication** among teams, ensuring support staff efficiently address needs and enhance service delivery.

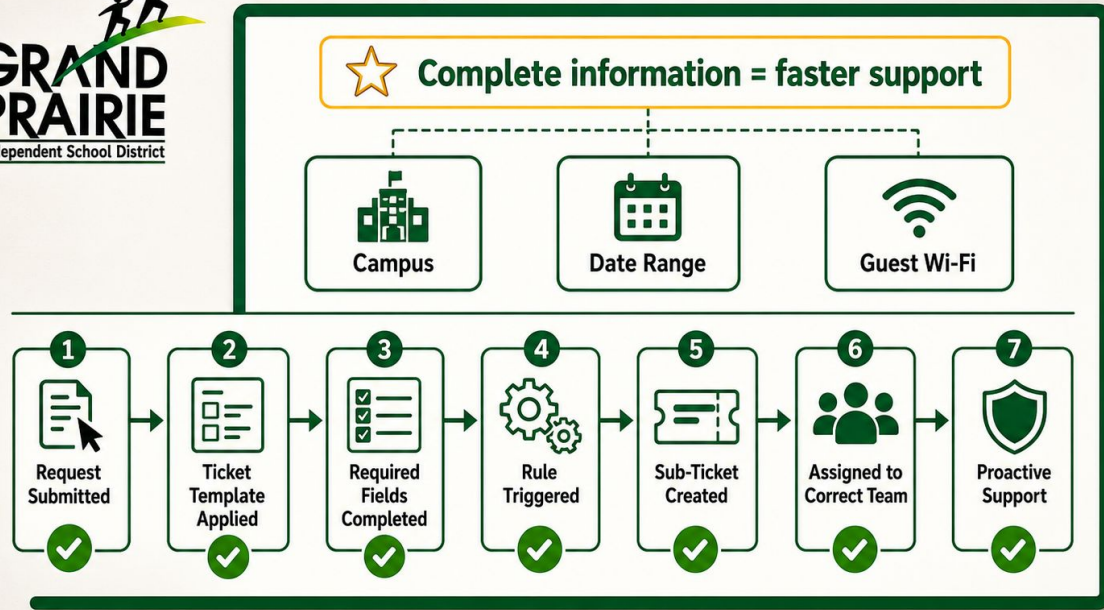
- Asset Management
- Ticket Routing
- Reports
- Ticket Templates
- Custom Fields
- Shortcuts
- Rules & Automation
- Sub-Tickets



Behind the Scenes: Automating Event Support



The Solution



Understanding the components of Incident IQ

The Impact:

Simple Request
Stronger Workflows
Customer Satisfaction



Breakdown into 3 major areas

- Each one moderates one of the three areas
 - Assets, Ticketing, Workflows
 - Removing silos/streamline
 - Playbooks - bringing the district together/how to get leadership buy in

Information

- Inventory
 - Deployments
 - Replacement Cycle/Budgeting
- Ticketing
 - End User Communication
 - Integrations for SIS & MDM
 - Metrics
 - Issue Tracking
- Workflow
 - Requests

Apps and Integrations



Enhanced Approval
Workflow



Password
Assistant



Forms
Manager



Google SSO
& MDM



Jamf



Microsoft Intune

Intune



Policy
Manager



LocknCharge
Integration



Fee Tracker



Trafera



MySchoolBucks



BrainPop



Classlink



BeyondTrust



Google Chrome
Remote Assistance



Support
Scheduler



Support
Messenger



ClassDojo

ClassDojo

Apps and Integrations



Advanced Ticketing for Technology

Enable subtickets for IT

🕒 Installed on Dec 10, 2021



Announcements

Publish Announcements to users of IIQ

🕒 Installed on Jan 24, 2019



Enhanced Approval Workflows

Enhanced approval workflows

🕒 Installed on Jun 27, 2023



Forms Manager for IT

Enable forms for IT

🕒 Installed on Jun 27, 2023



Google Chrome Remote Assistance

Chrome Remote Desktop support within Incident IQ

🕒 Installed on Oct 22, 2020



Google Devices

Sync Google Chromebook device data. Enable Quick Lock functionality.

🕒 Installed on Jul 26, 2018



Google SSO

Log in to IIQ using Google SSO credentials

🕒 Installed on Apr 12, 2022



Infinite Campus

Data sync and custom workflows for Infinite Campus - District Edition SIS

🕒 Installed on Jul 24, 2018



Jamf School

Data sync and custom workflows for Jamf School (formerly Zuludesk)

🕒 Installed on Dec 01, 2020



Microsoft Intune

Data sync and custom workflows for Microsoft Intune / Microsoft Endpoint Manager

🕒 Installed on Jul 14, 2025



Microsoft Onsite Active Directory (v2)

Synchronize local AD with IIQ to allow login with existing credentials

🕒 Installed on Oct 22, 2020



Microsoft SCCM Devices

Retrieve information about devices from Microsoft SCCM

🕒 Installed on Oct 21, 2020



Policy Manager

Distribute and manage the acceptance of district policies and agreements

🕒 Installed on Jun 27, 2023



Remote Support Ticketing

Report Support Ticketing for Incident IQ

🕒 Installed on Aug 05, 2020



Rollout Scout

Device deployment with rapid storage tracking, export capability and more.

🕒 Installed on Apr 10, 2019



Screen Recorder

Add support for creating screen recordings in Incident IQ

🕒 Installed on May 11, 2020



Spare Pool

Allow users to create spare pools and check devices in/out

🕒 Installed on May 24, 2019



Status Board

Report on the overall health of your environment

🕒 Installed on Oct 27, 2020

COMPANY OVERVIEW

Incident IQ is on a mission to transform K-12 school districts



Trusted by school districts in all **50 states**



Currently serving over **2,100 districts** and supporting **13+ million students**



Supporting over **40M in technology and capital assets**

"It's been a game-changer" for some of the country's most ambitious districts:



Aurora PS (CO)



Knox County (TN)



Moreno Valley USD (CA)



DeKalb County (GA)