

You're Solving Tickets... But Are You Solving Problems?



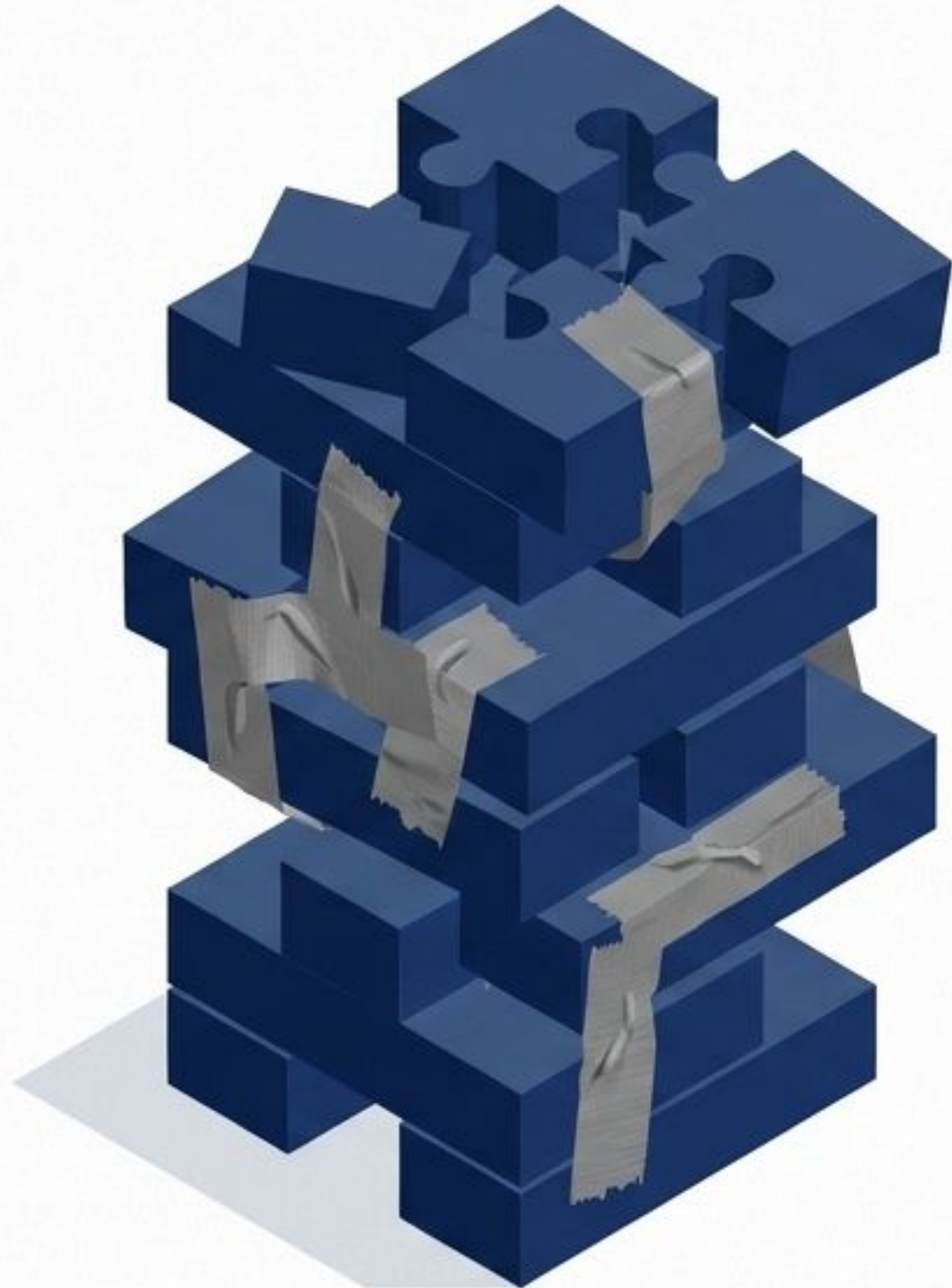
At your table, your challenge is to build a unified support system for a school district.



05:00

**You have five minutes.
No instructions.
Good luck.**

You've proven you can build anything. Why are you still being asked to build it from scratch?



Takeaways from the Chaos:

- You froze waiting for direction.
- You over-engineered immediately.
- You built something that didn't quite work... but made it work anyway.

The Insight:

This is K-12 IT leadership. You are handed a system with missing pieces, unclear directions, and high expectations, and somehow expected to make it all function.

Round 2: "Follow the Request"

The Scenario (7:50 AM)

"My daughter's bus never came, so I drove her in late — but the app shows her marked present since 7:35. Where is she, and who do I talk to?"

Where does this go first?

Front Office / Principal	IT Help Desk	Transportation
Teaching & Learning	HR	Safety / Security

Discuss with your group: Identify the primary owner of this friction point.



Debrief: Analyzing the Friction



How many departments touched the request?



How many handoffs occurred?



Who owned the relationship with the parent?

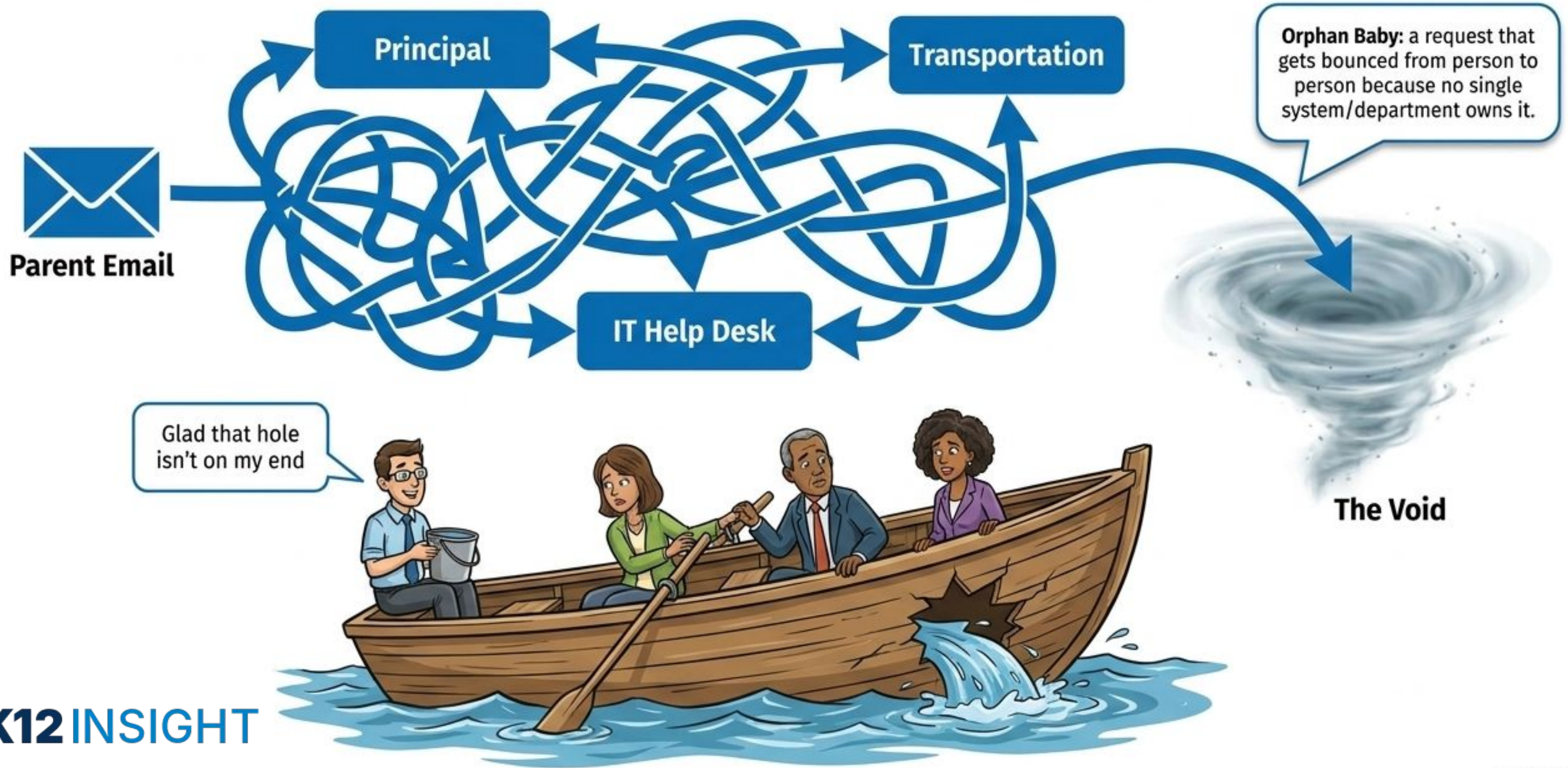


Where would leadership go for a status update?



If this happened 50 times this month, would you know?

The hidden costs of disconnected departments



We live in a 'User Experience' economy

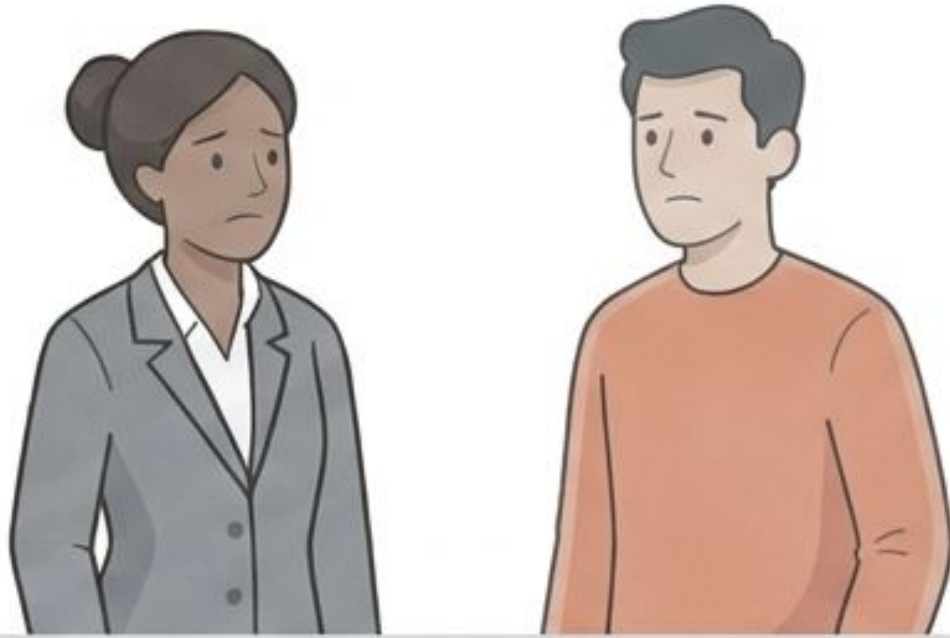
"People don't wait for good service anymore. They leave."



The Swipe Left Culture: Parents apply for mortgages on their phones in 5 minutes. If a school website takes 10 seconds to load, users assume it's broken. Friction is interpreted as incompetence.

The new standard is Unreasonable Hospitality

Transactional IT



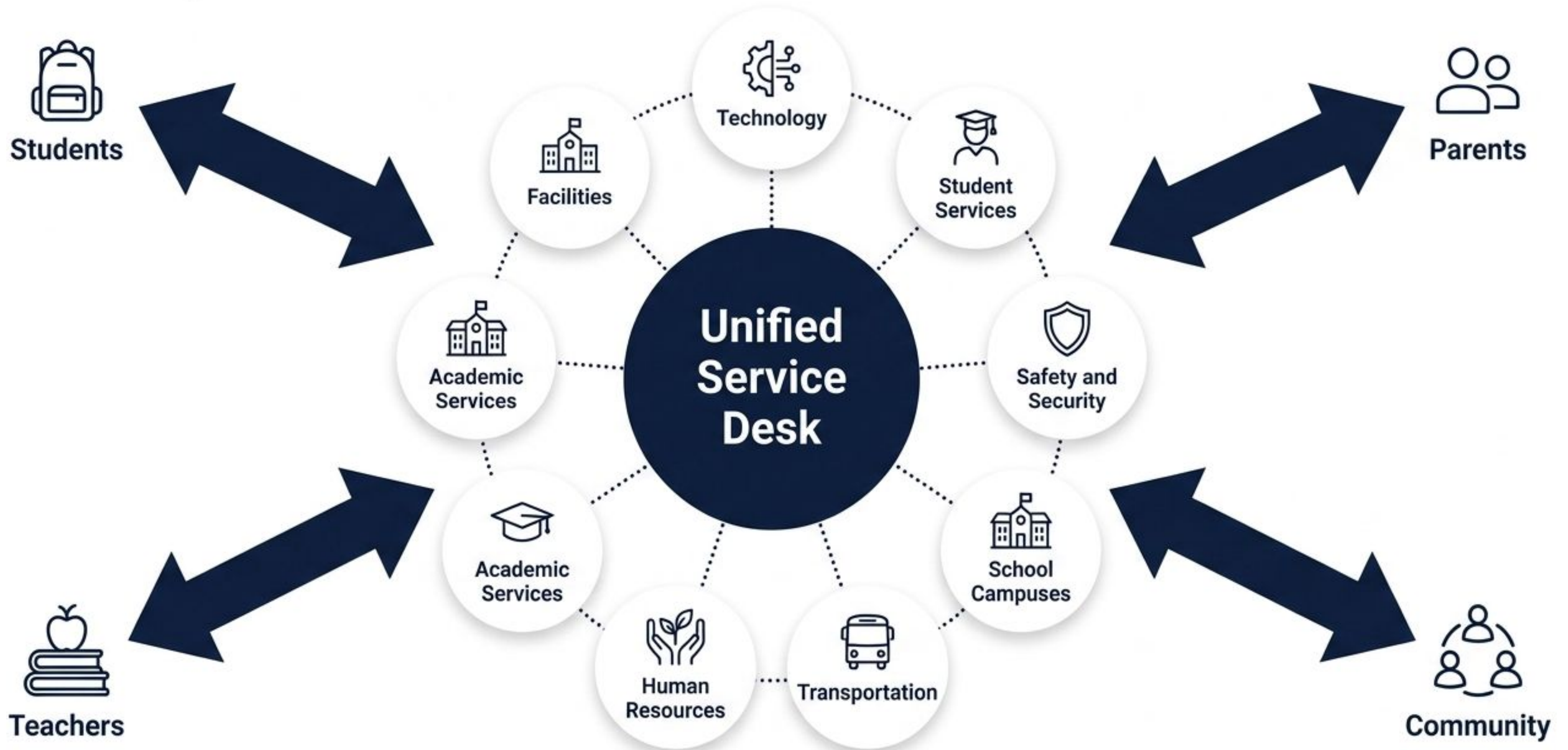
- **Mindset:** “I answered your question.”
- **Action:** Closing the ticket.
- **Boundary:** “Not my department.”

Unreasonable Hospitality

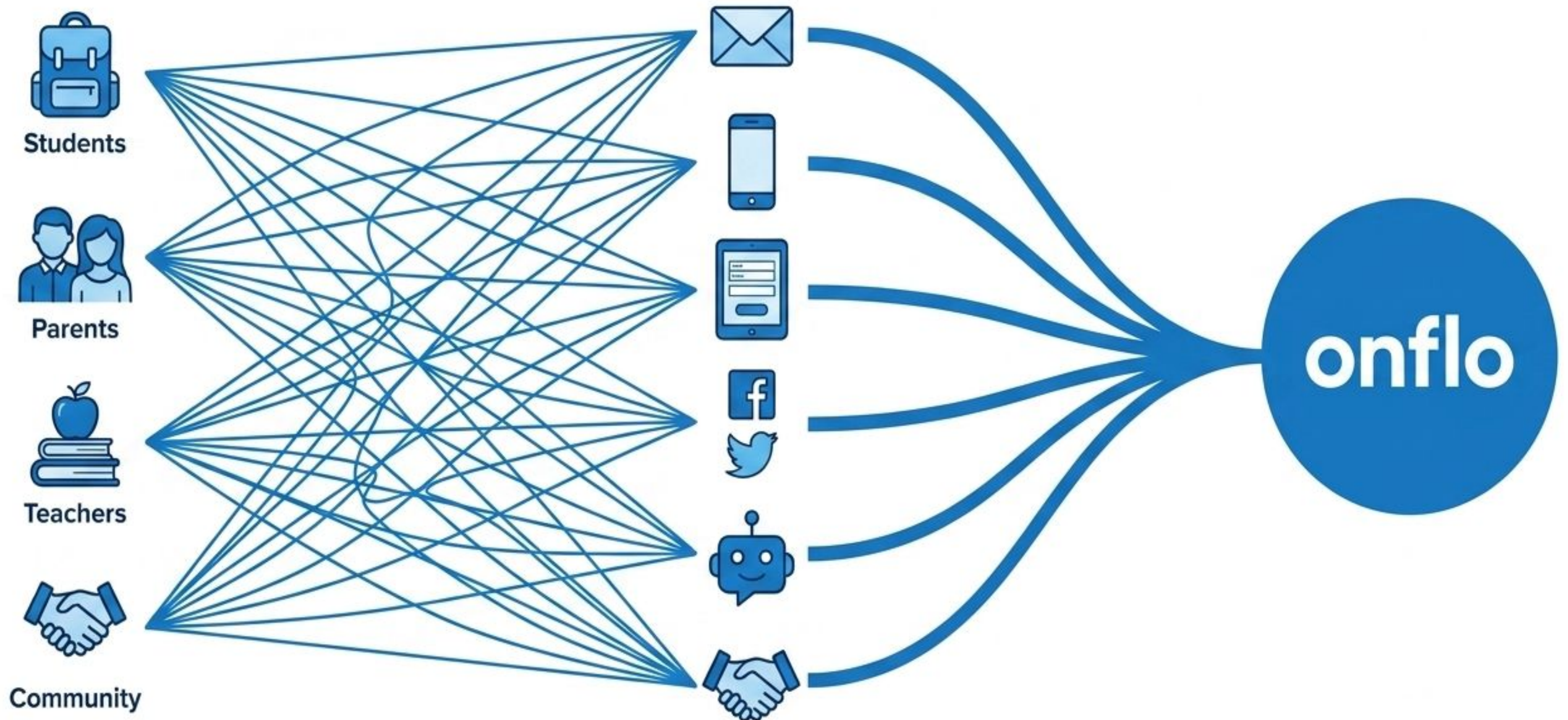


- **Mindset:** “How did we make you feel?”
- **Action:** Owning the experience.
- **Boundary:** Goes beyond service.

A single source of truth for customer service



From fragmented effort to shared visibility



Stop talking about the problem. Start acting like the architect.

4-Step Blueprint

- 1. Define the Standard:** Make service a shared, public mission.
- 2. Audit the "Holes":** Find the orphan babies and fix the rowboat.
- 3. Build a Shared System:** Create unified visibility to break down silos.
- 4. Change the Culture:** Leadership must hold everyone accountable.



Scan me!

**Scan to explore how
Onflo transforms
service.**