

Refresh, Maintenance & Support

Results achieved



Objectives	Actions	Results
<p>Update and upgrade the existing laptop fleet for the entire public school district of Nashville. With 5,786 teachers and 4,227 staff; there had been a lag capturing the growth of the school system and there was not a plan in place to capture the growth in a cost effective manner.</p>	<ul style="list-style-type: none">Supported the business requirements to update and upgrade the fleet of laptops for the school systemProvided support and maintenance on Windows 7-8 desktopsLeveraged prior Dell Kase process and create a more robust roadmap for all systems in the districtImplemented a solution including system center configuration manage 2012 R2 with 6 remote distribution points in the districtMigrated all images, drivers, and applications from Dell Kase systemsImplemented training and support on administrative functions via the SCCM console	<ul style="list-style-type: none">Solutioned a single pane to support, update, image and retire workstations in the environmentProvided clear visibility for application utilization metrics and a self service application installation process for end usersRetired antiquated processes



Nashville, TN public school system