

# Stop Outsourcing and Save Money While Building Relations

Stop Outsourcing and Save Money While Building Relations -- Revamp your technical support team to increase services and productivity while saving the district money and time. Examine one district's use of workflow, a project manager, customer service, and automated services/utilities to increase productivity and customer satisfaction. This session will also discuss establishing an automated bidding process and a total cost analysis of purchased services.

## Benefits of Utilizing a Technology Provider

- Provide a higher level of training
- Offer 24/7/365 availability
- Ease administration burdens by sharing responsibility of managing events and staff

# AASA Considerations

Often, the most cost-effective solution is internal management reform. If contracting out seems your best solution, make sure you take the following points into account:

- **Properly define your problem.** Are you trying to fix a personnel problem by going to an outside vendor? In most cases, solving your internal problem will be the more effective solution. If you are not getting straight answers internally, have an outside reviewer or audit your existing programs.
- **Make sure there are enough qualified bidders.** If not, the vendor has limited incentive to provide and maintain low prices.
- **Conduct a thorough cost analysis.** Carefully analyze all internal direct and indirect costs. You will need this when you begin evaluating vendor proposals.
- **Write an RFP and solicit proposals.** Have a qualified and independent specialist consult with you in drafting the RFP and evaluating proposals. Regrettably, proposals seldom compare apples to apples. Careful weighing is required in the evaluation process. Have a team of readers that includes people with all relevant skills.

- **Closely review proposed contract language.** Have a specialist and your lawyer review the proposed contract. Look for fine print such as increasing cost clauses, fees for extra services, limits on services and the like.
- **Make sure you have a realistic escape clause.** What's the length of the contract? Are there cancellation penalties? Will you have sold your fleet or inventory and thus be effectively held captive?
- **Examine hidden, overhead and indirect costs.** Consider your costs for monitoring, compliance, management, business support, facilities support and supply costs. Will you have to hire supervisory staff? Will these costs make outsourcing no longer cost effective?
- **Closely evaluate caps on services.** Are they realistic and reasonable? Are above-cap costs in line with market costs?
- **Analyze the social costs to your community.** Will this cause a reduction in pay for some of your citizens? Will it put community members out of work? Will health benefits be removed from a segment of your population? Will it affect your economy?
- **Check the experience of other customers.** Just like when hiring personnel, there is no substitute for checking the company's history. Are they responsive? Do they provide good service? The best predictor of future performance is past performance.

— William Mathis and Lorna Jimerson

<http://www.aasa.org/SchoolAdministratorArticle.aspx?id=6932>

<http://www.aasa.org/SchoolAdministratorArticle.aspx?id=6946>

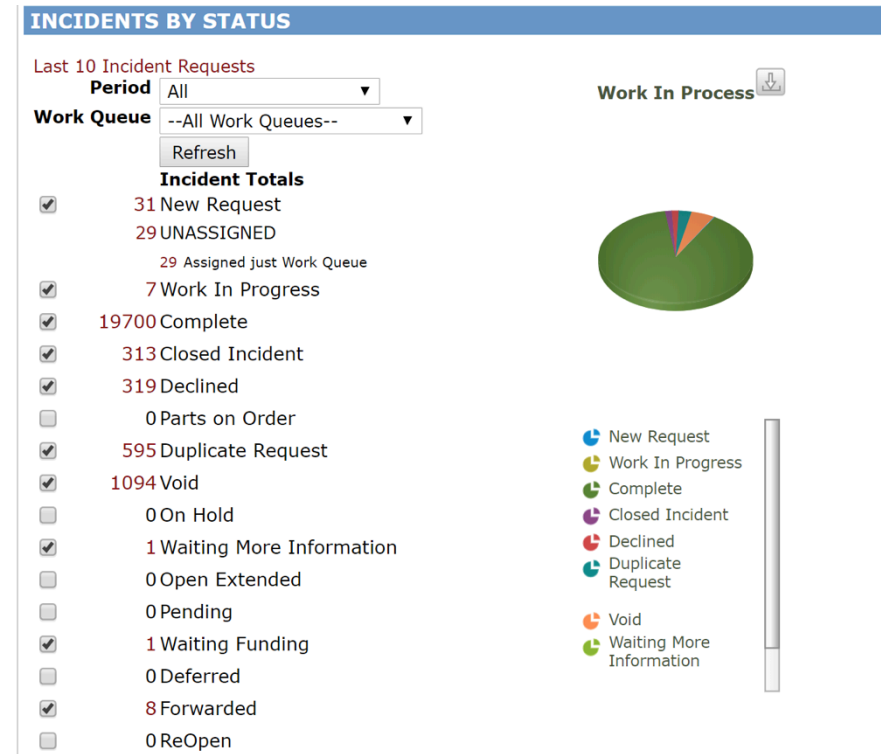
# Keep It In House

“Often, the most cost-effective solution is internal management reform.” (Mathis, Jimerson -AASA)

- Work order tracking/accountability
- Project Manager
- Customer service
- Automated bidding
- Automated services
- Total cost of ownership
- Effective use of existing staff Instructional Coach/Librarian
- Continuous quality improvement

# Workflow and Ticket Time

- Use SCHOOLDUDE.com
- Techs are tracked by
  - Ticket time
  - Number of work orders
  - Tracking of hours
  - Weekly/Monthly data cycles
- Weekly discussions
  - Reinforce
  - What is working well?
  - Do you have what you need to do your job?
  - Is there anything I can do to help you continue to perform well?



## Work Queues Summary

Selected Date Range for Actual Completion Date: 2/11/2018 - 2/17/2018

Ozark R-VI School District

Work Queue Description	Incident Count	Labor Hours	Labor Cost	Purchase Cost	Inventory Cost	Total Costs
No Work Queue Specified	58	23.1	\$357.45	\$1,121.90	\$0.00	\$1,326.25

## Project Manager

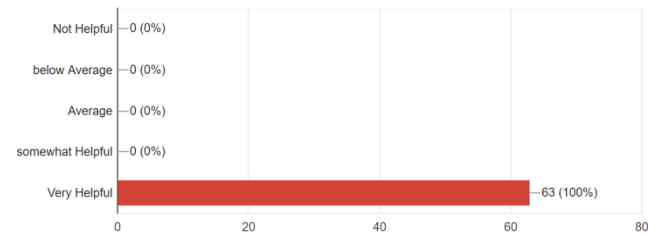
- Opportunity to restructure
  - Evaluated all positions with Technology Department and related areas
  - Found the greatest need was organization and eliminate redundant process and procedures
  - Applied internal application
  - Developed a master calendar
  - Implemented preventative maintenance
  - Established a point person

# Customer Service

- Focus ([Nick Burns SNL](#))
  - Give them the pickle
  - Communication
    - [Active Listening 101: How to Turn Down Your Volume to Turn Up Your Communication Skills](#)
    - Some employees were asked to attend Communicate with Tact and Professionalism training
  - Workshop
    - **Disgusted**
    - **Irritated**
    - **Obligated**
    - **Pleased**
    - **Grateful**
  - **Customer Service Survey**

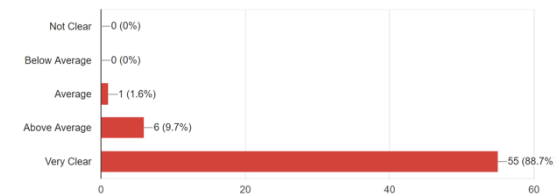
Based on the help you received, would you trust that this person will assist to the best of their ability with your next issue?

63 responses



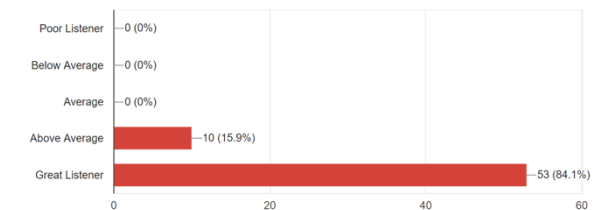
How clear was the information provided to you by our technical service representative?

62 responses



How well did the technical service representative listen to you?

63 responses





# Staffing

- Entry level technicians
- Building technicians
- Network support specialist
- Director of Technology
- Librarians are half time Instructional Technology Coaches (TechBrarian)

Through the efforts of the Technology Team, we have reduced our staff by one director and one entry level technician in the past two years. During this time, we have decreased ticket time, increased the number of closed tickets and increased customer service.

While working with teachers to support curriculum and literacy, techbrarians collaborate in weekly department meetings and plan times to provide resources. Ensuring technology implementation has the greatest impact on student learning, techbrarians go into the classroom with teachers and co-teach and offer additional support.

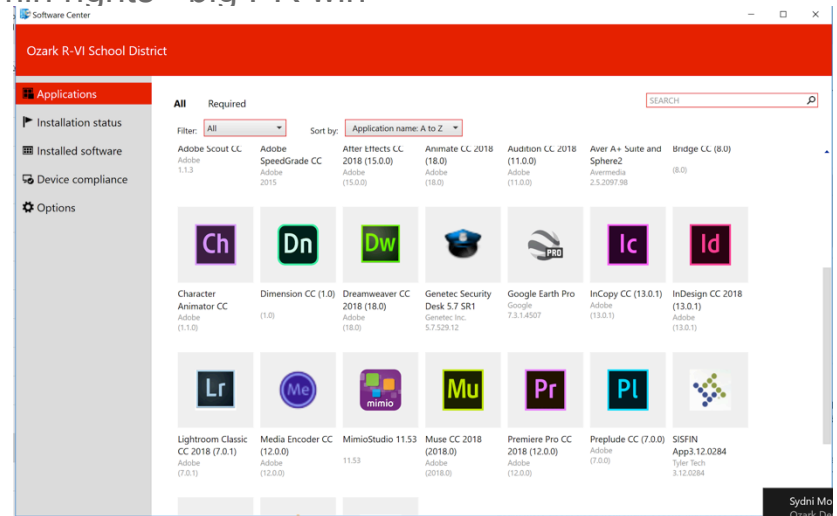
# New Construction and Remodel

- Install all Cat6e, coaxial, phone, surveillance cameras and access control cable (several hundred thousand dollars)
- Installed and replaced intercom cable for junior high remodel (sixty thousand dollars)
- Model classroom install
- LED lighting



# Automated Services/Utilities

- Training
- Remote support
- Ozark added SSCM and spent the money to train a network specialist
  - Remote service
  - Push out installs
  - Cloning
  - Allows teachers to install applications without Admin rights - big PR win



# Automated Bidding

- Everything is bid out
  - Automated Google Form sends to all registered vendors and lead techs on Mondays
  - Bids are received for one week
  - Decision is made and PO's are entered in the following Monday (sealed bids are collected for three weeks)
  - [https://docs.google.com/forms/d/16PypNHQlwztz\\_7rHGkPIdhoR-O9bfjuoBWla8CIYdX3Y/edit](https://docs.google.com/forms/d/16PypNHQlwztz_7rHGkPIdhoR-O9bfjuoBWla8CIYdX3Y/edit)

**Date:** Mon, Dec 18, 2017 6:36 PM

**To:** [curtishesick@ga.ozark.k12.mo.us](mailto:curtishesick@ga.ozark.k12.mo.us); Chesick, Curtis; Smith, Les; Sears, Shana; Anderson, Kyle;

**Cc:** Sales;

**Subject:** Mackie #ProFX8v2 Bid Request Ozark School District

Curt,

Why does Ozark Schools require you to send out bid requests for such low cost items? Other schools just call us to place orders for less than \$500-1,000.

# Preventative Maintenance

- Restructure allowed to move a daytime tech evening shift
  - Work evening events to ensure technology functions properly
  - Perform preventative maintenance on Chromebooks and classroom instructional technology
- Asset management and yearly inventory 18,913 active items
- Warehouse management
- Perform installs in the evening and reduce the number of summer helpers required
- Ability work collaboratively to create innovative ideas to problems

# Keep Teachers Moving

- Cost comparison is nearly impossible
- What is gained in productivity and limited classroom interruptions is priceless
- 1:1 and purchased online services downtime equals lost instructions
- Happy teachers equals quality instruction
- You can tailor a outsourced plan to save money
  - Choices of services
  - Hidden costs
  - downtime

Questions?

## Efficiency and Increased Response Time

<https://webspm.com/articles/2013/06/01/making-the-outsourcing-decision.aspx>

<http://www.aasa.org/SchoolAdministratorArticle.aspx?id=14516>

<http://www.thisweeknews.com/content/stories/gahanna/news/2015/03/10/district-might-bring-back-technology-director-job.html>