

Office of Information Technology Services

Purpose: Administer and manage information and telecommunication systems, facilities, and services of the public school system in order to support its strategic goals.



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2018-19 deliverables

- Network Utilization
- Streamline Service Requests

IT HELP DESK
ServiceNow

DEPARTMENT OF EDUCATION
STATE OF HAWAII

A New Way to Track Your Tech Issues
On May 7, 2018, OITS launched a new system called ServiceNow to improve overall IT customer service and responsiveness to the DOE. Eventually, ServiceNow will track all technology requests and incidents across all capabilities described in PIE. It will also be a strategic knowledge source for the specifics of how those capabilities are implemented at HDOE. And a strategic source of data on how well OITS is supporting the entire public education system, providing us with a data-driven way to be a learning organization. Some highlights of the new system follow on this page.

Access ServiceNow at help.hidoe.org

- LOG IN: Use your 8-digit employee ID@k12.hi.us
- PASSWORD: Same as Infinite Campus OR first-time logins use the default — uppercase initial of your legal first name, uppercase initial of your legal last name \$-last 4 SSN. For example, the default password for Joe Aloha would be JAS=1234

Approving/Rejecting a Request for User Access to SIS/Infinite Campus
SIS Access Requests are now handled electronically in ServiceNow. School administrators will receive emails notifying them that an approval is pending. Log in to ServiceNow to approve or reject the request. Paper forms are no longer used.
A DOE Memo with instructions can be found on the SIS Intranet site: <https://intranet.hawaiipublicschools.org/boifabs/areas/sis>

Manage Delegates
Responsibilities can be delegated to other users for a period of time or on an ongoing basis. A delegate will have the ability to view and interact with approvals, assignments, and to receive copies of all related email notifications.

1. Click on your name (located in the upper right corner of the screen)
2. Click on Profile
3. Scroll to the bottom of the page and click on Manage Delegates
4. Assign a new delegate by clicking on New
5. Fill in the New Delegate information
6. Click on the Save button on the right side of the window

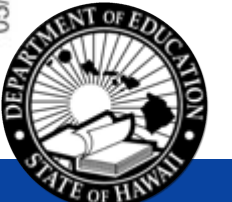
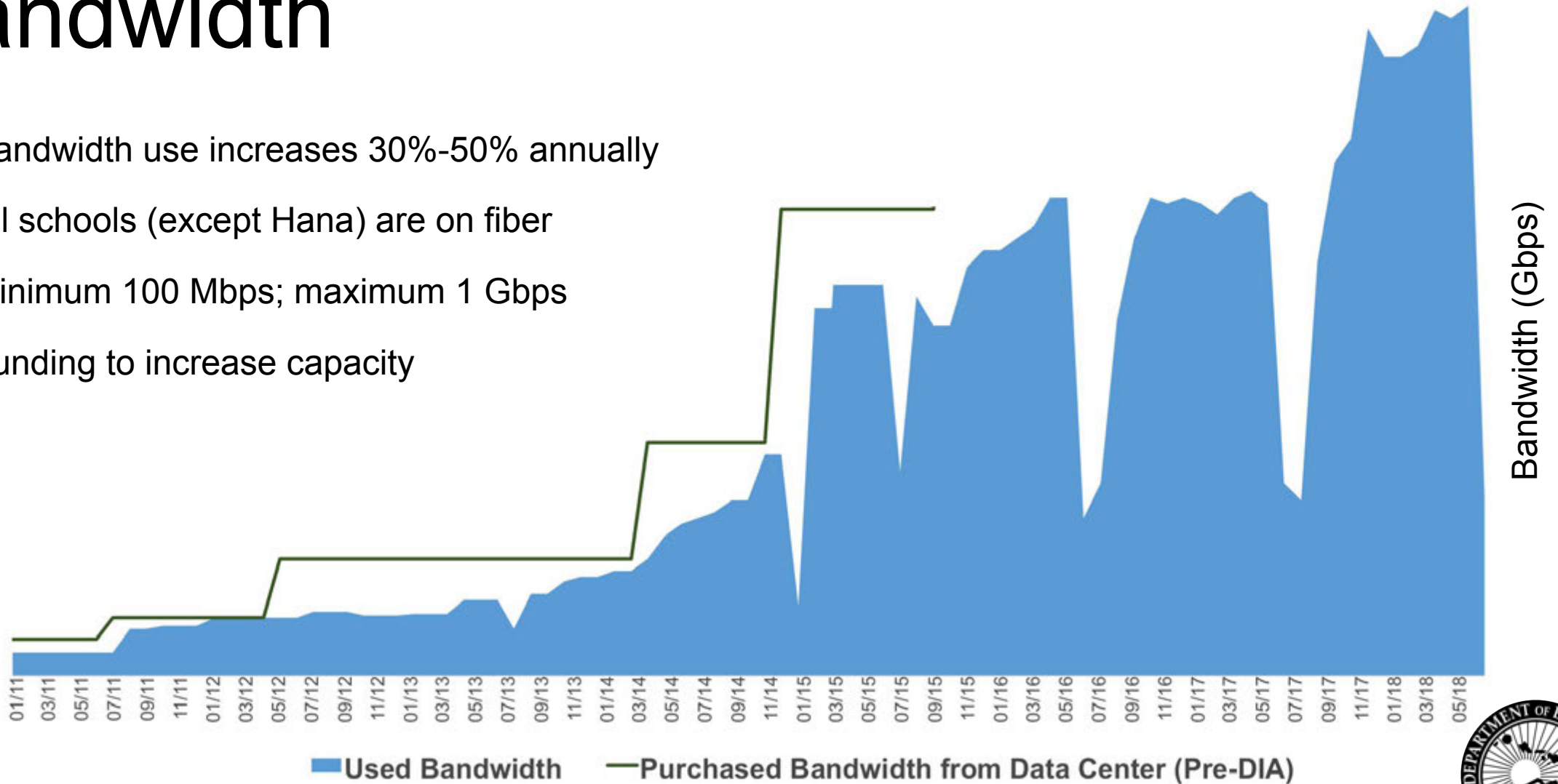
Mobile App
Download the Service Now app from the App Store or Google Play. Then tap the icon and enter the URL: hdoe.servicenow.com

Need help?
For assistance with access to or using ServiceNow, contact the IT Help Desk at 564-8000 on Oahu. Neighbor islands may call 811-808-692-7250 (Hawaii Advanced Telephone System (HATS)), Monday through Friday from 7:45 a.m. to 4:30 p.m., excluding holidays.



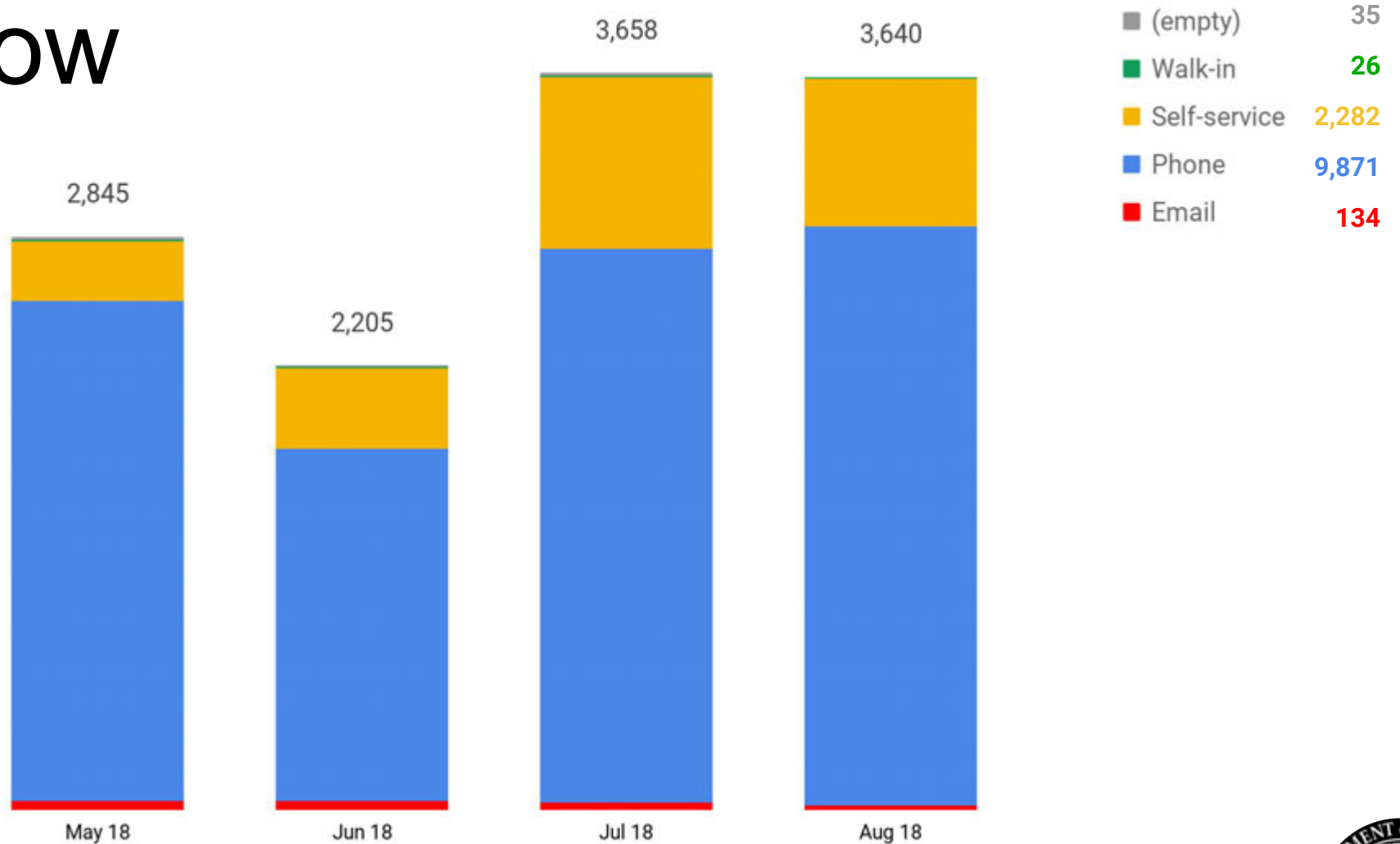
Bandwidth

- Bandwidth use increases 30%-50% annually
- All schools (except Hana) are on fiber
- Minimum 100 Mbps; maximum 1 Gbps
- Funding to increase capacity



ServiceNow

How we hear of a problem ...

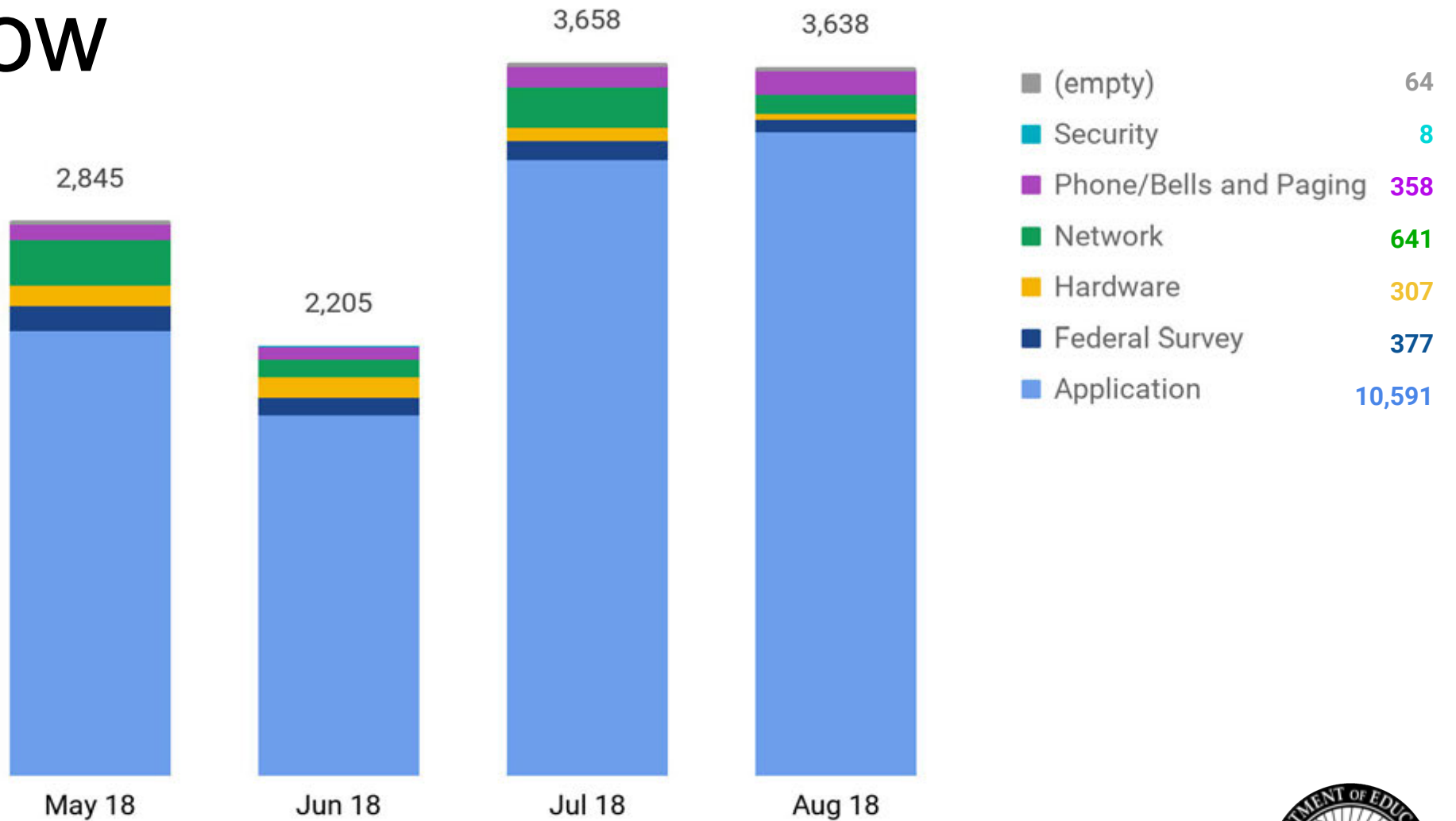


Source: ServiceNow, data pulled on Aug. 13, 2018



ServiceNow

Analysis: What kinds of systems have problems ...

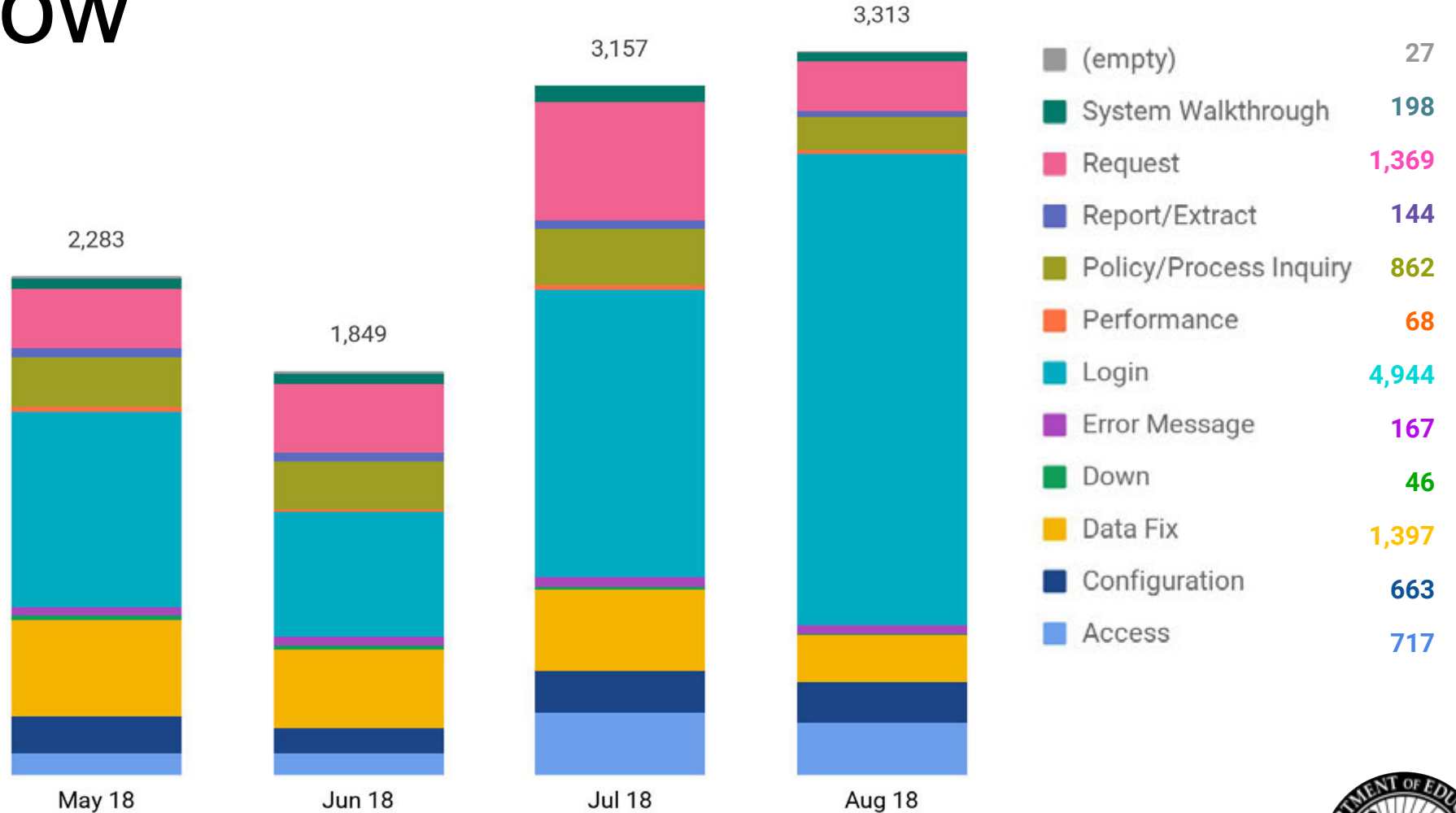


Source: ServiceNow, data pulled on Aug. 13, 2018



ServiceNow

Drill down on applications:
Understanding the problem leads to solutions ...



Anticipated outcomes

- Enhance network capacity and infrastructure
- Increased self-service use of ServiceNow for faster and better service
- Use data to confirm priorities for technology investment

