

# Refresh, Maintenance & Support

## Results achieved



<b>Objectives</b>	<b>Actions</b>	<b>Results</b>
<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"><li>▪ Supported the business requirements to update and upgrade the fleet of laptops for the school system</li><li>▪ Provided support and maintenance on Windows 7-8 desktops</li><li>▪ Leveraged prior Dell Kase process and create a more robust roadmap for all systems in the district</li><li>▪ Implemented a solution including system center configuration manager 2012 R2 with 6 remote distribution points in the district</li><li>▪ Migrated all images, drivers, and applications from Dell Kase systems</li><li>▪ Implemented training and support on administrative functions via the SCCM console</li></ul>	<ul style="list-style-type: none"><li>▪ Solved a single pane to support, update, image and retire workstations in the environment</li><li>▪ Provided clear visibility for application utilization metrics and a self service application installation process for end users</li><li>▪ Retired antiquated processes</li></ul>



Nashville, TN public school system