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CASE STUDY

Technology Suite

From Spreadsheets to a Clearer IT Workflow

How Tahoka ISD Built Momentum with IT Asset Manager

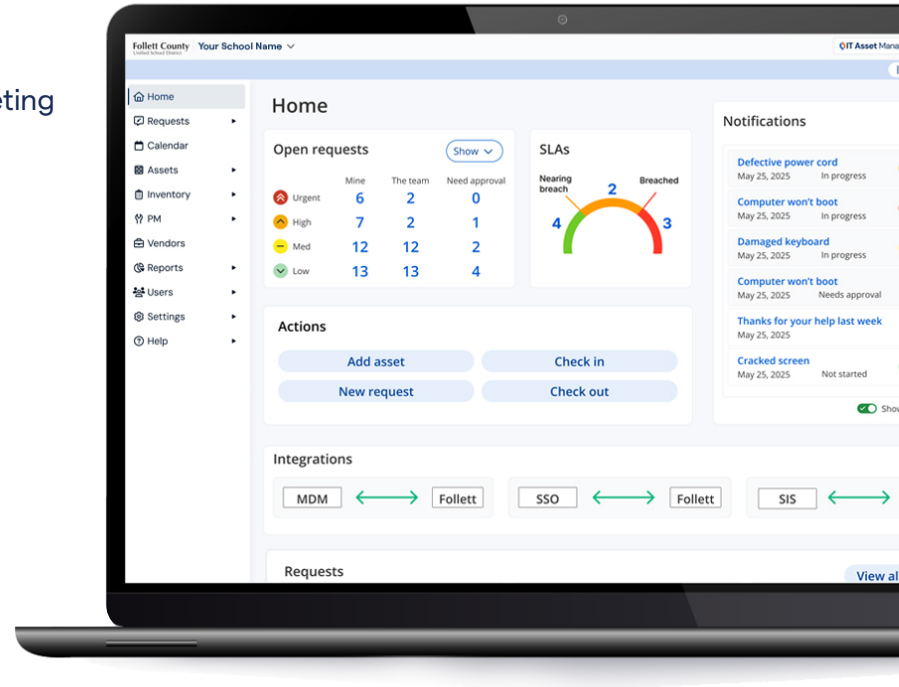


Tahoka Independent School District | Texas

Like many smaller school districts, Tahoka Independent School District was managing technology information across Google Sheets and Google Admin. That approach made it difficult to maintain accurate records and use inventory information to support loss prevention.

When Tahoka began piloting IT Asset Manager, it introduced a more structured way to manage technology requests and document recurring device and user issues. The district is still completing its asset-barcoding work, but the ticketing workflow is already giving the team a clearer, more useful record of support activity.

Blanda Watt, M.Ed.
Technology Coordinator
Tahoka Independent School District



A SMALL DISTRICT NEEDED A CLEARER PLACE TO START

Before IT Asset Manager, Tahoka's asset inventory depended on Google Sheets and information in Google Admin. For a small technology team, that made it harder to maintain accurate records and use inventory information proactively.

IT Asset Manager gave Tahoka a dedicated way to organize technology workflows and document support activity. Instead of relying on disconnected information, the district could begin building a history of device issues, user issues, and the actions taken to resolve them.

That early foundation mattered. Tahoka did not need to wait for every part of the implementation to be complete before seeing value from a more consistent ticketing process.





IMPLEMENTATION SUPPORT KEPT THE TEAM MOVING

Tahoka's rollout was supported by regular guidance from the IT Asset Manager team. Weekly meetings gave the district encouragement and reassurance, while quick answers and optional one-on-one sessions provided additional help when questions came up. A project website with a running list of action items also gave the team a practical view of what needed to happen next.

That structure made a complex implementation easier to manage and helped the work continue even when the end goal was not always immediately clear.

> The ITAM team we worked with was amazing. Every week they encouraged us and reassured us we were on the right track, even when we didn't feel that way.
>
> **Blanda Watt**
> Technology Coordinator,
> Tahoka Independent School District

Tahoka also identified an important lesson for other districts: ask for a demo early. Seeing the end goal before implementation begins can make individual tasks easier to understand as the pieces come together.

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A GAME HELPED STAFF ADOPT TICKETING

Introducing a new ticketing process can be a change for teachers and librarians who are used to familiar routines. Tahoka used a game to make the introduction more engaging and turn adoption into a friendly competition.

The approach encouraged staff to explore the system, and teachers and librarians responded by submitting tickets through the new workflow. For the district, that created an early adoption win among the people who rely on technology support every day.

TICKETING DELIVERED THE FIRST CLEAR WIN

The ticketing system has become one of Tahoka's clearest early benefits from the pilot. Built-in notifications and email capabilities help keep users informed, while each ticket creates a documented history of recurring device and user issues.

That record gives the technology team a place to recognize patterns over time and keep follow-up connected to the original request. Tahoka also values the ability to email the person who submitted a ticket and keep those messages visible in the system.

> I appreciate the built-in notifications, email feature, and the 'paper' trail it creates on repeated device issues, user issues, etc.
>
> **Blanda Watt**
> Technology Coordinator,
> Tahoka Independent School District



THE DISTRICT IS REFINING THE WORKFLOW AS IT GOES

Tahoka is still adjusting the ticketing workflow to fit the needs of its small team. The district currently receives more notifications than it needs and plans to streamline communication around the updates that matter most: when a ticket is submitted and when it is completed.

That refinement is part of the rollout process. As the team gains experience, it can shape the workflow around its operating style and focus attention on the information it needs most. Tahoka is also continuing its asset-barcoding work, which will help the district evaluate more of the platform's asset-management capabilities over time.

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START EARLY AND LEARN FROM OTHER DISTRICTS

Based on its experience, Tahoka recommends that other districts request a demo, ask questions, and connect with another district using the system. A peer conversation can offer practical perspective from someone who understands the day-to-day realities of school technology operations.

Tahoka also recommends confirming early how existing Google Admin information will translate into IT Asset Manager and how the district will structure locations and rooms in the system. Clarifying those connections at the start can make implementation decisions easier later.

Starting early matters, too. Tahoka's project wrap-up overlapped with the beginning of the school year, leaving less time to test workflows and work through questions before teachers returned. Beginning several months ahead, especially when summer time is available, can give a technology team more room to prepare the system for daily use.

BUILDING MOMENTUM ONE WORKFLOW AT A TIME

Tahoka's experience is not a story of a finished implementation. It is a story about gaining momentum while the work is still underway.

By starting with ticketing, supporting staff adoption, and refining the workflow around its needs, the district is moving from scattered technology records toward a clearer support process. As asset barcoding continues, Tahoka expects to see even more of what IT Asset Manager can do for its technology operations.

> Yes. Although we are still figuring it all out, I do feel we are already reaping the benefits just with the ticketing system
>
> **Blanda Watt**
> Technology Coordinator,
> Tahoka Independent School District

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