



**TINDLEY**

## Charles A. Tindley Accredited Schools

*The ultimate goal of information technology (IT) within an education environment is to ensure every student, teacher, and administrator has access to the appropriate technology resources necessary to support and enhance the instructional experience with positive outcomes. Successful integration of IT throughout the organizational enterprise supports this goal.*

*Hardware, software, infrastructure, and support services must be appropriate to the instructional goals of the institution and must be reliable. Support processes must be in place so that inevitable failures are quickly resolved with minimal impact on instruction and operations. Teachers and administrators must also have the appropriate training and professional development in the use and integration of technology within the curriculum.*

In July of 2013 Tindley Accelerated Schools (Tindley) selected RCR Technology as their IT partner. Through this new partnership, RCR Technology provides Tindley with the highest quality technology experience for its students, teachers, support staff, administration, and community members, and does so in the most cost-efficient manner to facilitate excellence in the facts of management, teaching, learning, and community service. To achieve this important initiative, RCR Technology provides Tindley with consulting, design, development, and maintenance and support services for its IT infrastructure, application, and data environments

Prior to selecting RCR Technology, Tindley had utilized the same vendor for the previous 10 years; basically since the inception of Tindley Accelerated Schools. This long standing tenure with their previous service provider made the decision to change even more difficult, and the transition from the incumbent to RCR key. While transitioning is never easy, more complexity was added to this transition due to the fact Tindley was in the process of building two (2) new schools that needed to be fully operational at the beginning of the 2013-2014 school year; less than 60 days from when RCR Technology became Tindley's IT department.

As part of our role with Tindley and these new schools, RCR Technology was responsible for the technology design, hardware and software procurement, and technology build-out of the new facilities. This meant getting up to speed on two major projects in the final weeks of their duration; projects that had been in the planning and execution for years. We were successful in both projects and the two new schools, Tindley Collegiate Academy and Tindley Renaissance Academy, opened successfully fully functional on time for the 2013 school year.

Our approach in providing Tindley with the best possible IT experience is proactive management. We define proactive management as an approach for thinking ahead, anticipating and planning for change or crisis. Subsequently, we view reactive management as a method of reacting to change or crisis after it happens. While we understand that the management must be both proactive and reactive, we believe the best management approach is primarily proactive rather than reactive. In other words, good management is proactive first and reactive second; thus, our goal and commitment to Tindley is to always strive to prevent an incident from happening, rather than react to its effect.

The foundation of our proactive management approach is our performance monitoring solution. RCR's solution monitors Tindley's IT investment at an enterprise level, encompassing network, hardware, software, and communication links. This approach enables us to resolve most issues before they become critical incidents; negatively affecting the enterprise and causing critical outages, thus elevating the availability of the Tindley IT infrastructure and providing its users with a reliable work tool.

RCR Technology's proactive management methodology includes predictive, planned, and preventive maintenance activities. We use statistics, measurements, and experience to determine the service interval for the Tindley infrastructure, ensuring that service is performed at the most optimal time - ahead of time, thus minimizing outages and increasing the IT infrastructures availability.

Predictive maintenance techniques are utilized to help determine the condition of in-service equipment and applied to predict when maintenance should be performed. Utilizing a predictive maintenance strategy allows the RCR Technology support team to appropriately schedule corrective maintenance; therefore, preventing and/or minimizing unexpected failures.



This strategy evaluates the condition of the components within the enterprise by performing periodic or continuous online condition monitoring. By knowing which components of the IT infrastructure need maintenance, maintenance activities can be better planned, and potential "unplanned stops" are transformed to shorter and fewer "planned stops", thus increasing availability. One of the key goals of predictive maintenance is to perform maintenance at a scheduled point in time, when the maintenance activity is most cost-effective.

In addition to the preventative maintenance strategy, we also implemented a planned maintenance approach in support of the Tindley enterprise. Planned maintenance encompasses preventive maintenance, such that the maintenance activity is preplanned, and all future maintenance is preprogrammed.

Through this approach, maintenance activities are scheduled as a result of the predictive maintenance findings, which halt deterioration and restores performance enabling the infrastructure components to perform at peak levels, thus improving up-time, quality, and reduced maintenance costs.

The third and final maintenance strategy that is utilized by RCR Technology is preventive maintenance. We execute this strategy through systematic inspection, detection, and correction of incipient failures, either before they occur or before they develop into major defects. This maintenance approach uses tests, measurements, adjustments, and parts replacement to prevent faults from occurring.

In support of our proactive management approach, as well as to ensure proper reporting capabilities, incident and request management, and a true knowledge base, RCR utilizes a service desk to manage the enterprise. The service desk is responsible for the processing, management, and resolution of all IT requests - from submission through closure.