

Education today has never been more reliant on technology and its integration into curriculum.

A school district's demand for 1 to 1 student device programs, 24/7 online curriculum and online testing in K12, a school safety plan rooted in 21st Century technology and countless devices added as part of the Internet of Things (IoT) on your network are part of the everyday responsibilities that are added to the ever-changing and daunting reality for today's K12 IT leadership and staff.

Since its inception in 2007, DGI has developed a trusted Managed Services and Help Desk practice that is exclusively and solely focused on the unique landscape and requirements of California K12 IT Staff. Our services support the shared mission of service to students, community and bridging the digital divide for all in the pursuit of an equitable and excellent education. We accomplish this by supporting IT staff who are often asked to do more with less.

In our portfolio of Managed Services with California school districts, we develop customized partnerships that enable your IT staff to start with Managed Services that make the most sense for your organization, helping you where you need it the most and allowing for flexibility to adapt the program to fit and support your education and IT needs as they grow and change.



Case Study 1: Orange Unified School District – COVID-19 Community IT Helpdesk Support for the 20-21 School Year

K12 Partner Testimonial:

“The Orange Unified School District (OUSD) has been working with Development Group, Inc. (DGI) months before the pandemic. We started by utilizing their support and services on smaller projects, which tested their technical tact, engineering resources, and administrative responsiveness. These early engagements proved that DGI is a specialist in the K-12 education space with a deep understanding of school needs and limitations.

As the instructional models for coming back to school during the pandemic started to take shape this summer, our technology department had to respond quickly to serve our community’s technology needs. The District leveraged DGI’s ‘on-demand staffing model’ to provide Tier-1 technical support to the 14,000 households coming back to school in the fall. The ability for DGI to be flexible, creative, and understanding to our students, teachers, and staff alike is now providing timely technical support every school day. Wait times have minimized, and students are spending more time engaged in hybrid learning. DGI understands our District’s values and needs for on-demand staffing, language preferences, and serving our community. Our teachers, staff, and students find the team friendly, knowledgeable, and an extension of our Community Support team. This timely service has proved invaluable for Orange USD, and I look forward to our partnership with DGI for years to come.”

Tam Nguyen
Director of Information Technology
Orange Unified School District

Returning to school during the pandemic

As with many K12 leaders for fall 2020, Tam Nguyen, Director of Information Tech at Orange USD, and his team found themselves in the unenviable position of returning to school to support remote learning for a large district student body, all while working remote with home connectivity, and with various OS/devices and emerging levels of educational technology to support.



Tam's IT staff were running into the same problems other districts struggled with at this time:

- Staff running on overtime, working weekends and not enough technical help desk support team members to help and answer the incoming support needs of the community
- Unprecedented call volume and support needs from the community
- Long wait times to reach 'help'
- Difficult to hire full time staff for a temporary community need

OUSD and DGI needed to come up with a viable solution that would bring relief to their needs in providing continuity in teaching and learning in a new way:

- Develop an On-Demand Staffing Model that ramps up quickly and effectively as a turnkey solution within the OUSD environment
- Acts as an extension of support to a deserving community, by providing Tier 1 Technical Support to Orange USDs IT Support Team, that blends in seamlessly and minimizes the technical down time a student or community member would experience



In a matter of a few weeks from inception, a support help desk solution was in place, helping students and parents:

- DGI went through a thorough input process and IT Support Environment Solution Documentation with the Orange USD team
- DGI identified key areas of support, areas of highest call volumes, languages and values the Support Staff/Team needed for success
- One single phone number and level of service, granting access to all students and families and getting them help when they need it the most

