



# Services and Solutions for K-12 School Districts

**Infrastructure Support**

**Student Computing**

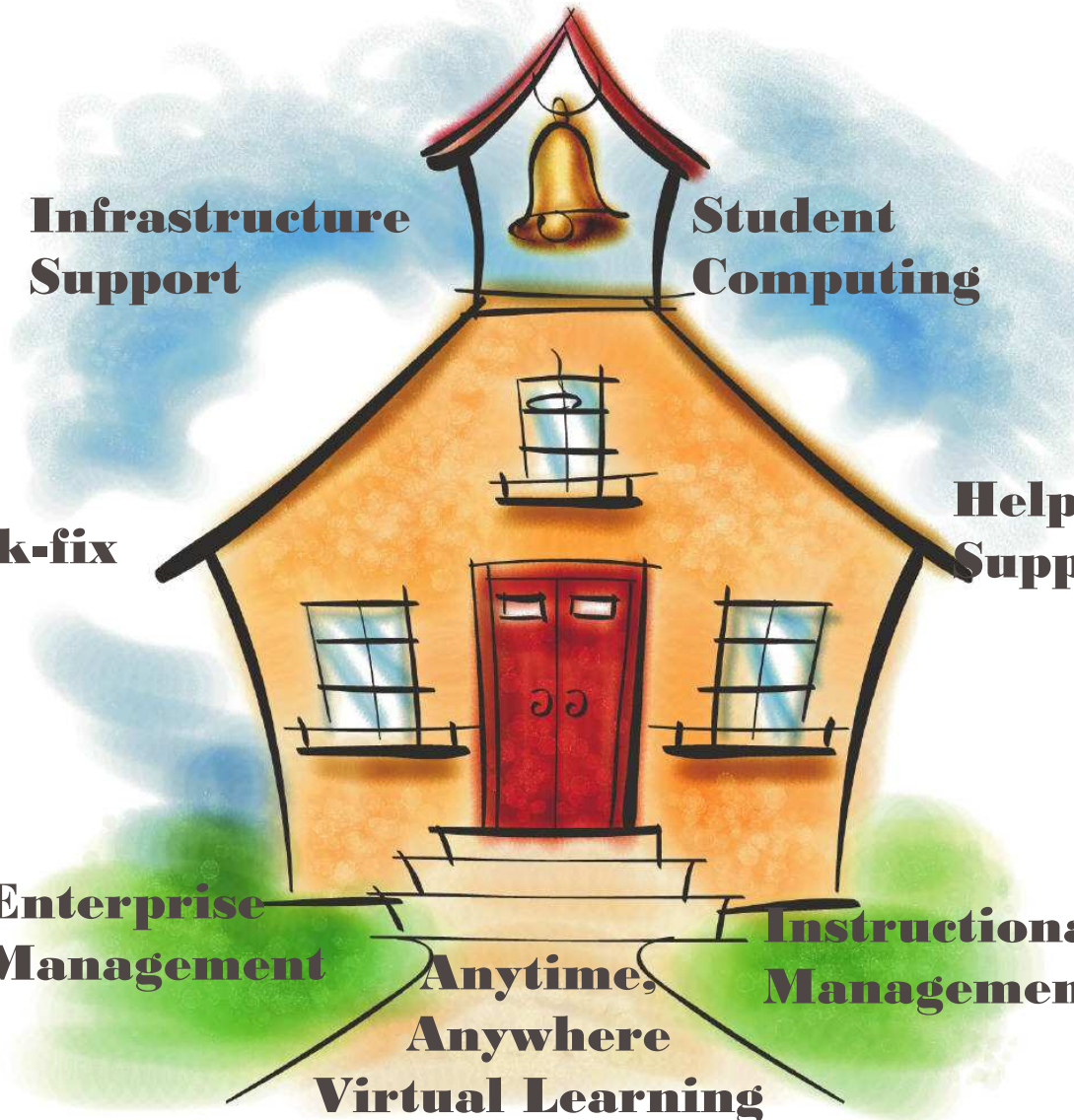
**Break-fix**

**Help Desk Support**

**Enterprise Management**

**Instructional Management**

**Anytime,  
Anywhere  
Virtual Learning**



## **Student Computing**



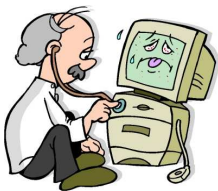
SPS has years of experience setting up and supporting student computing initiatives of various types in K-12 school districts. Whether you are committed to computer labs, want to go all the way to 1-on-1 student laptops, are exploring gradual options such as mobile carts or have some combination, SPS can assist you to optimize your current approach and save money, help you transition to a newer technology and/or outsource the maintenance and support of your computing resources. Many school districts and parents feel the increasing technological demands of college and the workplace make individual student computers a necessity in the public education system today. Furthermore, laptop programs provide every student with equal access to technologies, and teachers can capitalize on this to enhance their classroom presentations by using complex and interactive programs that were previously unavailable. SPS can design, set up, implement, and maintain a custom designed mobile cart or laptop system for your students and teachers. We supply the most modern laptops, printers, servers, and other network components. Not only do we operate with state of the art technology, SPS will set up custom configurations with the software and applications that meet your individual needs. Your computers and network will be pre-imaged according to your specifications before delivery and arrive ready to use.

## **Help Desk Support**

After your student computing resources have been activated, SPS's dedicated and experienced staff will keep your systems running smoothly and trouble free. Help Desks are set up centrally or in each school as appropriate for your size and needs and desires, to help troubleshoot computer problems and your hardware and software will be kept updated and running smoothly.



## **Break-fix**



Whether you use us to initially set up a computing facility, to optimize a facility you already have in place or whether you are perfectly satisfied with the facility you currently have, SPS can support and maintain your computing resources to allow you to off-load this task and save money at the same time through economies of scale. SPS has been authorized by multiple computer vendors as qualified to repair their products on your site via a rolling inventory of replacement parts which we maintain and keep stocked and updated by working directly with the manufacturer. While this program has many benefits for you directly by outsourcing a menial and cumbersome task freeing up your IT staff for more productive work, the primary benefit is to the students. SPS has designed our support programs to turn around broken computers in the shortest time possible, thus ensuring students the greatest access to a resource they need to allow them to keep up with instructional programs you have put in place to take advantage of the technology.

## **Instructional Management**

The initial introduction of a new technology is usually accompanied by an underestimation of how pervasive that technology will become. For example, when the cell phone was invented in 1973 one very early estimate predicted a total market of 100,000. Three billion have been sold. The same underestimation occurred when the personal computer was introduced. To what extent a technology is accepted and adopted is determined not by how clever or innovative the technology is, but by how useful it is and what benefits it provides to the users.

Nowhere is this truer than applying computer technology in the classroom. "The computers have to be placed in the right hands and used in the right ways," said Virginia Edwards of Education Week. "In fact, used for the wrong purposes, computers seem to do more harm than good. Technology is, after all, only a tool in the educational process, not terribly unlike a pencil."

SPS has years of experience helping K-12 school districts use computer tools in the "right way." We do not believe that computer technology can replace the traditional techniques used to instruct students for generations. Teacher to student interaction is, and always will be the primary form of instruction. However, we believe that the advantages of a computer equipped school are two-fold. Firstly, in a changing work environment where technology is of increasing importance, students that use computers in school are ahead of the learning curve and will be better prepared to be successful in the 21<sup>st</sup> century workplace. Secondly, computer technology expands the types and choices of tools that teachers are able to use in the classroom.



## **Anytime. Anywhere Virtual Learning**

Your teachers, primarily, but other staff too, need to keep up to date with continuing education – but when is there enough time? Whether it is a full day program or a one hour refresher, there is always the challenge of fitting it in with all the other demands on your staff's time, and how do you minimize time out of the classroom? The answer is a professionally recorded, edited and formatted version of the training lecture made available to be viewed at the convenience of the learner. You may already have the technology and resources to make these recordings, but is that the best use of your time and resources? SPS's staff of trained and experienced facilitators, recording technicians and editing technicians do this for dozens of users every single day of the year. Our largest client is a \$100 Billion corporation that we have been supporting for over 5 years. Let us show you how to make use of this capability at a fraction of the time, effort and cost of trying to do it yourself in-house. Create a library of short reference topics on your existing instructional technology and tools to reduce calls to the Help Desk. Let your teachers see and hear a replay of a particular process or procedure instead of taking notes while a busy Help Desk technician tries to explain (again) what to do.



## **Enterprise Management**



Availability is the key parameter of your computing resources. What good is it to have invested in sophisticated technology or the latest software program if those resources are not available to your administrators, teachers and students when they need to use them? SPS uses the latest operational monitoring and management software to automate the monitoring, troubleshooting and repair processes.

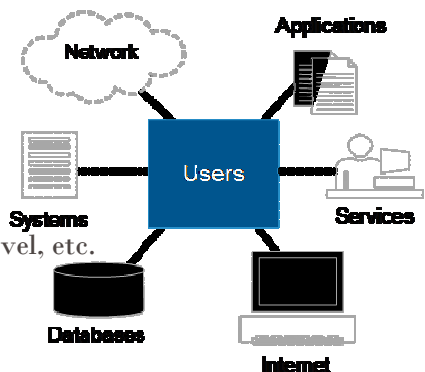
This software provides a consolidated view into the health of your infrastructure and computer resources to preempt negative impacts on service. The more your IT staff knows and the sooner they know it, the more likely they will be able to take corrective action before a problem occurs. Thousands of private and public sector organizations around the US, and for that matter, around the world use this integrated, scalable solution to achieve end-to-end event and performance management across and throughout their entire organization.

## **Infrastructure Support**

SPS employs many consultants who have years of experience in creating, maintaining, and repairing computer infrastructures. Whether you already have an infrastructure in place or are looking to start from scratch, SPS can help you optimize your technology. Currently SPS is finding many benefits of applying virtualization to the K-12 student computing environment. SPS works with many third party vendors that specialize in hardware and software products for the K-12 environment. Some examples include optimized batteries and mobile carts from EarthWalk, Inc., security and S.T.O.P theft products from Computer Security Products, Inc, laptop security and tracking products from Absolute Software Corporation.

SPS offers a diverse range of IT solutions to ensure that all of your computer and infrastructure needs are met. Particularly of note is our online testing and classroom software support, which has allowed teachers without a technical background to fully implement the best learning programs for their students. As technology begins to encompass more and more of your learning environment, SPS can help ensure that your students receive the best instructional tools available. We design, implement, and support these systems so you can spend your time where it is most needed—with your students.

- Online testing support
- Project management support
- Infrastructure Services
  - Network Engineering
  - New technology implementation support, including student computers and laptop cart initiatives
  - Technology integration
  - Network operating system support for Windows, Linux, Novel, etc.
    - Image Creation
    - Image duplication and distribution
    - Virtual infrastructure implementation
- Application support: K-12 based application support for all of your electronic textbooks and classroom software
- Identity Management, network security, and single sign-on





## Software Productivity Strategists, Inc.

Whether we are implementing a 1:1 student laptop computing initiative to give the students a modern, dynamic and innovative learning environment, providing Help Desk support to teachers and students alike to maximize their use and application of technology, or more efficiently delivering generalized Infrastructure Support Services directly to the IT department to free up much needed funds, SPS has always focused on ways to help the students, directly & indirectly, get more out of their learning experience.

SPS is a systems integrator based in Rockville, MD with over 10 years of information technology experience. We are an authorized business partner for HP, IBM, Dell and other companies that provide technology solutions for the education market and in particular for the K-12 market. We have helped federal, state and local entities and commercial organizations since 1993 improve their IT operations and reach their business goals. With experienced staff and consultants, SPS has enjoyed enormous success in local public school systems. All of our services are custom tailored to the needs of students, teachers, & administrators.

- *“Laptops help bring primary sources from throughout history right to the student’s fingertips...Having the laptops makes life so much easier. Gone are the days of having to sign up weeks in advance for a 45-minute block in the one computer lab the school had for 2000 students.”*

**Hunter Hammond, U.S. History teacher, T.C. Williams High School**

- *My lessons are alive with color, music and animation. The laptop provides my students with different levels of instruction from remedial to advanced for each topic I present. I believe that what we teach our students about technology and it's uses in the workplace transcends any subject area we teach. We are providing them with job skills that will follow them to any career, whether or not they go to college. The older generation in today's workplace is retiring; some of them in order to avoid learning new technologies, and our students are poised and ready to take their places.”*

**Myron Hanke, Physics teacher, T.C. Williams High School**

**Software Productivity Strategists, Inc.**

15200 Shady Grove Road, Suite 408

Rockville, MD 20850

301.963.4777

[www.spsnet.com](http://www.spsnet.com)

**build. manage. secure.**