Chicago Public Schools
Increased Service Availability

„Enterprise Alert has given Chicago Public Schools the ability to deliver timely and concise notifications increasing the availability of the services we provide to our teachers and school administrators."

David Young, Senior Infrastructure Architect, Chicago Public Schools

Background

Chicago Public Schools is the third largest school district in the United States with more than 600 schools providing education to approximately 400,000 children. CPS' vision is that every student in every neighborhood will be engaged in a rigorous, well-rounded instructional program and will graduate prepared for success in college, career and life.

Situation

Chicago's teachers and school administrators rely on uninterrupted IT services. A swift response to critical IT incidents is thus essential. For monitoring their IT infrastructure, Chicago Public Schools is using Microsoft Operations Manager (SCOM). However, SCOM needs to be complemented to ensure reliable and alerting to different teams in the field and after hours. CPS needed to

- Filter alerts to make alerting more precise
- Eliminate false positives
- Provide multi-channel alerting to reliably notify engineers

Seamless 2-way integration of the alerting solution with SCOM was a requirement.

> **"We needed a product that had deep integration into the Microsoft System Center stack."**

Solution

CPS decided for Derdack's Enterprise Alert because of its advanced alerting capabilities and SCOM integration. Enterprise Alert is connected 2-way to the monitoring infrastructure, with Active Directory integration for user management and contact data synchronization.

Benefits

CPS enjoys a range of benefits related to the increased reliability of alerting.

1. There is indirect cost saving by making sure that IT engineers are notified when issue arise day and night. This reduces time-to-resolution on incidents allowing school staff to focus on education rather than technology lapses.

2. CPS are taking advantage of the granular alert policies. This provides the flexibility to filter all incoming events within their operational processes. Directed notifications to specific application engineer has allowed IT teams to respond to issues efficiently.

3. Alert schedules that differentiate business hours, after hours, and holiday hours give us the luxury to customize our alerting processes.

4. The availability of multiple notification channels give IT engineers the ability to select their preferred way of getting alerts.

Client

Chicago Public Schools, IL, US

Industry

Education, IT Operations

Business needs

- An advanced alerting solution for Microsoft SCOM
- Eliminate false positive alerts
- Multi-channel alerting for higher reliability

Business benefits

- Improved reliability of alerting
- Reduced time-to-resolution
- Improved IT uptime

Learn more

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