

»» Top of the Class



Newport Local Education Authority (LEA) is top of the class following its LANDesk® Management Suite implementation. The BECTa ICT Awards 2005 recognised STEP project has seen over 2000 computers installed in 6 of the city's secondary schools, 53 primary schools and 6 community venues in the Newport area. The LANDesk Management Suite has been implemented as the primary remote support tool within the project, following its integration with Newport Borough Council's existing Touchpaper service help desk.

Remote support

As part of the Authority's NGfL Project for Education, the Lifelong Learning & Leisure and Information Systems & Communications services of Newport County Borough Council have worked in partnership to install over 2000 computers in Newport's schools. The implementation of LANDesk Management Suite ensures that all of the computers on Newport Local Education Authority's network can be managed and supported remotely without support staff having to make unnecessary and costly site visits.

"Due to the nature of the STEP project, it was imperative that a lower support staff to PC ratio was achieved to enable us to lower costs and ultimately remove the burden of managing systems from the teachers," says Lee Evans, User Support Manager at Newport Borough Council. "To help us manage things properly we needed a management solution that enabled software installation and upgrades, remote access, trouble shooting and inventory management. LANDesk Management Suite successfully enabled us to implement all of these capabilities, and more. "

The STEP project is working to provide Newport with cutting-edge ICT solutions for teaching and learning using ICT, enabling the technology to be used across the curriculum. Since the project started in September 2000, the 2057 computers and 245 printers installed across the Newport area can be managed by remote support, allowing Newport County Borough Council to respond immediately to problems that occur across the network. Lee Evans comments: "This implementation has been integral in keeping the number of IT support staff needed by the LEA to a minimum with an impressive PC to staff ratio of 1:190 and reducing travel time thereby reducing the cost to schools."

Business Need

- More efficient distribution of updates
Improve management across the LEA's network without increasing IT personnel resources and associated costs

Solution

- LANDesk® Management Suite

Business Benefits

- Over 2000 computers in the Newport LEA region can be managed and supported remotely without staff making costly site visits
- Network and device security vulnerabilities are monitored, with the ability to seamlessly distribute patches and virus removal tools when required
- Instant inventory reporting
- Impressive PC to staff ratio of 1:190

Securing the network

Network and device security vulnerabilities are also monitored by LANDesk Management Suite's security capabilities, safeguarding the Newport LEA IT system from virus attack.

"The security function of LANDesk® Management Suite offers us the ability to seamlessly distribute patches and virus removal tools while eliminating the need for desktop visits," adds Lee Evans: "The security aspect of the Suite has successfully enabled us to lower the support staff to supported PC ratio, enabling essential time and cost savings to be made."

Newport LEA also experienced an unexpected security benefit from the LANDesk implementation:

"The LANDesk software helps us counteract vandalism," commented Lee Evans. "It has an alert feature that can tell us if a configuration changes on a machine. We have therefore, been able to protect property in a way we never expected!"

Graduating with flying colours

Following the successful implementation of LANDesk Management Suite, Newport LEA received a top mention at the BECTa ICT Awards: "With LANDesk Software's involvement in Newport Local Education Authority's STEP project, we have produced a robust ICT system," enthuses Lee Evans. "LANDesk Management Suite has removed the need for extensive technical support, allowing us the opportunity to concentrate on providing a system that sits at the heart of the teaching and learning process. As such, Newport LEA received a special mention at the 2005 BECTa ICT in Practice Awards, for exceptional work in the Advise and Support category."

As a result of the project, schools, teachers and pupils can now communicate with each other more effectively through email, Intranet and Internet links, using high bandwidth and high-speed connections. The STEP project enables pupils to access a wide variety of rich learning resources and allows teaching staff to share good practice information across the borough.

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LEE EVANS

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