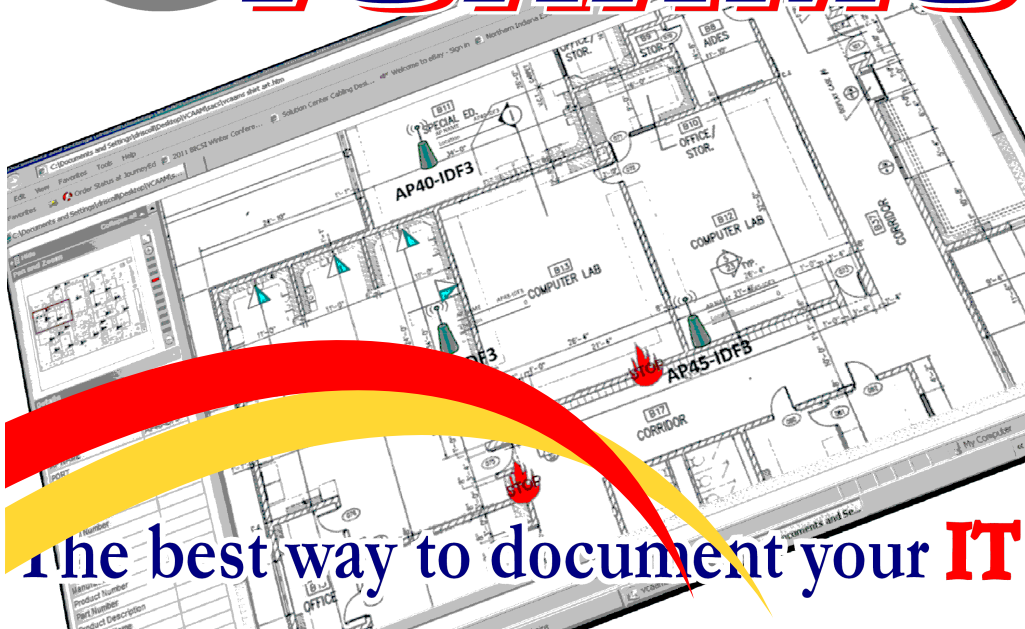


CASE STUDY

SOUTHWEST ALLEN COUNTY SCHOOLS



The best way to document your **IT**

CHALLENGES-OPPORTUNITIES

Southwest Allen County Schools has existing documentation in hard copy as-built prints and multiple databases for the Communications and Network Infrastructure. They have system management tools for each technology, but no single repository for the information or unified system to use and managed all the disperse information. With the existing electronic floorplans not having a methodology to include any new locations or updated data information, the existing floorplans needed substantial modifications.

Each building has most faceplates labeled and the associated patch panel labeled and is fairly consistent from building to building. But the documentation had not been updated since the date it was initially installed; therefore the SACS staff couldn't rely on the validity of the data.

Each Building has multiple Technology Rooms with multiple racks and multiple patch panels within each TR. The patch from the switches to the patch panel was consistent, but the sheer volume of patch cords

CONTACTS

Don Chase, Director of Technology, Southwest Allen County Schools

Mark East, Network Administrator, Southwest Allen County Schools

CLIENTS REQUEST

GS DocS was asked to provide Southwest Allen County Schools with a solution that not only finds where every existing active Communication and Network Infrastructure was located, and show each system on different layers, but also trace the patch cords in the racks in order to know what patch panel port is attached to which switch port. SACS also requested electronic files detailing the rack elevations within each Telecom Room.

SCOPE OF WORK

Document existing communications and network infrastructure and provide manageable electronic floorplans with data associated with each location and provide switch port to patch panel documentation. Provide rack elevation drawings for every Telecom Room in Homestead High School, Ninth Grade building, both Middle Schools and all Elementary schools.



CASE STUDY-Southwest Allen County Schools

GS DocS SOLUTION

The first task was to enhance the existing electronic floorplans so each location for Communication and Network Infrastructure terminations could be discovered. GS DocS staff walked into every room and notate where every faceplate and jack was located on the walls, floors and ceilings. While the discovery was being completed, the staff was also documenting the rack layouts and creating the electronic rack elevation files. After the discovery was completed, the database was built utilizing both the existing numbering nomenclature and associating each port to TIA 606-B standards. The data was then integrated onto the floorplan. GS DocS then began the patch cord tracing process.

FINAL RESULTS

Southwest Allen County Schools received fully manageable electronic floorplans so every add, move and change can be documented. And any troubleshooting can be quickly addressed since all the Communications and Network Infrastructure ports are at the fingertips of whoever needs the information. GS DocS also included the switch port patched to its associated patch panel port. This provides SACS with a complete infrastructure pathway from PC to wall plate to patch panel to switch port. The technology staff now has the tools to update their systems without concerns that the network infrastructure is out of date.

Don Chase states:

"The ability to use VCAAMS has significantly reduced the time it takes to troubleshoot network issues. The time savings alone is cost justification to have VCAAMS. The ability to identify a port that is causing a problem, rebooting that port all from the technician's computer is where time is saved. The is also evident when an IP security camera needs to be "rebooted," all we need to do is go to VCAAMS and identify the port and shut it down then start it back up. VCAAMS help us identify those ports quickly and easily"

And as Mark East states:

"As the Network administrator for Southwest Allen County Schools, we have all of our wire maps in csv or printed copy which is nice, but has its limitations. Since going to the VCAAMS system I now have an interactive Database that I can pull up a map and click on a data drop or access point and see all the relative information including the cable run, IDF, switch port, blade, room number as well as location within the room."

Another Perspective

"Preparing our network demands for the future is always at the forefront of any decision we make. You cannot make decisions about what you need without knowing what you have. Additionally, as more devices and systems appear on our network the demand for those services increase. We have also seen an increase in the expectations of our users that our network resources be available 24x7. Finally, our response to network outage issues must be appropriate for problem. These considerations require us to have the most up to date information about our network devices and resources. The decision to move forward with the VCAAMS project resulted in a desire to get a handle on the condition of our infrastructure and to determine our networking needs. It (VCAAMS) uncovered our gaps and weaknesses and allowed us to address basic wiring concerns and adjust our network design. We believe this will enable us to meet the greater demands of our users and continuously improve our network services for the future."-Elaine Bultemeier-Warsaw Community Schools



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