FORSYTH COUNTY SCHOOLS

Forsyth County Schools leverages the power of Azure OpenAI Service to improve IT services district wide

Forsyth County Schools is the fifth largest school district in Georgia with over 7,000 employees and serving more than 55,000 students. Over the past few years, Forsyth has partnered with 3Cloud for technological innovation to support the district and their students. When the district wanted a seamless way to identify students who may be in jeopardy of not graduating, they incorporated Power BI, Azure and machine learning. With the help of 3Cloud, the implementation of Power BI with Project AVA enabled Forsyth to quickly and effectively pinpoint struggling students and get them the help they needed to graduate. One of the main goals of Forsyth was to improve their 94% graduation rate to 100%. The Power BI reports created gave the 40 schools and centers an easy-to-consume look at assessment information, current class scores, gender and ethnicity, as well as GPA, absences and discipline referrals. Most importantly, the dashboard includes visualizations that will help determine whether a student is at risk of not graduating.

CHALLENGE

The client's current challenges are around their IT Service Management platform. With a district of this size there is an enormous amount of technology utilized (~60K Chromebooks, ~10K laptops and Smart Boards in every classroom), so it is challenging for IT to keep up with the high volume of service tickets submitted, and to do so efficiently. When something breaks, someone must interrupt the flow of their day or their teaching to fill out a work order for repair. And to input all the data needed for a clear picture of the issue is time-consuming for busy teachers. Currently, there is an inordinate number of tickets submitted under the "Other" category, leading to an inefficient workflow to solve problems in a timely manner. Forsyth wanted an automated process for the ticketing system to help reduce the amount of time that a director spends on reading notes, interpreting the category and flagging it appropriately. They are endeavoring to leverage the power of OpenAI to enable teachers with a quick, but more targeted data selection, then AI will read the data to provide a clearer picture of the issue for IT; therefore, improving the categorization of service tickets district wide.

Forsyth looked to 3Cloud to build an integration to the IT Service Management platform (Incident IQ) to reduce the number of Incident IQ tickets labeled "Other" to improve the quality of ticket categorization, as well as improve the service desk experience for both service desk personnel and their customers (55K students/7K employees) by reducing friction in the ticket submission process for customers and injecting intelligence into the triage process for personnel.

⭳ SCROLL TO READ MORE

Tim Fleming, Director of IT at Forsyth, sees AI as a means to help alleviate burden. In education, there's always something new – a new theory, a rubric, or a program or process – that teachers and administrators must implement. What often happens is this new "thing" doesn't reduce work, it increases it. Tim's vision of AI is to use it to take some burden off the teachers and administrators, so they can spend their time and focus on the students.

SOLUTION

By using Azure OpenAI Service, Artificial Intelligence will be an intermediary by scanning the notes on a submitted ticket and determine which category it should be placed in, saving the team tons of time spent manually reclassifying these tickets and improving the process with more efficiency. The process will also minimize the time for teachers to fill out a work order, utilizing AI to gather a few key data points for IT around what is broken and on what device. In future phases, OpenAI has the potential to be brought into the forefront to be conversational, (i.e., What is your issue?) and triage the issues prior to a ticket being submitted. Other potential use cases include using Azure OpenAI Service to help with daily functions such as meeting scheduling, as well as tying OpenAI to Project AVA to empower the district with more detailed answers to specific students' challenges which could prevent them from graduating, so teachers can get them the help they need. Tim would also like to incorporate cyber security automation processes, intelligent network and hardware recommendations – eliminating sifting through millions of log files to support better decision making from IT staff.

This first practical and low risk use case allows Forsyth to get their feet wet with OpenAI and enables them to continue their journey to be innovators in the industry and continue the evolution of Azure technologies and services.

> "Technology is so ever-present in everyday life that it only becomes noticeable when something doesn't work. When that happens in a classroom, the impact is amplified - every minute that a device is down robs staff and students of valuable instructional time. Integrating OpenAI into Incident IQ, our technology ticketing system, helps ensure that issues are properly classified and routed to the right person. This holds the potential to reduce downtime and get teachers and students back on track in the shortest possible time. Ensuring that tickets are properly classified allows us to act immediately, resolve quickly and forecast effectively."
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> *- Curt Godwin, CETL, Network Operations Coordinator at Forsyth County Schools*

RESULTS

The time savings and efficiency gained by continuing to build upon this initial use case with more OpenAI initiatives has enormous potential to grow and impact the district. This first use case will show Forsyth employees what is possible with AI and to see it as a benefit to help make their lives easier. Having tickets properly categorized will lead to faster and higher quality issue resolution, plus save teachers time. In addition, the data gathered will help IT to make good decisions about the hardware/software that they purchase and put in the hands of their teachers. On the privacy side, Forsyth is a Microsoft district and has been in Microsoft cloud and using Microsoft products for 20+ years. By implementing Microsoft Azure OpenAI Service into their environment, Forsyth is continuing to innovate with a company that they trust; in other words, past safety indicates future security for the district. Azure OpenAI is safe and secure — businesses, or school districts like Forsyth, can rest assured that their data is protected and not available to other customers who may also be deploying Azure OpenAI.

> "This is another example of how strong partners – 3Cloud, Microsoft, and Forsyth County Schools – work together to elevate what's possible. Three partners, one solution, countless hours of learning saved."
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> *- Tim Fleming, Director of Technology Services, Forsyth County Schools*

FORSYTH COUNTY SCHOOLS CLIENT PROFILE

Fifth largest school district in Georgia with 55,000+ students.
Employees: 7,000+
Innovation Focus: Data & Analytics / ML & Advanced Analytics