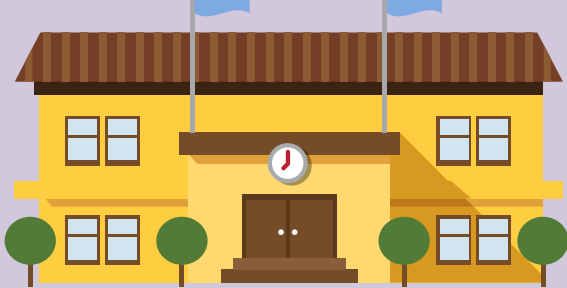
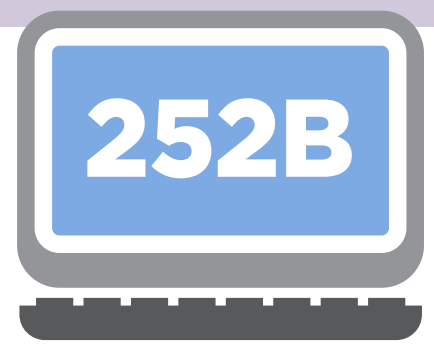


55.9M



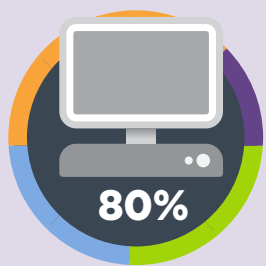
In 2017, **55.9 million students** will attend public schools in the United States. Many of these students will engage in 1:1 classrooms, virtual environments and maker spaces as a part of technology advancements.

EdTech spend is projected to reach **\$252B** by 2020. K-12 school districts are gearing up for the expected demand to support new classroom technology.



K-12 EDTECH SPEND IS ON THE RISE

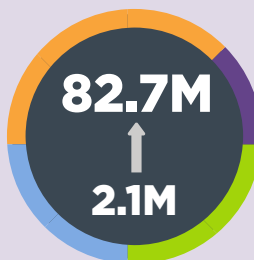
Without a doubt, IT professionals in K-12 districts are strained and the pressure continues to mount as new EdTech trends and initiatives are embraced, including:



1:1 Classrooms: A recent survey of over 2,500 teachers and administrators across the U.S. shows 80% believe their schools offer good or great access to technology, and over 50% say they have a 1:1 student-to-device ratio.



Blended Learning Environments: This strategy combines technology-based instruction with traditional, teacher-to-student lessons.

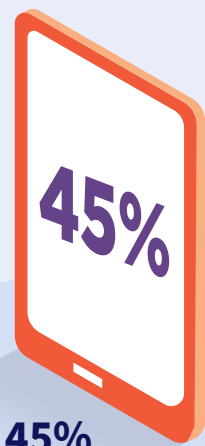


Virtual, Augmented, and Mixed Reality: In the K-12 market, Futuresource expects the number of students in K-12 schools accessing VR/MR/AR-based content via head-mounted displays (HMDs) to grow from 2.1 million in 2016 to 82.7 million in 2021.5

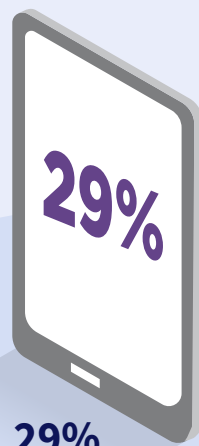


Makerspaces (STEM): Makerspaces help prepare those who need critical 21st century skills in the fields of science, technology, engineering and math (STEM).

TOP CHALLENGES FACING K12 IT LEADERS



45%
Resource Constraints



29%
Cybersecurity



Ransomware poses a serious threat to K-12 schools, but its most harmful effects can be avoided by implementing **three basic steps to protecting your operations.**



A MOVE TO SELF-SERVICE



On average, K12 districts give themselves **2.9 stars** for their service portal. A key area to address for resource optimization.



*average cost of a level 1 support call**



*average cost of self-service *HDI*



TOP FIVE INITIATIVES TO IMPROVE IT MATURITY IN K12 DISTRICTS

- 1 Self-Service Portals** - Districts will embrace self service for students, parents, faculty & staff.
- 2 Knowledge Centered Support** - crowd sourced and shared information for expedited resolution.
- 3 Endpoint Control / Security Standards** - mitigate risk of ransomware/malware in K12 districts.
- 4 Use the ITIL Framework** - a set of practices that imparts practical guidance for service delivery.
- 5 Change Management** - 80 percent of unplanned downtime is an internal issue caused by IT itself.

Sources: TDx K12 Market Study, NCES, IBIS Capital, EdWeek, HDI, eLearningIndustry, EdTech Magazine

