CASE STUDY SOUTHWEST ALLEN COUNTY SCHOOLS
Fort Wayne, Indiana

VCAAMS
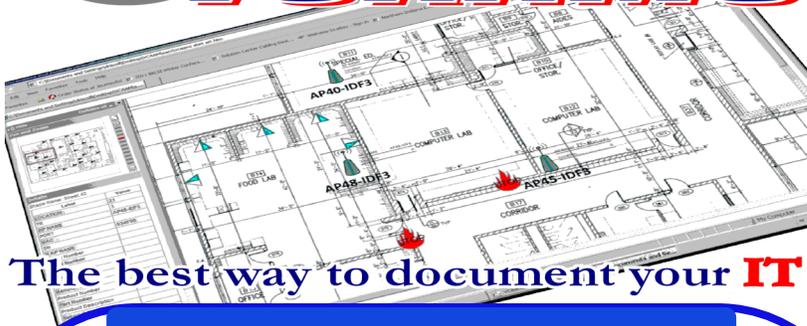
The best way to document your IT

CONTACTS
Don Chase, Director of Technology
Mark East, Network Administrator

CLIENTS REQUEST

♦ SACS wanted a solution that shows every existing active Communication and Network Infrastructure location, and show each system on different layers

♦ Trace the patch cords in the racks in order to know what patch panel port is attached to which switch port, electronic files detailing the rack elevations within each Telecom Room.

GS DocS SOLUTION

♦ Enhance the existing floorplans so each location of Communication and Network Infrastructure can be viewed from desktop, laptop, tablet or smartphone

♦ Inspect every room and notate where every faceplate and jack and document location on the floorplan.

♦ Document the rack layouts and create the electronic files.

♦ Build the database utilizing both the existing numbering nomenclature and the associated TIA 606-B standards.

♦ Integrated the database and the floorplan.

♦ Trace the patch panel to switch port patch cord.

CHALLENGES-OPPORTUNITIES

♦ Existing documentation in hard copy as-built prints and multiple databases for the Communications and Network Infrastructure, so no single electronic repository for the information or unified system to use and managed all the disperse information.

♦ The existing floorplans needed to be created electronically and modified.

♦ No existing Database for existing infrastructure

♦ Each building labeled consistently, but the documentation had not been updated since the date it was initially installed; so the staff couldn't rely on the validity of the data.

♦ The patching from the switches to the patch panel was consistent, but the sheer volume of patch cords made the tracing of each a challenge.

♦ Several systems (Voice, Networking, Security cameras, Wireless)

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

FINAL RESULTS

SACS received fully manageable electronic integrated floorplans so every add, move and change can be documented.

♦ Troubleshooting can be quickly addressed since all the Communications and Network Infrastructure ports are at the fingertips of whoever needs the information.

♦ SACS now has a complete infrastructure pathway from PC to wall plate to patch panel to switch port, and the tools to update their systems without concerns that the network infrastructure documentation 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. This 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."

GS DocS

702 Timberlake Trail, Fort Wayne, IN 46804
260.615.4939
www.gs-tech.net