



IT Workload Reduction Snapshot

A Quick Self-Assessment For Education Leaders

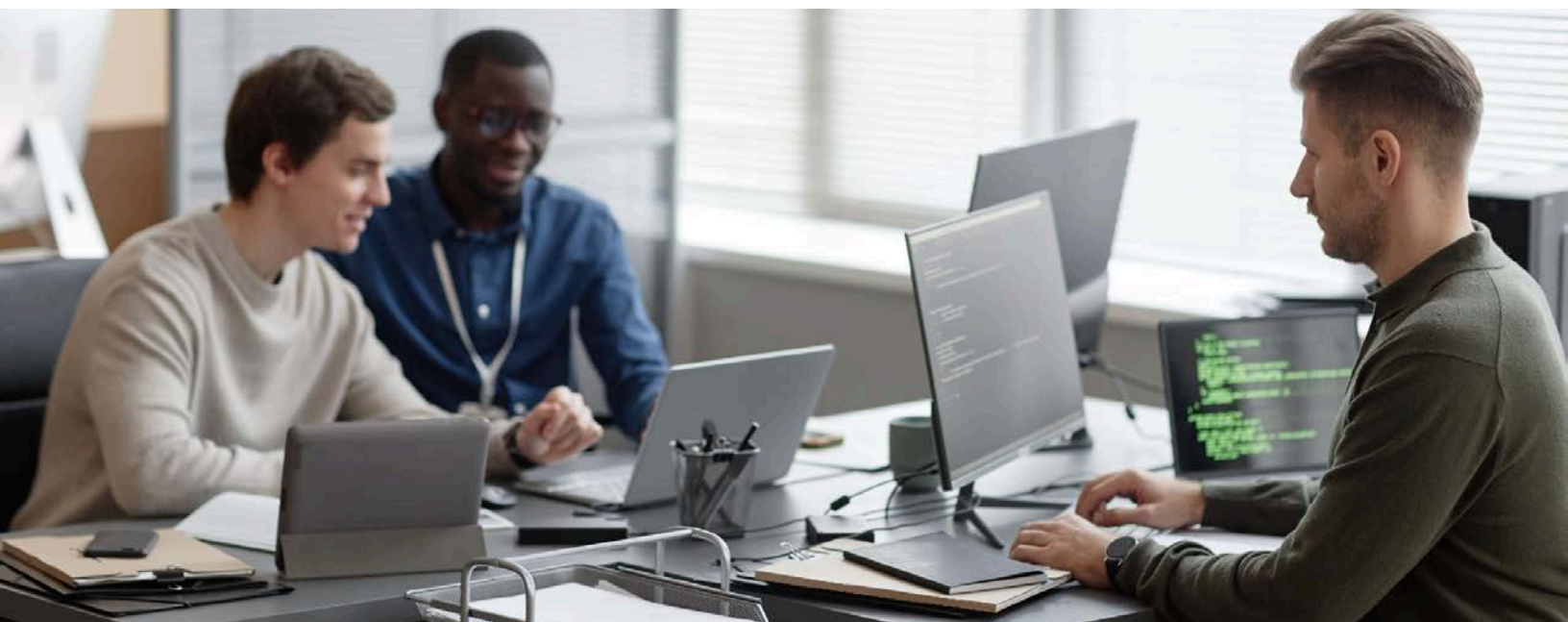


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Where Is Your IT Time Really Going?

Most IT workload challenges don't come from one major issue. They come from small inefficiencies that add up across campuses, systems, and workflows.

Use this snapshot to quickly evaluate where your team may be spending time on avoidable operational work tied to print, records, and device inconsistencies.



01 Print-Related IT Workload

Estimate the percentage of IT tickets related to print, scanning, or device support:

- 0–10%
- 11–25%
- 26–40%
- 40%+

Common indicators:

- Frequent printer or MFP troubleshooting requests
- Ongoing driver, connectivity, or configuration issues
- High volume of service coordination across campuses

02 Manual Workflow Impact

How many processes are still manual or require IT involvement?

- Minimal (few manual workflows)
- Some (manual steps in key processes)
- Many (manual workflows are common across departments)

Examples to consider:

- Scanning documents and routing via email manually
- Paper-based approvals or records handling
- Staff relying on IT for basic workflow steps

03

Device & Environment Consistency

How consistent are devices and configurations across campuses?

- Highly standardized (same devices, setups, and support model)
- Some variation (a few different models or configurations)
- Highly inconsistent (wide mix of devices, vendors, and setups)

Watch for:

- Multiple device types performing the same function
- Inconsistent service response or support processes
- Different user experiences depending on campus

Quick Summary

If you selected:

- Higher ticket percentages
- Multiple manual workflows
- Significant device inconsistencies

There is likely an opportunity to reduce IT workload by addressing operational gaps that scale across campuses.

Why This Matters

Print and document workflows often sit in the middle of broader operational complexity, yet they are frequently fragmented and reactive.

Left unaddressed, these issues:

- Pull IT teams away from higher-value priorities
- Create inconsistent experiences across campuses
- Become harder to fix as infrastructure decisions are finalized

Next Steps

Use this snapshot as a starting point to identify where IT time is being consumed by operational inefficiencies and where greater consistency could reduce that burden.

[I Want to Identify Where Our IT Time is Going](#)