



CASE STUDY

CHICAGO PUBLIC SCHOOLS

Chicago Public Schools (CPS) is a large urban school district. Its mission is to provide a high-quality public education for every child, in every neighborhood, that prepares each for success in college, career, and civic life.

BACKGROUND

lyka managed a project to enhance the background check process for approximately 80,000 employees and vendor staff, while developing a strategic plan for a new platform. Reviewed the current process and identified opportunities and alternatives for short-term and long-term improvements. Increased automation and reduced manual processes. Managed current risks and issues, documented business, technical, legal, and data security requirements. Created detailed project, risk, communication, testing, training, and implementation plans. Consolidated and standardized data and operating processes to increase efficiency, improve customer service, and prepare for a new platform. Created instruction guides and oversaw training.

TASKS

IT Security and Project Management.

lyka managed a program including projects to redesign, build and implement a customer-facing web presence on a new content management platform in a hosted data center. Identified the total cost of ownership, created a detailed budget, and identified staffing requirements. Managed the development of a 3-year digital roadmap, identified and documented requirements, prioritized criteria, to select an enterprise content management platform, web design vendor, and hosting environment. Ensured security and legal requirements were met by involving these departments at the start of the effort. Developed the infrastructure upgrade, and system integration plans.

Managed the development and implementation of an employee performance management application leveraging internal applications. Developed the project budget and managed expenses. Assembled the project team, created the detailed project, communications, risk management, testing, training, and implementation plans. Developed and documented requirements from the executive, management, and front-line areas of the organization and ensured the IT investment was aligned with enterprise strategies and goals. Created a specific IT support mechanism during the implementation to quickly resolve issues, identify problems, and perform root cause analysis. Created and managed detailed reporting for senior management.

Identified the value proposition for the implementation of an enterprise digital platform. Facilitated strategic planning, created a roadmap for implementation, planned and managed the vendor selection process, developed the program outline and project plans. Managed the requirements, design, build, configuration, testing, and initial rollout.

Managed the effort to redesign and implement the company's contact center; replaced contact center software and communications platform, integrated data with enterprise property management software, and developed an executive dashboard reporting system.

CATEGORIES SUPPORTED

IT security and Project Manager.

ABOUT IYKA

Headquartered in Greater Chicago, Iyka is a multiple national and international award winning strategic data management company. Iyka brings innovative products, Applications Development, and IT staff augmentation services that simplify technology and technology processes to serve commercial, educational, and government clients.

Iyka Enterprises, Inc. (Iyka) is an MBE / WBE / DBE / BEP / WOSB / 8(a) certified business that has served over 100 global public sector and private sector clients since 2000. Iyka holds multiple SLED, Fed, and Commercial professional IT services Master Contracts, IDIQ contracts, and GWACs.

GET STARTED NOW!

To Find Out More About Iyka's Consulting Services Call (630) 372-3900

Or complete the brief contact form: <https://iyka.com/contact-us/>

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