



# How GCS Leveled-Up Their IT Team with ITProTV

After nearly 20 years in IT, Dana Morrison was at an impasse. With his team at GRACE Christian School in Raleigh, North Carolina drowning in more than 500 open support tickets, he knew he needed to make a change.



## Challenges

To help alleviate the bottlenecks, Dana purchased ITProTV subscriptions for his entire team. One of the greener techs, Buddha, was assigned to watch Microsoft SharePoint episodes. Within just a few weeks, he was able to complete the SharePoint implementation that had been sitting in the team's backlog. As a result, the school saved money by not only using a program they'd spent significant licensing fees for, but also by ending a costly relationship with an external implementation vendor.

## Results

500

Support tickets closed



Improved productivity  
converting to Agile



Closed skills gap

“ We had this SharePoint project that we were rolling out, so I was able to go to ITProTV and watch. By the end of the month we were actually migrating all of our files to SharePoint.

**Buddha Nepal, Technician**



[Watch the full case study video →](#)



“ IT directors often hoard so much knowledge, that it’s hard for their team members to learn. IProTV has given us the ability to level-up our technicians to a point where they can decide ‘this is important for me to learn.’

**Dana Morrison, IT Director**

## Why IProTV

All the while, Dana was able to monitor the team’s progress through IProTV’s ProPortal — though he wasn’t just an observer to their success. Dana added to his own skills, earning a certification in Lean Agile Project Management. He’s also completed the Security+ 2017 Accelerated program and is currently watching both the CISA and CSA+ shows.

With ticket times now at an all-time low, the IT team is able to focus on new initiatives like implementing an upgraded wireless network campus-wide. Inspired by the engaging learning seen on IProTV, they’ve even created videos of their own to help explain tech topics to the school’s faculty and staff.

## About GRACE Christian School

GRACE Christian School spiritually and academically equips, challenges, and inspires students to impact their world for Christ. Located in the Raleigh, North Carolina area, it serves more than 750 students in grades ranging from TK–12. The school’s IT team supports over 800 devices for students, faculty, and staff.



“ We originally chose IProTV based on the diverse amount of content... but it’s also been an extremely cost-effective solution, in that I really think that our subscription to IProTV is paying for itself.

**Dana Morrison, IT Director**



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