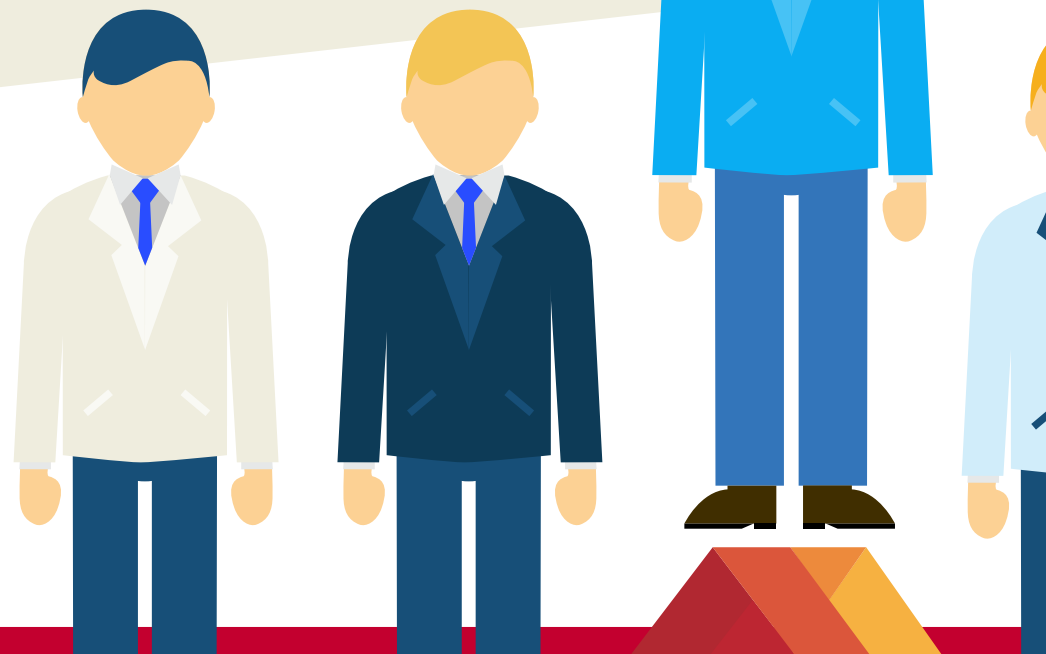


# AUGMENT OR OUTSOURCE

TWO OPTIONS FOR MAKING **IT** WORK



 **VARtek**  
*Education's IT Partner*

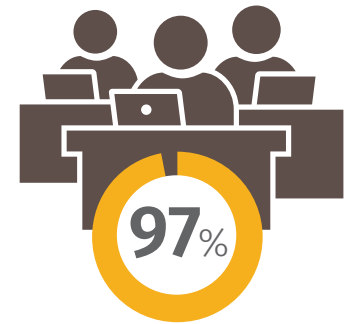
Your school is in the business of educating students.

You don't have time or expertise to be in the technology business; yet, the technology business decisions you make have important implications for teachers, staff, and students.

Increasingly, schools like yours are making the decision to work with technology professionals, who can play a vital role in the success of a school's IT environment.

Sometimes, schools temporarily augment their technology staff with a few IT professionals to get through school startup or a new technology rollout.

Sometimes, they outsource their entire IT department to a provider who manages daily operations and long-term strategy. In both cases, they are making a commitment to improve IT performance and enhance student learning.



**97%** of teachers have computers in their classrooms, and many of today's most effective educational tools are online.

**To augment or outsource?** It depends on your budget, your needs, and the outcomes you're looking for. *This guide highlights the strengths of each option to help you make the best decision for your school.*

# Two options predominate when it comes to **reinforcing your IT capabilities:**



## **AUGMENTING**

**Under the staff augmentation model, schools hire contractors to supplement their existing IT staff.**

These contractors are embedded into the existing staff and work under the direction of school-employed IT managers.

OR



## **OUTSOURCING**

**Under the outsourcing model, schools contract with IT providers.**

These providers manage the tools and processes needed to execute IT roles and take full responsibility for meeting the school's IT needs.

# Management Requirements



## AUGMENTING

Under the staff augmentation model, IT results are the school's **responsibility**. This may require more direct management, including decisions about which systems and technologies will work best to meet technology and educational goals.

OR



## OUTSOURCING

Under the outsourcing model, providers are contractually obligated to **deliver IT results**. Outsourcers take responsibility for planning, execution, and documenting outcomes.

# Risk



## AUGMENTING

Without a service level agreement, contractors are not responsible for system performance, capabilities, or reliability. While contractors can be fired, those who have worked for schools for a long time often accumulate specialized knowledge of IT processes, which the school loses when the contractors leave.

OR



## OUTSOURCING

Since providers take responsibility for IT outcomes, they must have access to and control of IT assets. Because they document IT operations and processes, that knowledge remains with the schools if they choose to terminate the relationship.

# Scope



## AUGMENTING

The staff augmentation model lets you plug one or more individuals into your IT staff. This can be a good solution for specific, short-term gaps in capacity and skill.

OR



## OUTSOURCING

Outsourcing provides a sustainable long-term solution for IT performance. Employees in this model belong to a larger network of IT experts, and have access to additional training, best practices, and support from a variety of specialized technicians and IT leaders.

# Cost



## AUGMENTING

The costs of staff augmentation are related to each IT employee's salary (plus the employer or agency's margin). Pricing depends on hours worked and availability. For small projects, overall costs may be lower.

OR



## OUTSOURCING

Outsourcers are able to take advantage of internal economies of scale to deliver comprehensive service at a lower overall cost. In addition, the costs of continued education for employees are shouldered by the provider.

# The Big Picture



## CONSIDER STAFF AUGMENTATION

if your school's IT needs are being met by your IT staff and you need to quickly add one or more specific capabilities.

OR



## CHOOSE OUTSOURCING

when your school needs to improve IT outcomes and if your IT staff needs long-term support backed by inherent accountability.





To learn more,  
call **800.954.2524** or  
[contact us at VARtek.com](http://VARtek.com)

## About VARtek

Our vision is to be education's first choice for technology empowered learning.

Understanding that every school's needs are different, VARtek offers staff augmentation *and* full IT outsourcing solutions—both of which enable administrators, teachers, and staff to focus more on educating students. Our certified professionals can supplement your existing technology department or take full responsibility for the performance and reliability of your school's technology.

With flexible support options and the ability to provide comprehensive IT solutions, VARtek can help you focus on what matters.

### Sources:

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