

Considerations

Cultural Compatibility

- Analyze your school's culture and the culture of your teams that will be interacting with the IT partner. Are they compatible? If not, can it be fixed to ensure long-term success?

Transparency

- Does the partner provide you with data and information when a particular goal is achieved? That probably isn't good enough. You want to work with an IT partner that sets and executes against key performance indicators and reports to you on a regular basis.

Expertise and Experience

- Does the IT partner have experience in education? Can they provide the specific skillsets you need to serve your school?

Customization

- Does the partner customize their services to your needs?

Client Success

- You'll want a relationship with a member of the partner who is helpful and friendly. Having someone who is responsive and ready to assist will help during transition.

Contract Obligations

- Make sure that your contract has expectations outlined exactly. Guarantees like Service Level Agreements (SLAs) can provide financial assurance of contractual obligations.

