**Web Site**

www.csportneuf.qc.ca

**Sector**

Education

**Location**

Donnacona, Québec

**Enterprise**

The C SDP resulted from the amalgamation of three local school boards and one regional school board. It is located on the north shore of the St. Lawrence River. The school board covers a total of 18 municipaities. It welcomes a clientele of 6,011 students and puts at the disposal of the citizens a network of 18 establishments. Mainly, 13 primary schools, 3 secondary schools and 2 professional formation centers.

**Challenges**

- Improve the management of their IT assets
- Changing IT service delivery from responsive to proactive
- Addressing intrusive changes between all stakeholders
- Decrease downtime and number of stakeholders

**Applied Solution**

BLËSK Network Monitoring — License Standard

# The School Board of Portneuf chooses BLËSK for its network monitoring

## CONTEXT

The School Board of Portneuf (*School board*) covers a vast area (4,095 km$^2$), sparsely populated with 55,000 inhabitants. For this reason, each computer technician is assigned a list of predetermined schools at the beginning of the school year. Since service meetings are held once a month, it is necessary to increase the opportunities to assess the operations as well as the *post mortem* of the problems experienced.

The school board's decision to acquire Blësk was not motivated by major operational problems — there were ad hoc incidents (*MAC flaps*) - but rather to gain a better understanding and a better understanding of all of its network equipment and computer systems. In other words, the goal was to change the delivery of IT services from a reactive mode to a proactive mode where problems are identified and resolved through concerted action.

## DISCOVERY OF BLËSK

Following good testimonies by a surrounding school board, the school board of Portneuf did not hesitate to acquire Blësk to meet the aforementioned operational requirements.

From the first Blësk network scan, the school board discovered warnings requiring special attention as well as false positives. Another finding was that many incidents were caused by uncoordinated changes. Blësk then becomes the school board's first level monitoring console now that all incidents can be logged.

## ADVANTAGE

The arrival of Blësk at the school board has made its IT technicians aware of the importance of rigor and communication in their daily tasks. Intrusive interventions are concerted between all the IT staff and the services concerned, or even planned more efficiently.

Blësk also allows the school board to have, by means of a few screens, an overview of all its network fleet and receive alerts as soon as, for example, that one of its wireless terminals is lacking. The duration of the faults has decreased and the remote diagnosis reduces the travel time of the technicians. The school board is now proactive rather than reactive for the benefit of the users. In addition, Blësk allows IT staff to be notified as soon as a problem arises.

# BLËSK Case Study

December 2016

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## Solution

BLËSK Standard to use the performance monitor and network performance monitor application modules to make monitoring their computer network easier and faster.

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## Résultats

- Take immediate action

- The CSDP has become proactive

- They got a great peace of mind

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## À propos de BLËSK

BLËSK is a suite of applications for network monitoring and management. It is comprised of a mix of open source and proprietary tools that come installed and configured on an optimized 64-bit version of CentOs Linux.

BLËSK helps people see and understand the behaviour of their network. Anyone can quickly visualize, analyze, and pinpoint problems when they occur.

## Web Site

w w w . b l e s k . c a

## Headquarters

Brossard, Qc, Canada

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## WHAT THEY WOULD LIKE IN THE FUTUR

When the IT department completes the revision of its processes — an it master plan is currently being prepared — the alerts generated by Blësk can be forwarded directly to the technician in charge according to the geographical location and/or the technological nature of the problem. Each technician will be informed of the alerts of his sector and will reduce the number of stakeholders in such situations.

blësk network monitoring