



iiQ IT Pro scales IT to stay ahead of growing district demands

Tighter access controls, governed change, and automated workflows for fast-growing IT environments



Built for K–12 IT teams managing complex operations

iiQ Ticketing and iiQ Assets give districts a strong IT foundation. But as operational needs exceed capacity, IT feels the strain: more teams, stricter access requirements, and higher stakes. iiQ IT Pro expands that foundation with attribute-based permissions, change management, and workflow depth.

The result? The right people get the right access, every change is documented, and IT keeps pace with increasing demands.



Control access

Keep work moving with less risk by giving people access to only the information they need. Route work by team, role, grade, device, and more to control how information flows.



Manage change

Govern and control review, approval, testing, and documentation for high-impact IT changes before they go live. Minimize costly downtime while capturing a clear audit trail.



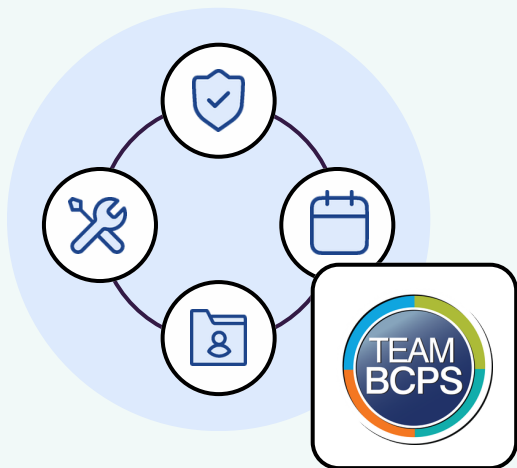
Scale IT

Build repeatable intake, routing, and approval workflows to increase capacity without adding more tools or requiring manual coordination.

Built for K-12 IT complexity

- iiQ Ticketing + iiQ Assets
- iiQ Change Management
- Attribute-based access controls for permissioning
- Dedicated testing site
- Enhanced Approval Workflow
- Forms Manager
- Policy Manager
- Password Assistant
- LocknCharge and payment processor integrations

The screenshot displays the iiQ IT Pro interface. At the top, a user profile for Caroline Clark (REQUESTOR) is shown, along with the location (Central Office) and the selected ticket type (Change Management). A request is submitted: "Please block the website https://chilly-mob.biz". Below this, a section titled "Select a process for your request" offers options like "Normal IT Change" and "Curriculum". A "Request Overview" pop-up provides details: Status is "Awaiting Approval CAB", Due Date is "August 15, 2026", Workflow is "Normal IT Change Management", and Approvers are "1st Manager Marvin" and "2nd Director Dave". At the bottom, a "Permissions > Assets > Select a filter" section includes a search bar and various filter categories like Asset Type, Grade, Location, Model, Owner Department, Model Category, and Roles.



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I've been looking for one system to bring everything together. I truly believe Incident IQ can be that platform. It allows us to centralize intake, route workflows efficiently, and give everyone a single, reliable place to go.

David Stovenour

Director of IT Operations, Baltimore County Public Schools