

How Aurora Public Schools Implemented LogicMonitor to Support Student Success



INDUSTRY

Education

PRODUCTS

LM Envision

LM Cloud

LM Logs

SOLUTIONS

- + Centralized observability across distributed infrastructure through a unified platform
- + Real-time visibility into network and system health via customizable dashboards
- + Automated alerting and incident communication through SMS notifications
- + Custom integrations to extend observability into K-12-specific systems and workflows

SUCCESS BY METRICS

- + Reduced WAN-related issues by approximately 50%, improving network resiliency and minimizing disruptions to classroom instruction
- + Shifted from reactive incident response to proactive monitoring, reducing unplanned outages
- + Replaced manual ticket review with real-time dashboard visibility across all sites
- + Improved incident communication speed from manual processes to near real-time alerts

KEY OUTCOMES



Doubled network resiliency by connecting all locations to two data centers simultaneously



Reduced WAN-related issues by 50% to improve network resiliency and minimize disruptions to classroom instruction and critical school systems



Reduced unplanned downtime through continuous, transparent monitoring and always-on dashboards



Enabled future growth through custom integration with K-12-specific ticketing applications



Faster issue response with automated alerts and escalation chains, keeping the network available for classroom instruction and critical services

AURORA PUBLIC SCHOOLS:

A Leading Colorado School District Ready to Rethink its Approach to Connectivity

Aurora Public Schools, one of Colorado's largest districts serving over 40,000 students, operates as a digital-first organization where reliable connectivity is essential to teaching, learning, and district operations.

To reduce disruptions and improve operational efficiency, the IT team set out to transform how they monitor and manage network performance across 70 distributed locations.

When Justin Allen, Technical Solutions Architect at Aurora Public Schools, joined the team, his goal was to reduce connectivity friction for staff and students so they could focus on teaching and learning.

THE PROBLEM: AN OUTDATED APPROACH TO NETWORK MONITORING

“Aurora had two small-footprint on-premises data centers and was operating on a reactive model,” Allen said. “We were, unfortunately, often only hearing about issues when staff reported them. This meant that we were continually in reactive mode and weren’t detecting things early to prevent impacts to classrooms, security systems, and digital learning tools.”

“ I needed to be able to measure both links simultaneously and understand when they became degraded versus waiting until a link was down. I needed to search for issues before they could become a problem.”

Justin Allen, *Technical Solutions Architect at Aurora Public Schools*

Allen and his team often lacked visibility into issues until they had already disrupted access to:

- Classroom smart boards
- Learning resources on student devices
- Security systems
- Digital signage

Each building was connected to only one of two data centers at a time. In the event of an outage, IT would manually switch connectivity to the secondary link. While this approach maintained operations, it introduced risk.

“If we were hanging on to one remaining link and that went down, we’d be dead in the water,” said Allen.

Allen identified an opportunity to improve resiliency by connecting every location to both data centers simultaneously. However, this approach required real-time visibility into network health to detect degradation before outages occurred.



THE CHALLENGE: DELIVERING OBSERVABILITY WITH LIMITED RESOURCES

Aurora’s IT team needed a modern observability solution that could be deployed quickly and maintained without requiring significant internal resources.

“We evaluated some open-source tools, which were free, but would take a lot more effort and domain expertise to be able to create a highly available system,” said Allen. “We don’t have the headcount to have someone manage a system 100% of the time. And we were concerned that customizing a homegrown solution would have hidden costs and risks for us down the line.”

Allen needed a platform that he could quickly adopt without adding additional costs to develop, maintain, or run the platform. He needed immediate visibility and easy implementation to minimize risks and secure future operations.

THE SOLUTION: UNIFIED OBSERVABILITY WITH RAPID TIME TO VALUE

LogicMonitor enabled Aurora Public Schools to deploy enterprise-grade observability without the need to build or maintain a custom solution. With prebuilt integrations and intuitive dashboards, the IT team gained immediate visibility across their distributed infrastructure.

“LogicMonitor was far more usable for our team as a whole than open-source options were,” said Allen. “We did a POV, and it was beautiful; right out-of-the-box, LogicMonitor had a lot of functionality without extra configuration.”

Allen and his team partnered with LogicMonitor during onboarding to accelerate deployment and ensure adoption across the team.

“ The LogicMonitor team was great, and our project manager was awesome. I had the whole Aurora team join as many onboarding sessions as possible, and that was really helpful to get everyone comfortable with the tool.”

Justin Allen, *Technical Solutions Architect at Aurora Public Schools*

Improved observability for better operational outcomes

Aurora's deployment of LogicMonitor has already delivered measurable improvements in day-to-day IT operations and incident response.

“The difference is night and day . . . I no longer have to read through every email I got overnight; I can just see at a glance what my status is.”

Justin Allen, *Technical Solutions Architect at Aurora Public Schools*

INSTANT STATUS VISIBILITY

The team built a centralized dashboard that maps every Aurora Public School and administrative location, providing real-time visibility into system health.

“I can immediately see if one school is a bit degraded,” said Allen. “I can just see at a glance what my state is, whether it looks good, and if I have any critical alarms or warnings.”

Aurora's IT Department now has real-time visibility into the health of every school and administrative site through this centralized dashboard, enabling immediate identification of degraded performance. When a potential performance issue surfaces, Allen and his team can take proactive steps to rectify the problem before a full outage occurs.

Since implementing LogicMonitor, Aurora's IT Department has prevented disk capacity issues from escalating into outages—reducing operational risk, minimizing disruptions to classroom instruction, and enabling teachers and students to stay focused on learning without technology interruptions.

“Being able to tackle low-hanging fruit like that before it blows past the most critical thresholds has been game changing,” said Allen.

FASTER INCIDENT RESPONSE AND COMMUNICATION

Automated text alerts notify the IT team of issues in real time, reducing response times and improving communication with affected schools.

“If anything happens across any location, we get a text very quickly. We can then put our own communications out to that school to let them know what's happening,” said Allen.

Previously, incident notifications relied on manual processes that introduced delays. Today, alerts are delivered in near real time, enabling faster response and coordination.

“Issue response is much, much faster now. LogicMonitor has allowed us to set up a mini network operations center (NOC),” said Allen. “One of my main dashboards has the alert counts for critical, warning, error, and informational statuses. As soon as something becomes critical, we can drill down to the site, device, and cluster to see what's going on. Previously, this would have involved support tickets and calls for help from sites to security or maintenance departments.”

Quickly identifying critical issues and investigating its root cause means Allen's team can resolve an issue before an outage is reported by staff or students, and they can communicate when issues will be fixed to relevant stakeholders.

“Since implementing LogicMonitor, we've been able to correlate logs across devices and sites . . . it takes a lot of the work away and lets us pinpoint our efforts to use our time effectively. With a small team, this is crucial.”

Justin Allen, *Technical Solutions Architect at Aurora Public Schools*

IMPROVED DATA ANALYSIS AND EFFICIENCY

Thanks to historical data and timeline analysis features available through LogicMonitor, the Aurora team can quickly identify patterns, diagnose recurring issues, and reduce time spent manually reviewing logs.

“I know my engineers are spending much less time worrying about what's lurking out there waiting to bite us because they know LogicMonitor is always watching,” said Allen. “Due to our small team size, we're not in a place to go threat hunting or looking for problems. LogicMonitor brings the highest priority issues to the top and takes much of the issue hunting off of our plates.”



INCREASED NETWORK RESILIENCY AND VISIBILITY

By implementing simultaneous connectivity to both data centers, Aurora's IT team reduced wide-area network (WAN) related issues by 50%—improving network resiliency and minimizing disruptions to classroom instruction and critical school systems.

"Not only are we more resilient now due to that change, but we can also see link utilization per site, per location type, and an overall forecast when bandwidth or port density changes will be needed," said Allen.

LogicMonitor gives Allen's teams the visibility to fix issues in the moment, and plan ahead to ensure preventable issues don't occur. Aurora Public Schools now has a resilient network and proactive IT Department.

What's Next for Aurora Public Schools?

With a strong observability foundation in place, Aurora's IT Department plans to expand its use of LogicMonitor to further enhance visibility and operational efficiency.

Future initiatives include:

- Integrating LogicMonitor with Amazon Web Services (AWS) to expand cloud visibility
- Further reducing time between incident detection and resolution
- Enhancing existing integrations to improve ticketing workflows and KPI tracking

"Having this level of visibility has been really calming for management," said Allen. "When there's an outage, they don't have to come over to me and ask what's going on. They can see it for themselves now, and get a feel for the severity."



LogicMonitor lets us pinpoint our efforts to use our time as effectively as possible."

Justin Allen, *Technical Solutions Architect at Aurora Public Schools*

Why Observability Matters for Education

Modern K-12 environments depend on uninterrupted access to digital tools and systems. Even minor disruptions can impact instruction, communication, and student engagement.

- Observability enables IT teams to:
- Detect and resolve issues before they impact classrooms
- Maintain consistent access to learning technologies
- Scale infrastructure to support evolving digital demands
- Provide reliable services and achieve modernization goals without raising headcount

ABOUT AURORA PUBLIC SCHOOLS

[Aurora Public Schools \(APS\)](#) also known as Adams-Arapahoe 28J School District, is a diverse, large district serving nearly 40,000 students across 65 schools. Located in Aurora, Colorado, the district serves a student population representing over 130 countries and 160 languages. APS focuses on accelerating student learning, offering specialized programs like International Baccalaureate, early childhood education, and career development.

ABOUT LOGICMONITOR

LogicMonitor® is the AI-first platform for Autonomous IT, enabling enterprises to operate complex digital systems with greater resilience, efficiency, and confidence. By unifying visibility from user to code across infrastructure, cloud, Internet, and digital experience, LogicMonitor delivers the intelligence required to anticipate issues, eliminate blind spots, and take action automatically. Powered by Edwin AI, LogicMonitor helps IT and business leaders reduce operational toil, protect revenue, and accelerate innovation in an increasingly complex digital world. For more information, visit www.logicmonitor.com and [our blog](#), or follow us on [LinkedIn](#), [X](#), [Facebook](#), and [YouTube](#).



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