



**2012.2013**

## **DIVISION IMPROVEMENT PLAN**

---

Division Name: Division of Technology

Director: Keith Markey

Date of School Board Approval:

---

### **GOAL ONE**

**Goal:**

The Division of Technology will continue to provide excellent customer service to all end users of technology.

*Objectives:*

The Division of Technology will continue to work with other divisions and focus on the utilization of current technology.

Maintain relationships and a constant presence with end users at all levels and locations.

*Strategies:*

School visits – Face to face meetings with staff or web conferencing

Host open meetings in IT lab to focus on specific topics and/or open discussions.

Promote web-based IT Help Desk service to help customers create and track tickets related to technology needs.

Enhance the Technology Division website to provide customers with helpful information.

*Evaluation:*

Meeting evaluations.

End user feedback.

*Professional Development Aligned with this Objective:*

Customer service workshops with Computer Resource Technicians.

*Budget:* (No current budget items included for this goal.)

**Evidence-based Program(s)/Material(s)**

Description of Resources	Funding Source	Available Amount	
			Total:

**Technology**

Description of Resources	Funding Source	Available Amount	
			Total:

**Professional Development**

Description of Resources	Funding Source	Available Amount	
			Total:

**Other**

Description of Resources	Funding Source	Available Amount	
			Total:

**Final Total: \$0**

## GOAL TWO

### Goal:

The Division of Technology will continue to support an up-to-date, reliable and secure network which provides an effective and secure working environment for students and staff.

### *Objective:*

Identify specific policies and procedures to insure stability and security of the network.

### *Strategies:*

Utilize new and existing technologies to enhance the security and segment sensitive data and hardware.

Continue to apply for E-rate funds for the acquisition of hardware, software, and services to enhance our network and keep pace with the changing environment of today's educational needs.

### *Evaluation:*

Monitor end users regarding proper procedures, and enforcement of uniform policies among all platforms.

### *Professional Development Aligned with this Objective:*

Provide adequate training to all stakeholders of the District regarding best practices, proper procedures and applicable policies.

*Objective:*

The Division of Technology will increase wireless and wired network security and infrastructure to support the escalating number of digital devices.

*Strategies:*

Review network assessment and analysis to identify areas needing additional network drops, switching, or wireless access.

Leverage E-rate funding to replace and expand network security and stability as identified needs arise.

*Evaluation:*

Monitor availability and usage of network to ensure that adequate bandwidth and coverage is being provided.

*Professional Development Aligned with this Objective:*

Training for any new operational systems as needed.

*Objective:*

The Division of Technology will investigate a phased approach and funding requirements to implement a VOIP (Voice Over IP) telephone system.

*Strategies:*

Hire a vendor to perform a network assessment to determine network and VOIP needs.

*Evaluation:*

*Monitor trends and use of VOIP to ensure that all relevant needs are effective and operational*

*Evaluation:*

*Provide training with each component of implementation.*

*Objective:*

The Division of Technology will build and expand a virtualized environment to support the evolution of emerging technologies while ensuring the stability of current and future networks

*Strategies:*

Complete implementation of a secure and stable backup solution and disaster recovery system by continuing to collaborate with related third-parties in the configuration of hardware and software for integration into our network.

Investigate desktop virtualization to reduce management and costs associated with online testing.

*Evaluation:*

Evaluations will be done through surveys and observations at each location.

*Professional Development Aligned with this Objective:*

The Division of Technology will need training and assistance to implement and support this new technology.

*Objectives:*

The Division of Technology will explore ways to allow students and staff with personal digital devices to take advantage of services such as Internet access, email, conferencing, etc. and investigate methods that will support BYOD (Bring Your Own Device) and digital textbooks on the district's network.

*Strategies:*

Investigate authentication methods and technologies to allow BYOD access while still protecting the district's network, data, and user information.

*Evaluation:*

Determined by number of customers who successfully used BYOD.

*Professional Development Aligned with this Objective:*

Develop policies and procedures that educate end users on proper use of their device while connected to the district's network.



*Budget:*

Evidence-based Program(s)/Material(s)			
Description of Resources	Funding Source	Available Amount	
			Total:
Technology			
Description of Resources	Funding Source	Available Amount	
Wireless and wired network upgrades	Erate	Yet to be applied for	
Wireless Access Points	RTTT	\$8,500	
			Total: \$8,500
Professional Development			
Description of Resources	Funding Source	Available Amount	
Training and consulting services to implement RTTT programs and network assessments.	RTTT	\$9,800	
			Total: \$9,800
Other			
Description of Resources	Funding Source	Available Amount	
			Total:
			Final Total: \$18,300

## GOAL THREE

### Goal:

The Division of Technology will continue adapting and alignment of current and future technologies with Race to the Top (RTTT) objectives.

### Objective:

The Division of Technology will work The Division of Information Services on deployment of third-party solutions to develop and maintain a local instructional improvement system (LIIS) and single sign-on (SSO) environment that meets or exceeds RTTT minimum standards.

### Strategies:

Deploy and configure Stoneware software to ensure end-users have a uniform desktop with a goal of moving to a SSO environment.

### Evaluation:

Feedback provided from meetings, online forums, etc.

### Professional Development Aligned with this Objective:

Professional Development for any and all new products or services purchased to develop the District's LIIS and SSO.

Training and/or consultants will likely be necessary due to the complexity and challenges of facilitating an LIIS in an SSO environment.

*Budget:* (No current budget items included for this goal.)

Evidence-based Program(s)/Material(s)			
Description of Resources	Funding Source	Available Amount	
			Total:
Technology			
Description of Resources	Funding Source	Available Amount	
Expected SSO implementation	RTTT	\$60,000	
			Total: \$60,000
Professional Development			
Description of Resources	Funding Source	Available Amount	
(see Goal 3 PD)		\$6000	
			\$66,000Total:
Other			
Description of Resources	Funding Source	Available Amount	
			Total:
			Final Total: \$66,000

**FINAL BUDGET** (Insert Rows as Needed)

Evidence-based Program(s)/Material(s)			
Goal	Description of Resources	Funding Source	Available Amount
-	-	-	-
			Total: \$0
Technology			
Goal	Description of Resources	Funding Source	Available Amount
2	Wireless and wired network upgrades	E-rate @ 86%	Yet to be applied for
2	Wireless Access Points	RTTT	\$8,500
3	Expected SSO implementation	RTTT	\$60,000
			Total: \$68,500
Professional Development			
Goal	Description of Resources	Funding Source	Available Amount
2 & 3	Training and consulting services to implement RTTT and Network Assessment	RTTT	\$15,800
			Total: \$15,800
Other			
Goal	Description of Resources	Funding Source	Available Amount
-	-	-	-
			Total: \$0
			<b>Final Total: \$84,300</b>

## **IMPLEMENTATION EVALUATION**

Describe plans for ongoing and final evaluation on the extent of successful implementation of the division improvement plan and other division improvement efforts.

Striving to improve overall customer satisfaction, by providing quality customer service while continuing to provide the most important components to the implementation of our Division improvement.

Meeting quarterly expectations and providing deliverables will guide much of this process regarding RTTT.

Constant monitoring and evaluation of the Division's services is an integral part of our ongoing relationship with other Divisions and schools. Promoting open communication among these groups helps the Division know whether we're effectively meeting the technology-related needs of the district.