

Technology Assessment Plan of Action

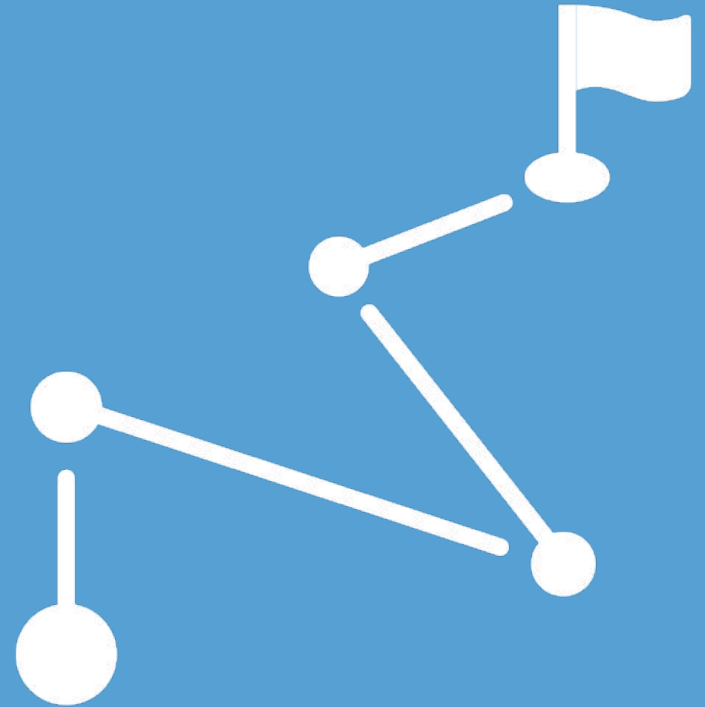
Board of Education Study Session

October 18, 2022



Objectives

- Acknowledge Celebrations
- Acknowledge Identified Areas of Improvement
- Provide Plan of Action for Areas of Improvement



Celebrations



End User Feedback

Overall, end user feedback on service was very positive.



Improvement Areas



People

Restructure the technology support function.



Action Plan

Move the reporting of Educational Technology from Curriculum and Instruction to **Assistant Superintendent** direct report.

Assistant Superintendent increase collaborative efforts of Information Systems and Educational Technology.



Process

Develop a strategic technology plan.

Formalize the IT governance process.

Develop consistent criteria for outsourcing and expanding the leveraging of external resources as needed.

Align the backup approach with the needs of the district.

Continue to resolve network and internet performance issues.

Complete the server and storage migration activities.

Rationalize the application software.



Process

Implement a data governance program.

Establish an IT vendor management program.

Consider establishing technology baselines.

Develop a sustainable funding model for technology.

Establish a replacement strategy for all technology assets.

Enhance IT asset lifecycle management.

Perform a comprehensive end user asset inventory.



Action Plan

Form a **District Technology Steering Committee**

- ❑ Governance processes
- ❑ Technology strategic plan
- ❑ Develop outsourcing criteria
- ❑ Develop a sustainable technology funding model
- ❑ Create a replacement cycle
- ❑ Strategy to address the number of software applications and increased complexity
- ❑ Institute inventory management practices



Action Plan

Information Systems to prioritize data backup (locally hosted and cloud) solutions to meet the increasing needs of the district.

Information Systems continue to resolve internet and network issues.

Information Systems complete the server and storage migration activities.



Technology

Replace the existing work order systems.

Enhance help desk practices.

Implement an MDM solution.

Enhance system security with proactive network security monitoring capabilities.

Standardize on a single LMS and primary email system.



Action Plan

Information Systems Request for Proposals (RFP) on a new work order system.

Information Systems developing Service Level Agreements (SLAs).

Information systems exploring Mobile Device Management (MDM) solutions.

Information Systems exploring outside contracting of network security monitoring and created a technology security work group focused on addressing security issues.

Educational Technology continue with elementary Canvas pilot.

