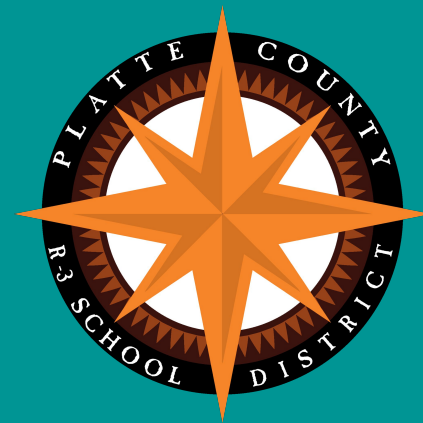




KEY PROCESS UPDATE

Technology

March 2025



STRATEGIC PLANNING

- 2024-25 Goals
 - Create a long-range Technology Plan
 - Update District CyberSecurity posture based on MSIP 6 requirements

To achieve our Technology goals the District, with Board approval, commissioned a comprehensive technology audit.



District-wide Technology Audit

- **Stakeholder Engagement**
 - Input gathered through surveys, focus groups, and direct interviews
- **Document and Data Review**
 - Analysis of technology policies, budget reports, asset inventories, cybersecurity protocols, and instructional technology adoption metrics.
- **Technology Infrastructure Assessment**
 - Evaluation of network performance, device management, cybersecurity posture, and overall system reliability
- **Instructional Technology Review**
 - Assessment of technology integration in classrooms, professional development offerings, and alignment with curriculum goals.
- **Benchmarking against Industry Standards**
 - Comparison of district technology practices with frameworks such as the CoSN Digital Leap Matrix, Framework of Essential Skills for K-12 CTOs, Network & Systems Design best practices, and NIST Cybersecurity Framework.



Audit Key Focus Areas

- **Leadership and Vision**
 - Data Governance and Stakeholder Feedback
- **Business Management**
 - Policies and Procedures, Core Operational Software, Device Management, Account Management, Technology Spend Analysis and Budget Projections, and Technology Support
- **Instructional Technology**
 - Professional Development, Technology Integration and Utilization, Special Education, and Special Programs
- **Technology Infrastructure**
 - Network infrastructure, Servers and Systems Infrastructure, and Cybersecurity
- **Safety and Security Systems**
 - Communications Systems and Security and Access Control Systems



RESULTS, ACTIONS

Leadership and Vision

Results Summary:

A successful technology program requires strong leadership, strategic planning, and data governance. The audit revealed that while the district has over 30 technology policies, many lack clear implementation procedures, leading to inconsistent compliance and security risks. Stakeholder feedback stressed the need for better collaboration between instructional and technology teams, as well as transparent communication and cross-functional planning. Leadership is committed to improving professional development, data governance, security measures, and addressing policy implementation gaps.

Audit Recommendations

- Establish internal procedures for data governance, account management, and business continuity.
- Implement a centralized inventory and standardized adoption process to enhance data governance, security, and interoperability.
- Expand FERPA and data security training for staff.
- Continue to strengthen collaboration between instructional and technology teams to align technology initiatives with curriculum goals.



RESULTS, ACTIONS Business Management

Results Summary:

The district's technology budget, procurement, and account management processes were evaluated for fiscal sustainability and efficiency. While the district uses E-Rate funding effectively and follows best practices, feedback revealed concerns about inconsistent procurement and inventory tracking. The audit found that a lack of a formal purchasing process and multiple budget codes complicate fiscal management and long-term planning. Staff often purchase their own peripherals due to resource availability issues. Additionally, challenges with the one-to-one student device program, including device availability, repairs, and loaner access, hinder seamless technology integration in classrooms. Stakeholder feedback highlighted these procurement and inventory issues.

Audit Recommendations

- Implement a formalized process for technology resource adoption and inventory management.
- Engage building stakeholders in the evaluation and refinement of the one-to-one device management process, including the insurance program and claims process.
- Define clearer roles and make potential adjustments to district support structures to minimize the instructional disruptions to Technology Leads' classrooms while ensuring timely technical assistance.
- Automate account provisioning and deprovisioning to enhance security and efficiency.



RESULTS, ACTIONS

Instructional Technology

Results Summary:

The district provides 1:1 student device access and strong tech department support, but feedback highlights a need for more professional development to improve technology integration. Teachers noted inconsistent use of tools and a lack of hands-on training. They wanted professional development tailored to their specific needs, with elementary teachers struggling with new tools and secondary teachers needing more LMS and blended learning training. Students expressed interest in advanced technologies like programming tools and biomedical equipment, but raised concerns about over-reliance on technology, advocating for a balance between screen time and hands-on learning.

Audit Recommendations

- Expand structured professional development focused on technology-enhanced learning, integrating technology training into broader instructional PD rather than treating it as a standalone topic.
- Establish a formal process for instructional resource adoption, including free online resources, to ensure alignment with curriculum standards, adherence to data governance policies, and adequate instructional support.
- Explore adjusted instructional and operational technology structure to support an increased focus on instructional technology professional development and systems integration support.
- Improve Learning Management System(s) and Student Information System integration.
- Develop digital citizenship curriculum
- Standardize technology tools across grade levels to improve teacher collaboration, instructional consistency, and training effectiveness.



RESULTS, ACTIONS

Technology Infrastructure

Results Summary:

A well-designed network, server, and cybersecurity infrastructure is essential for reliable access and security. The network infrastructure audit confirmed that the district's overall design aligns with industry best practices; however, the audit identified several areas that changes or additions should be implemented to improve reliability and security. The Server and Systems Audit identified improvements that will support a scalable and sustainable infrastructure, reducing security risks and ensuring long-term operational stability.

Audit Recommendations

- Implement (measures) to improve resilience.
- Strengthen cybersecurity measures
- Improve (systems) to enhance security and data integrity.
- Establish business continuity and disaster recovery plans.
- Establish a schedule to test business continuity and disaster recovery plans.
- Ensure regular software updates and security patching for all critical systems.



RESULTS, ACTIONS

Safety & Security Systems

Results Summary:

The district's communication, access control, and surveillance systems are integral to campus safety and emergency preparedness. Stakeholder feedback and audit findings highlighted concerns regarding PA system coverage gaps, aging telephone infrastructure, and limited training on security protocols. Administrators and staff emphasized the need for improved emergency communication systems and clearer procedures for security system management.

Audit Recommendations

- Conduct a PA system coverage audit and address areas with poor speaker placement.
- Upgrade the telephony system to improve resilience and redundancy.
- Implement multi-factor authentication (MFA) for security systems.
- Establish formal procedures for managing security footage retention and legal holds.



RESULTS, ACTIONS

Technology Support

Results Summary:

Stakeholder feedback indicates strong overall satisfaction with the support provided by the district's technology department. Survey results reflect high ratings in:

- Responsiveness: 95%
- Thoroughness: 93%
- Timeliness: 91%
- Professionalism: 98%

While satisfaction levels were generally high, concerns about insufficient support were raised by two schools. Upon further evaluation of technology workorders and staffing it was determined the technology department structure is in line with other districts of comparable size.

A one-year time period was utilized to analyze Technology workorders, over that time period a total of 4,295 work orders were created. Of those 4,295 workorders 1,705 were for Chromebooks, creating challenges related to Chromebook repairs and loaner device availability, with extended repair times impacting student access to technology.

Audit Recommendations

- Define clear roles and adjustments to district support structures to minimize the instructional disruptions to Technology Leads' classrooms while ensuring timely technical assistance.
- Assess the demand for instructional software-related support throughout the year, as it accounted for a significant portion of work orders, To ensure timely resolution and adequate support, the district may need to adjust technology staff levels to better address this high-need area.
- Consider refining processes for beginning -of-the-year support to mitigate the surge in requests during the first few weeks of school
- Establish a process for training technology department staff that includes annual professional growth plans. Training should include cross-training within technology staff to ensure continuity of service if a team member is unavailable.
- Consider how they can improve the efficiency of student and staff device repair.



QUESTIONS? FUTURE UPDATES

Work System Key Process Updates	
Work System Process Update	Month
<i>Information Management and Technology</i>	Mar
<i>Human Resources</i>	Apr
<i>Student Services</i>	May
<i>Business Services</i>	Jun
<i>Communications and Public Relations</i>	Jul

