



**2011.2012**

## **DIVISION IMPROVEMENT PLAN**

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Division Name: Division of Technology

Director: Keith Markey

Date of School Board Approval:

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### **GOAL ONE**

**Goal:**

Continue to provide excellent customer service to all end users of technology and data.

*Objective:*

Technology will continue to focus and work closely with Instructional Services to help end users better understand and utilize the technology and data that is currently available.

Strive to maintain relationships and a constant presence with end users at all levels and locations.

*Strategies:*

School visits – Face to face meetings.

LIIS/Performance Matters – Encourage end users to use this resource, and promote new and emerging modules, features, etc.

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.

*Evaluation:*

Meeting evaluations.

End user feedback.

*Professional Development Aligned with this Objective:*

Customer service workshops with CRTs.

*Objective:*

Work with Division of Instructional Services to provide skills, equipment and manpower to develop and host online professional development and training portal for teachers and support staff.

*Strategies:*

Provide learning and professional development opportunities, taking into consideration the individual's schedule, needs, and demands by making online learning available "around the clock."

Collaborate with neighboring districts to provide implementation and support of LIIS.

Promote online learning environment through meeting opportunities, email announcements, and CRT relationships with staff.

*Evaluation:*

Online feedback form.

Request feedback from CRTs concerning their experiences with staff.

*Professional Development Aligned with this Objective:*

On-demand Video Training.

Customer service workshops with CRTs.

Customer service workshops with school technology committees.

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

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

Description of Resources	Funding Source	Available Amount	
			<b>Total:</b>

**Technology**

Description of Resources	Funding Source	Available Amount	
			<b>Total:</b>

**Professional Development**

Description of Resources	Funding Source	Available Amount	
			<b>Total:</b>

**Other**

Description of Resources	Funding Source	Available Amount	
			<b>Total:</b>

**Final Total: \$0**

## GOAL TWO

### Goal:

Continue to expand and maintain a network that provides a reliable, robust, and secure working environment for students and staff.

### Objective:

Define and improve policies and procedures to insure stability and security of the network.

### Strategies:

Utilize new and existing technologies to better secure and segment sensitive data and hardware.

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

### Evaluation:

Continue to educate end users regarding proper procedures, and enforce uniform policies across all platforms.

Continue to enforce improved policies regarding physical access to computers.

### Professional Development Aligned with this Objective:

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

*Objective:*

Increase wireless coverage and wired network infrastructure to support an ever-increasing number of digital devices.

*Strategies:*

Utilize hardware and software products to assess if, when, and where additional access is needed.

Install additional wireless access points (WAPs) or similar devices as needed.

Review network surveys and analyses to identify areas needing additional network drops and/or wireless access.

*Evaluation:*

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

*Professional Development Aligned with this Objective:*

Training for any new technologies as needed.

*Objective:*

Install and support the use of Apple iPads via mobile carts to be implemented in the schools.

*Strategies:*

Partner with Apple and related third-parties to configure hardware and software for integration into our network.

*Evaluation:*

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

*Professional Development Aligned with this Objective:*

The Divisions of Technology and Instructional Services will need training and assistance to implement and support this new technology.

*Objective:*

Investigate ways to support BYOD (bring your own device) scenarios on the District's network, to allow students and staff with smartphones, laptops, iPads or other similar devices to take advantage of services such as Internet access, email, conferencing, etc.

*Strategies:*

Explore RADIUS authentication and other technologies to allow BYOD access while still protecting the District's network, data, and users.

*Evaluation:*

Partner with staff end users desiring BYOD access.

*Professional Development Aligned with this Objective:*

Develop policies and educate end users on proper use of their device while inside the District's network.

**Budget:**

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

Description of Resources	Funding Source	Available Amount	
			<b>Total:</b>

**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	
			<b>Total: \$8,500</b>

**Professional Development**

Description of Resources	Funding Source	Available Amount	
Training and consulting services to implement RTTT	RTTT	\$6,000	
			<b>Total: \$6,000</b>

**Other**

Description of Resources	Funding Source	Available Amount	
			<b>Total:</b>

**Final Total: \$14,500**

## GOAL THREE

### Goal:

Adapt and align current and future technologies with Race to the Top (RTTT) objectives.

### Objective:

Investigate and partner with 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:

Attend local and regional RTTT-related meetings and conferences hosted by FDOE, related third-party vendors, etc.

Continue to evaluate products and services offered by third-party vendors that meet RTTT objectives.

### Evaluation:

Feedback provided from meetings, online forums, etc.

### Professional Development Aligned with this Objective:

PD 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	\$50,000	
			Total: \$50,000

**Professional Development**

Description of Resources	Funding Source	Available Amount	
(see Goal 2 PD)			
			Total:

**Other**

Description of Resources	Funding Source	Available Amount	
			Total:

**Final Total: \$50,000**

**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	Yet to be applied for
2	Wireless Access Points	RTTT	\$8,500
3	Expected SSO implementation	RTTT	\$50,000
			Total: \$58,500
Professional Development			
Goal	Description of Resources	Funding Source	Available Amount
2	Training and consulting services to implement RTTT	RTTT	\$6,000
			Total: \$6,000
Other			
Goal	Description of Resources	Funding Source	Available Amount
-	-	-	-
			Total: \$0
			<b>Final Total: \$64,500</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.

Regarding RTTT, meeting quarterly expectations and providing deliverables will guide much of this process.

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