



DSD Information Technology

2017 Staffing Proposal

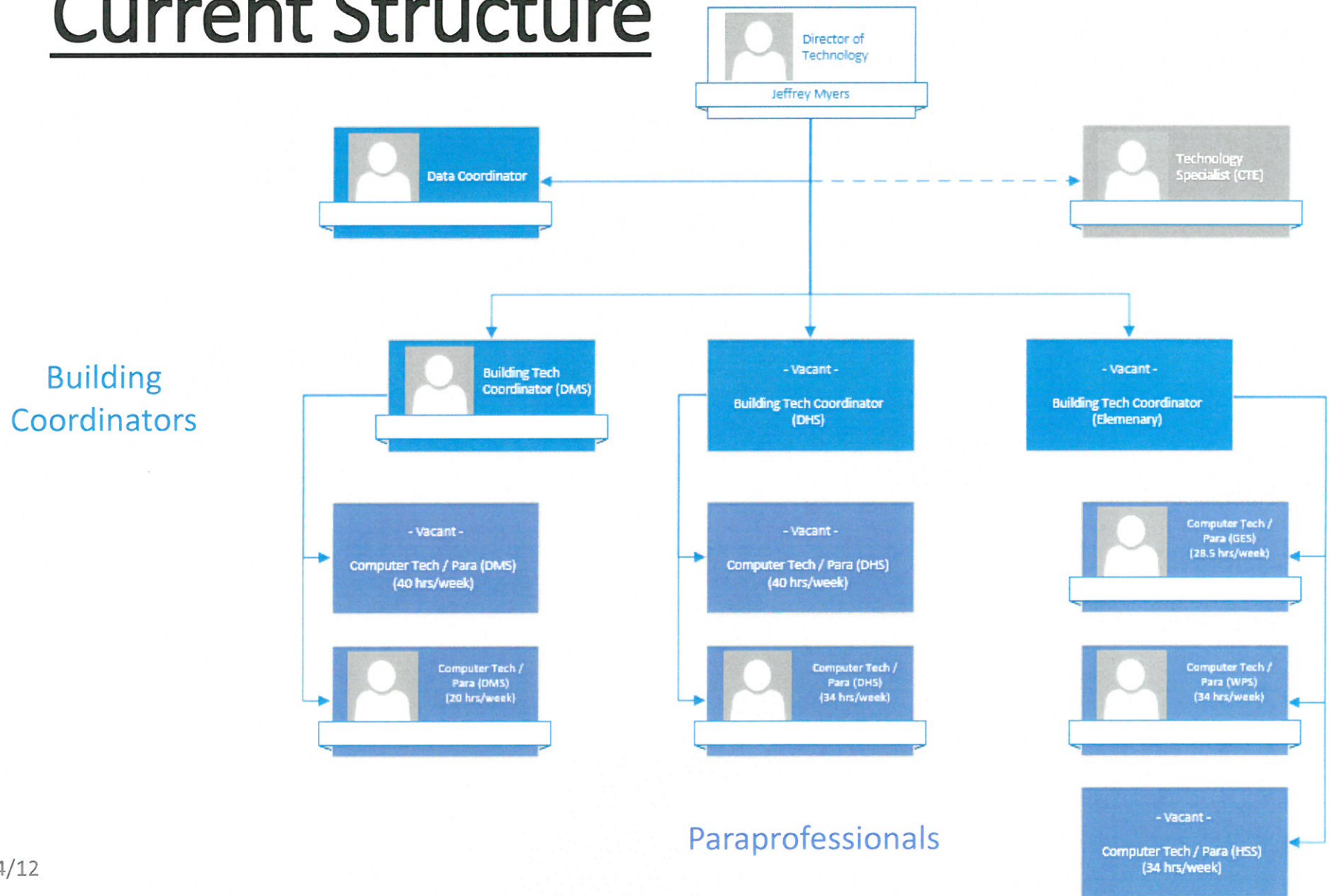
Challenges

- Lack of confidence in technology availability
- Customer service not meeting needs
- Lack of specialized knowledge (Neoscope)
- Not positioned to support curriculum technology transformation

Historic Reflection

- OLD - internally focused on technology
 - Shift in structure & function -
- NEW - focused on aligning technology with organization strategic goals
- Cost of technology required IT to be accountable
- New technologies gave IT greater organizational value

Current Structure

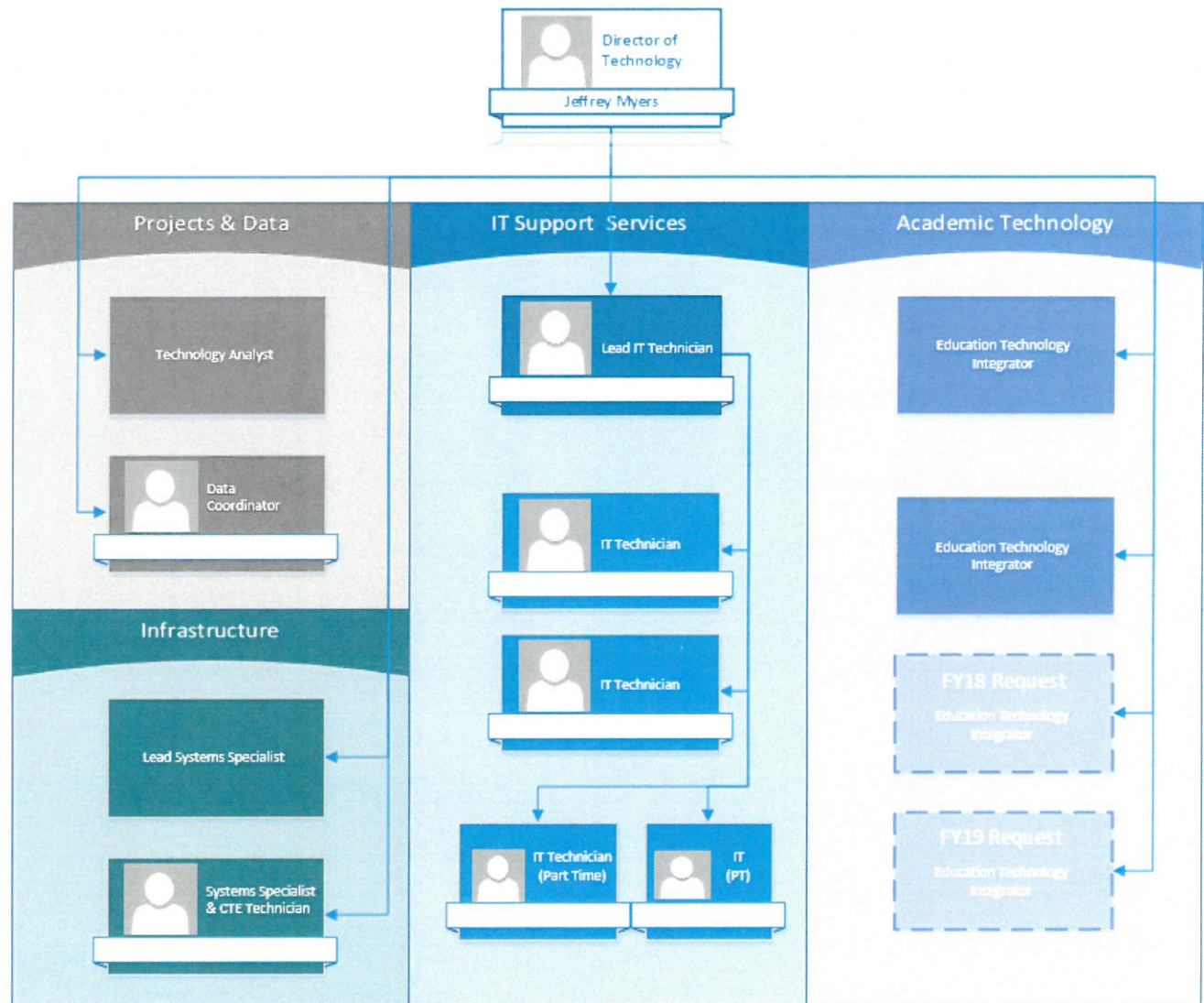


Education Technology

- Technology that DIRECTLY benefits teaching and learning
- Education Technology Integrator Role:
 - Work closely with teachers to integrate instructional technology tools & practices through the K-12 curriculum
 - Ensure that teachers are proficient in the latest technologies through adequate professional development

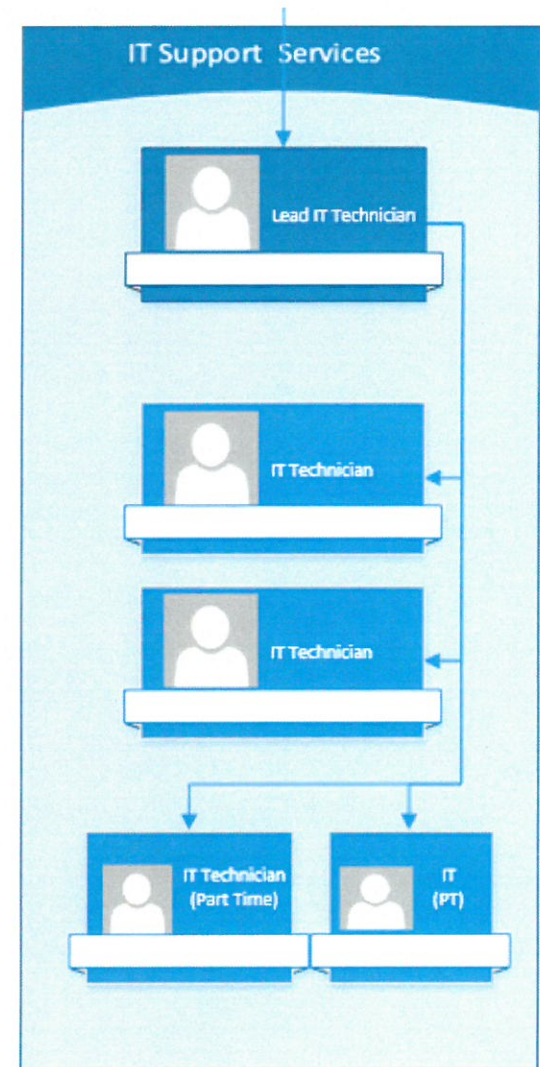
GOAL: Dedicate as many resources to education technology as possible

Proposed Reorganization



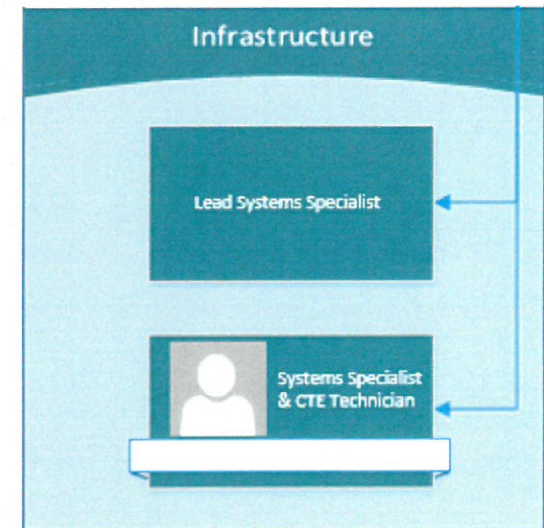
Customer Service

- GOAL: Provide a level of customer service that exceeds user needs and expectations
- HOW: Ensure manageable helpdesk load through stable classroom technology environment
- WHO: Cohesive team of IT technicians focused on group efficiency vs. individual responsibilities



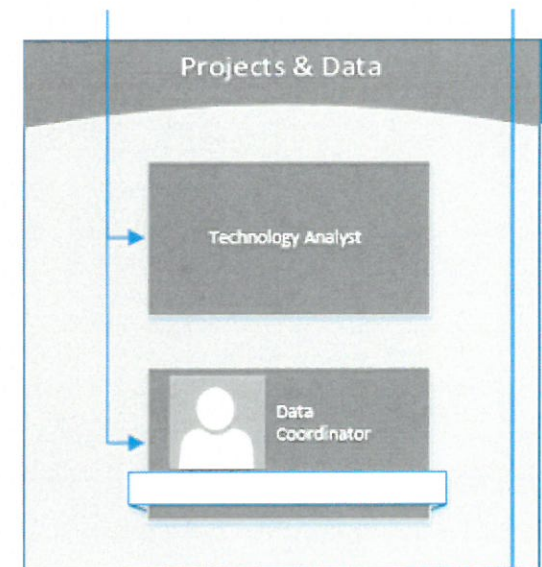
Infrastructure

- GOAL: Technology infrastructure reliability on par with modern day utilities (i.e., lights, water, etc.)
- HOW: Simplify infrastructure management through strategic adoption of cloud services
- WHO: Lead network/server/cloud specialist supported by internal team member & vendor contract



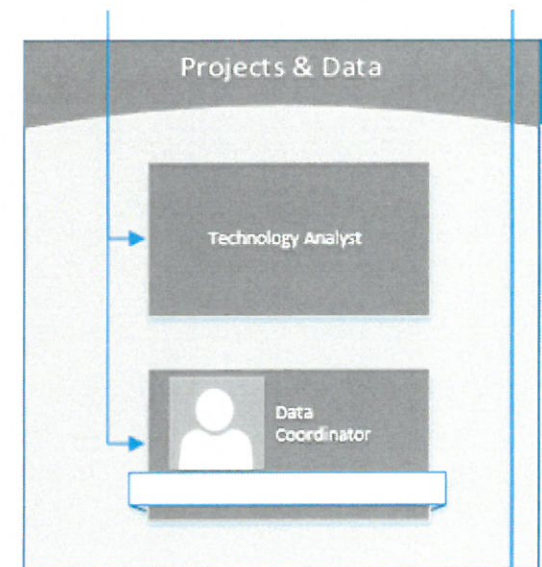
Project Management & Data

- GOAL(1): Strategic project portfolio management (alignment / analysis / implementation)
- HOW(1): Project management, needs assessment, gap analysis, and technology alignment
- WHO(1): Technology Analyst working closely with users to ensure the efficient & effective technology availability that satisfy user needs



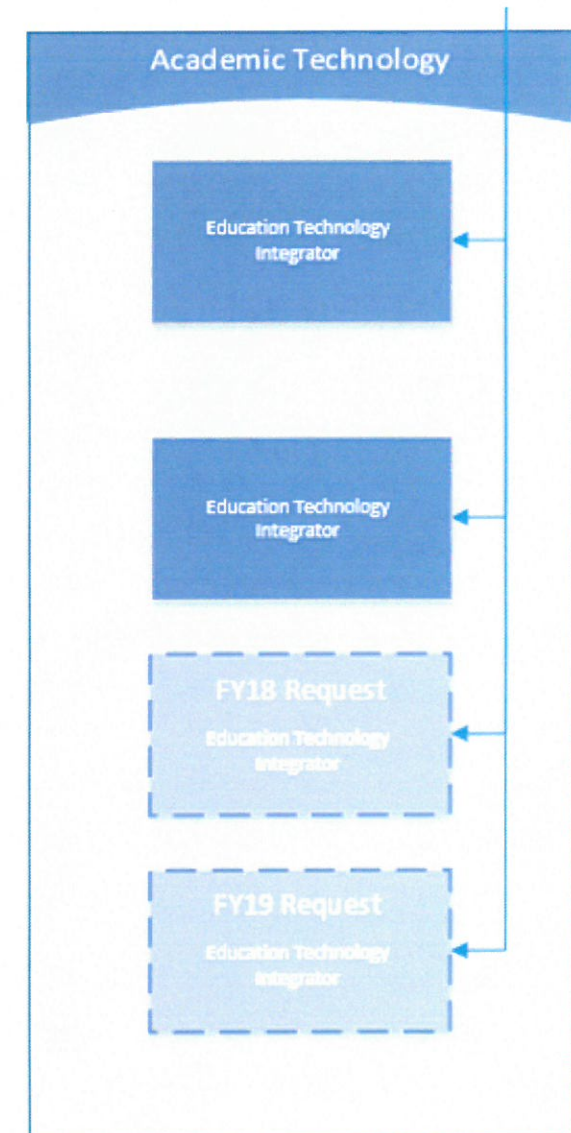
Project Management & Data

- GOAL(2): Ensure the accuracy, accessibility, and acquisition of district data
- HOW(2): Quality data management and reporting supported by a robust Student Information System
- WHO(2): Data Coordinator working closely with Technology Analyst under the strategic oversight of the Director of Technology



Academic Technology

- GOAL: Ensure the effective/reliable use of technology by teachers to facilitate 21st century learning
- HOW: Ensure that all technology resources either directly or indirectly support student learning
- WHO: Education Technology Integrators who are solely focused on classroom academic technology
(supported by the indirect activities of the entire technology department)



Summary

- Reorganization within the existing budget
- Recommendations from Neoscope, Sun Associates best practices, and needs of Dover
- FY17: Make best use of current resources
- FY18: Data driven reassessment of staffing needs

DRAFT

