



Technology Reorganization

Orange Unified School District



Collaboratively support
the success of our
students, staff, and
educational partners

Technology Services Mission

OUSD's Increasing Technology Support Needs

Direct School Support

- Schools
 - Hardware setup
 - Software installation
 - Technology troubleshooting
 - Technology professional development
 - Inventory support
 - A/V coordination
 - Report Cards
 - Device setup
 - Device lifecycle management
 - Educational technology assistance
- Departments
 - Superintendent
 - Accountability, Equity & Engagement
 - LCAP Survey deployment
 - Accounting
 - MAA report for Special Education
 - Accounts Payable
 - Financial system support
 - Check Runs
 - Adult Education Program
 - Account creation for non-student
 - Activities/Athletics
 - Athletics reports from Aeries SIS
 - HUDLE camera support at CHS
 - Attendance Accounting
 - Charter Shift
 - Attendance Configurations
 - Alternate Bell Schedule
 - Board of Education
 - Virtual Board Meeting support
 - Board member technical support
 - BoardDocs
 - Business Services
 - Data reporting
 - Analytics dashboards
 - Budget Year End Roll Over
 - SACS Update
 - ACA File
 - Budget
 - Pull ESSA Data
 - Pull SARC Data
 - Data analytics
 - Communications
 - Video/media hosting
 - School Messenger email/call platform
 - Finals site website deployment

- AudioEye ADA compliance
- Garage
 - Megatrak Gas Metering
- Facilities and Planning
 - Bond projects design
 - New equipment installation
 - On-going technical support for classroom AV
- CTIP/Induction
 - Student teacher accounts and licensing
- Curriculum & Instruction
 - Data integration and support for McGraw Hill, Imagine Learning, SAVVAS, Voyager Sopris, Discovery Education, OverDrive Sora, Apex Learning, Amplify, Nearpod, Scholastic
 - Data sharing and analytics
 - AVID Report
 - Summer School support
- Educational Services
 - Alternate Grad Track
- Fred Kelly Stadium
 - Marquee support
 - Jumbotron network support
- Nutrition
 - Import free and reduced students through direct certification
 - Server support
- Risk Management
 - Import benefits from Open Enrollment
- GATE
 - Testing software deployment
- Health Services
 - Setup messaging to employees
- Home/Hospital Programs
 - Data integration for remote student learning
- Human Resources
 - Evaluation Reports
 - Independent Study
 - Substitute account creation and access control
- Language Assessment Center
 - LPAC Upload / Data Reports
 - Pull New Comers Report (Out of Country new Students)
 - Reclassification Report
 - Elevation Report
- Mail Room
 - Mailing list creation
 - Address validation
- Maintenance & Operations
 - Security cameras
 - Bell systems
- Air conditioning control systems
 - Network repair
 - Fax over ethernet
- Payroll
 - W-2 calculations
 - Retro Calculations
 - 1099
- Print Shop
 - Maintain and deploy printers to computers
 - Troubleshoot software issues
- Psychological Services
 - Gaggle email monitoring
- Purchasing
 - Fiscal systems support
 - Tech proposals approval process
- ROP/CTE
 - STEM lab implementation and support
 - Virtual desktop instances for remote learning
 - Custom technology implementation
- Risk Management
 - Insurance rollover process
 - Student Data Privacy Agreements
- Security
 - Security Cameras support
- Special Education/SELPA
 - Emotional Support
- Special Programs
 - After School Program support
 - ASES reports
- Student & Community Services
 - Cybersecurity Forensics Investigation
 - Online registration support
 - School transfers support
 - Cal Grant Support (Foster/Mckinney-Vento)
 - Athletic Eligibility
 - PreEnroll support
 - Data Confirmation
- Transcripts
 - Student Information Systems data retention 20 years
- Transportation
 - Zonar support
 - Bus surveillance camera support
 - Bus charging stations connectivity
 - Bus Pass Picture uploads
- Warehouse
 - Device setup
 - Inventory

UNIQUE USERS

THIS MONTH

86%

25,959 Users

Students

85%

Staff

93%

LOGINS TODAY

28,581

42,071 This Day Last Year

LOGINS THIS MONTH

589.2K

790.8K This Month Last Year

APP LAUNCHES THIS YEAR

11.8M

16.2M This Time Last Year

AVG. LAUNCHES / USER THIS YEAR

390

535 This Time Last Year

TOTAL APPS LAUNCHED THIS YEAR

877

1,175 Last Year

TOP APPS BY LAUNCHES

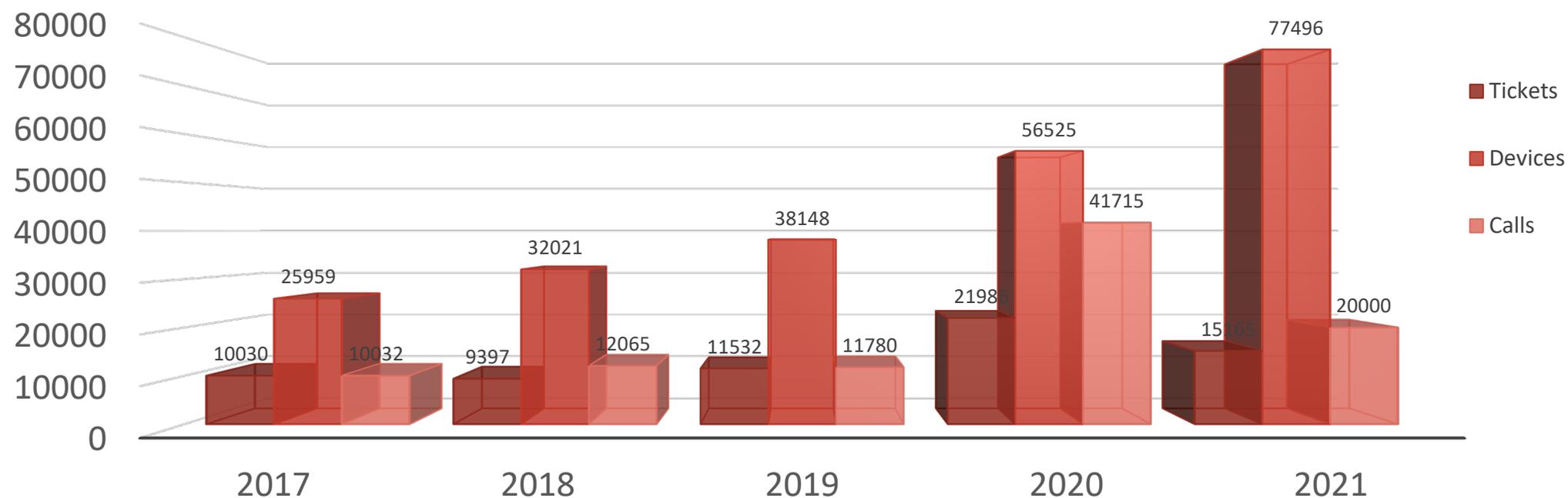
APR 10, 2022 - MAY 9, 2022

APP	SOURCE	LAUNCHES ↓	TOTAL TIME SPENT	AVG. TIME / LAUNCH
 i-Ready	District	381.3K	42,421h	10m
 Classroom	District	262.6K	13,206h	3m
 Aeries	District	92,642	2,445h	2m
 Savvas EasyBridge	District	83,850	3,678h	3m



Increased IT Workload

IT support trends



IT support workload as increased over the last 5 years. Ticket queues are double in line with the increase devices. 2021 calls approximated.



Support by the Numbers

current **technology** support needs

Students Supported

26,500

Support of student access to devices, curricular applications, authentication, and security

Households Supported

14,000

Parents and households continue to contact our Helpdesk for assistance with wireless internet

OUSD Employees Supported

3,500

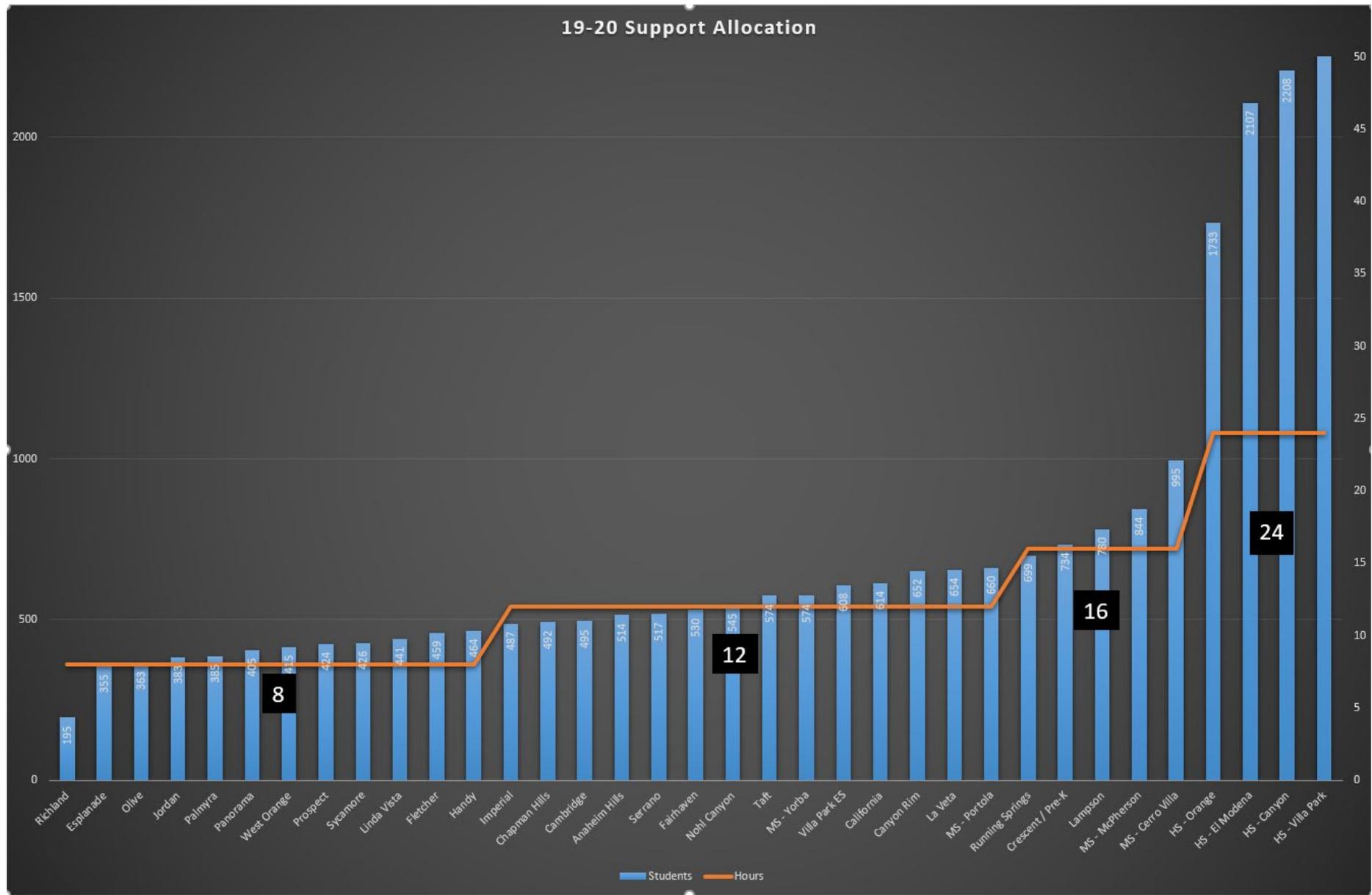
Employees and departments require reliable access to curriculum and business systems

Daily Simultaneous Devices

20,000

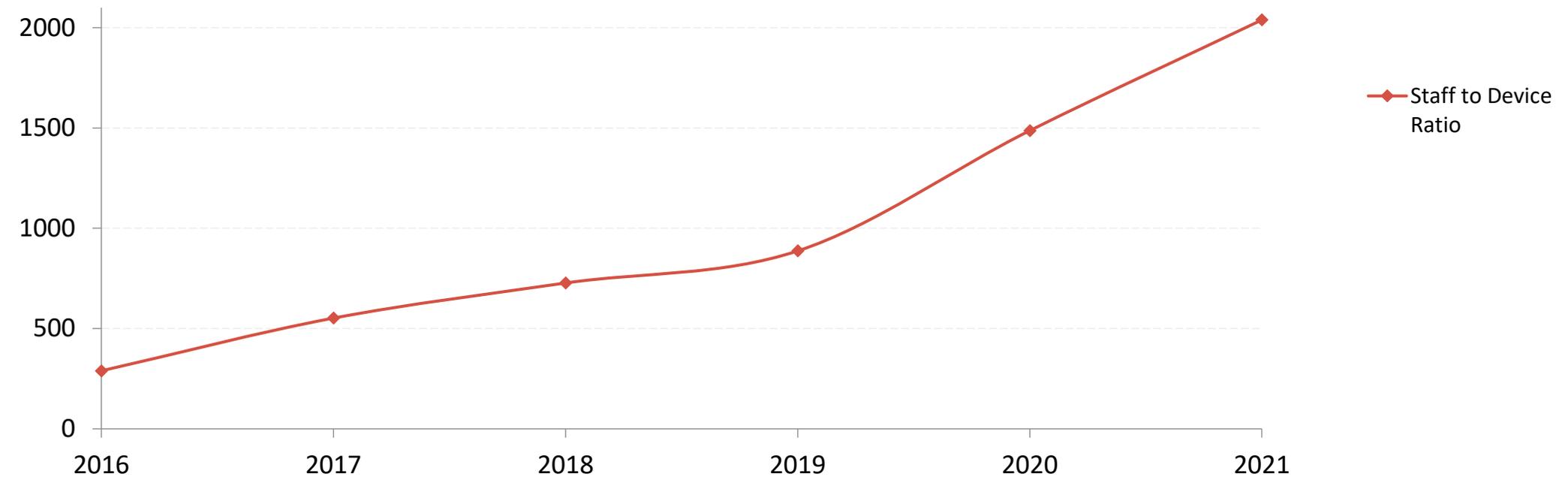
Four network technicians are responsible for the reliable operation of the network

Staffing Challenges



Staff to Device Ratio

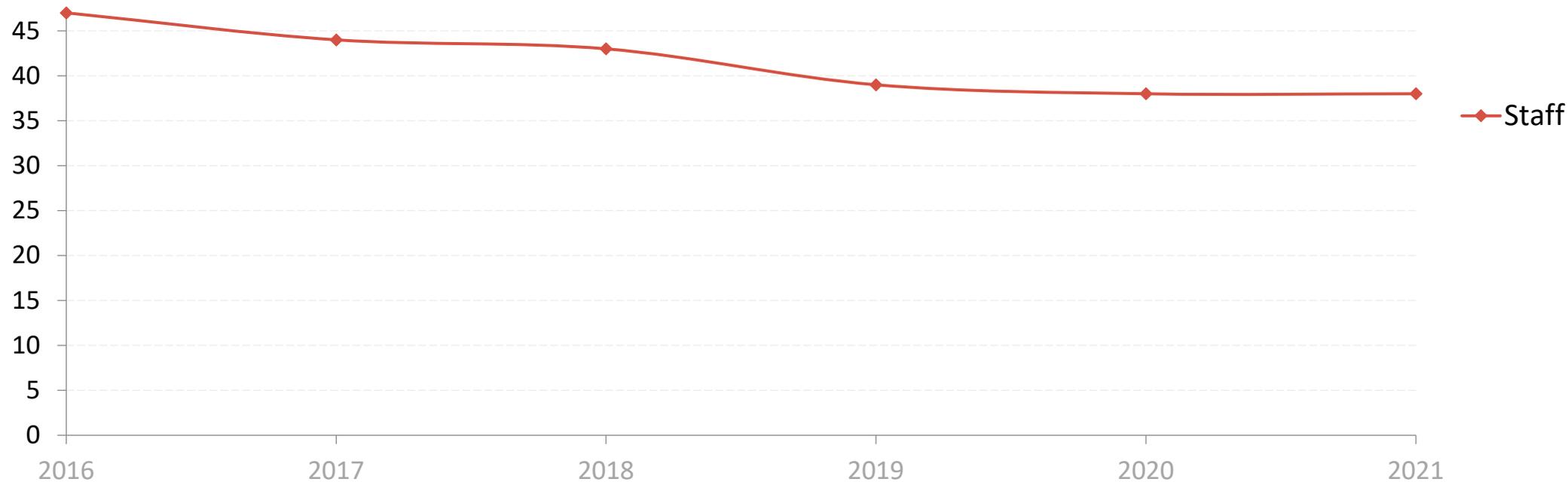
device to **technology services** IT staff



IT industry standards such as ITIL and CoBIT historically reference IT department staffing ratios of 1:100 to 1:250. These numbers fluctuate per industry.

Decreased Positions

IT support trends



Staff members who supported technology decreased over a five-year span. The department lost 1 User Support Supervisor, 8 Instructional Support Specialist, Technology (IST), 1 Technology Support Specialist (TSS), and 1 Information Systems Specialist (ISS). The department gained one Senior ISS for state reporting.

Comparable Districts

OUSD IT salary comparison

Site Technician	
Los Alamitos	\$89,196.00
Brea	\$68,760.00
Irvine	\$66,396.00
Placentia Yorba Linda	\$58,584.00
Capistrano	\$55,285.00
Saddleback Valley	\$ 55,179.00
Tustin	\$54,468.00
Orange	\$53,856.00

Network Technician	
Irvine	\$117,156.00
Capistrano	\$107,107.00
Saddleback Valley	\$106,824.00
Los Alamitos	\$100,500
Placentia Yorba Linda	\$95,964.00
Brea	\$ 95,220.00
Orange	\$87,312.00
Tustin	\$84,180.00

Supervisor	
Irvine	\$123,689
Saddleback Valley	\$119,788
Capistrano	\$115,410
Tustin	\$111,996
Placentia Yorba Linda	\$109,679
Orange	\$95,000

Manager	
Irvine	\$130,377
Saddleback Valley	\$122,669
Capistrano	\$119,935
Tustin	\$117,636
Placentia Yorba Linda	\$117,045
Orange	\$110,604

IT Staffing Statistics

five year averages

Network Technician Turnaround

1.8 Years

Highest level technical support position who take 6 to 12 months to train

Annual Overtime Costs

\$49,000K

Five year average of overtime in order to meet the technology needs of the District

User Support Turnaround

1.5 Years

Typically recruited from private industry then move onto other K-12 or government agencies

Annual Consulting Costs

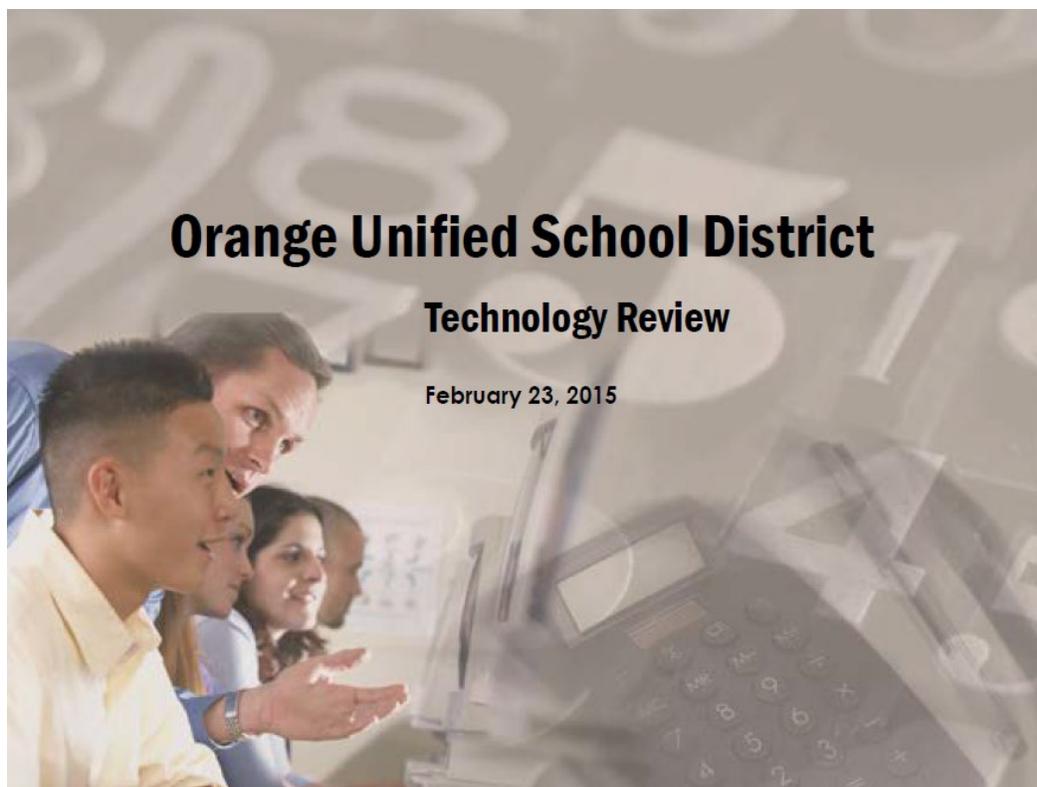
\$99,220K

Five year average of external consulting services costs due to lack of staffing or knowledge

Recommendations

IT Assessment

2015 **technology** review



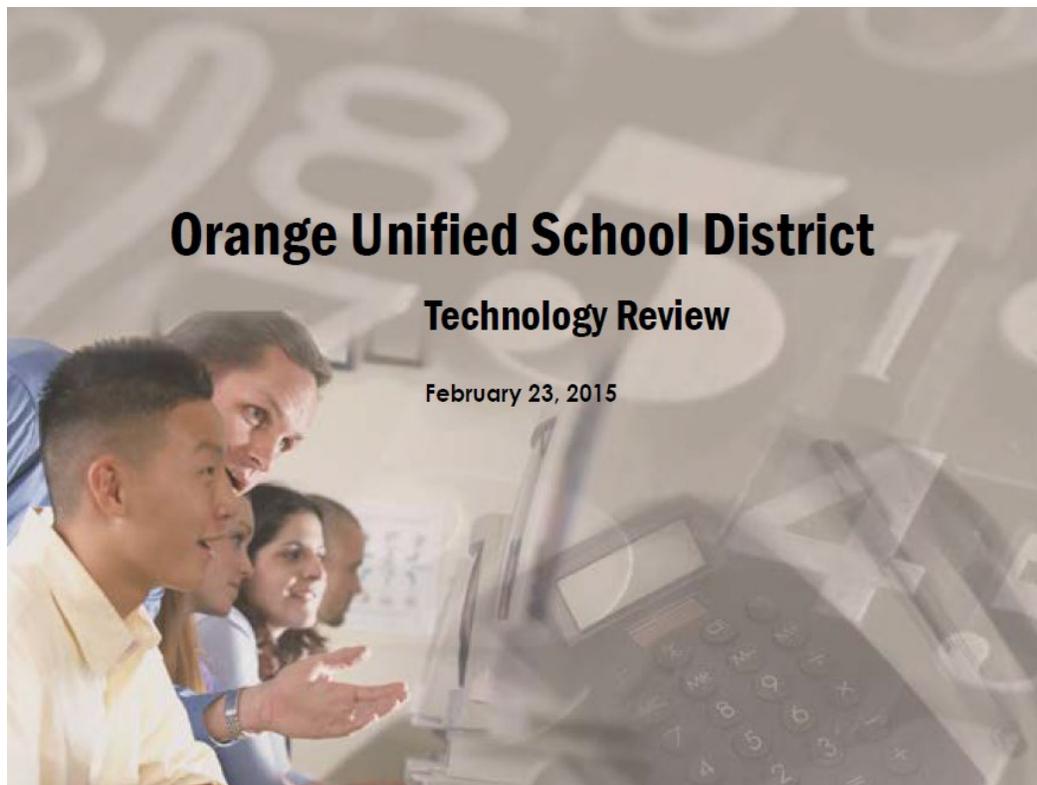
Technology Support Specialists

In 2015, IT staff and stakeholders in other departments were interviewed as part of an IT department assessment. The study yielded recommendations that we increase our Technology Support Specialists (TSS) by **three** to accommodate for the workload at that time.

The study also recommended restoring 12-month schedules to technology staff.

IT Assessment

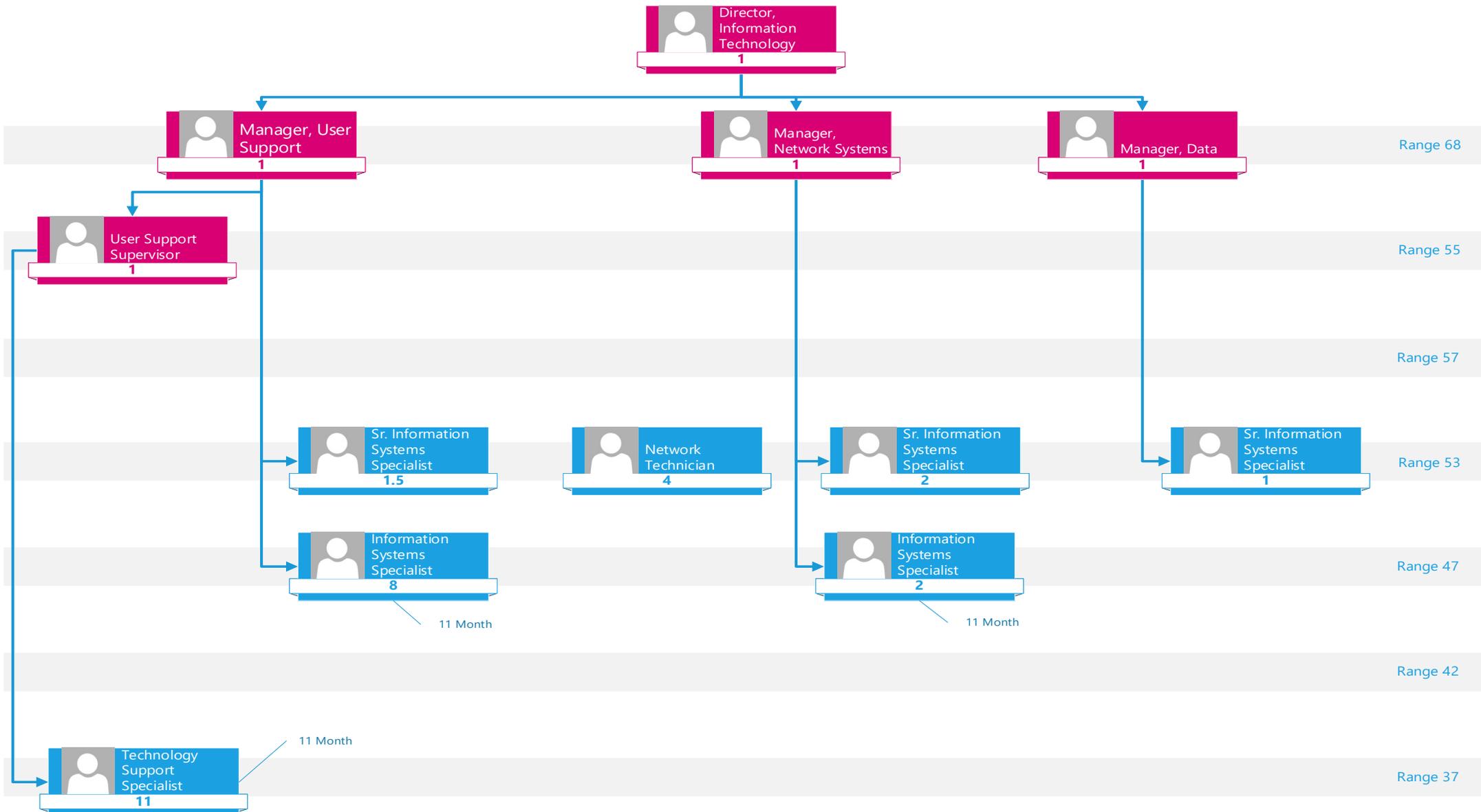
2015 **technology** review

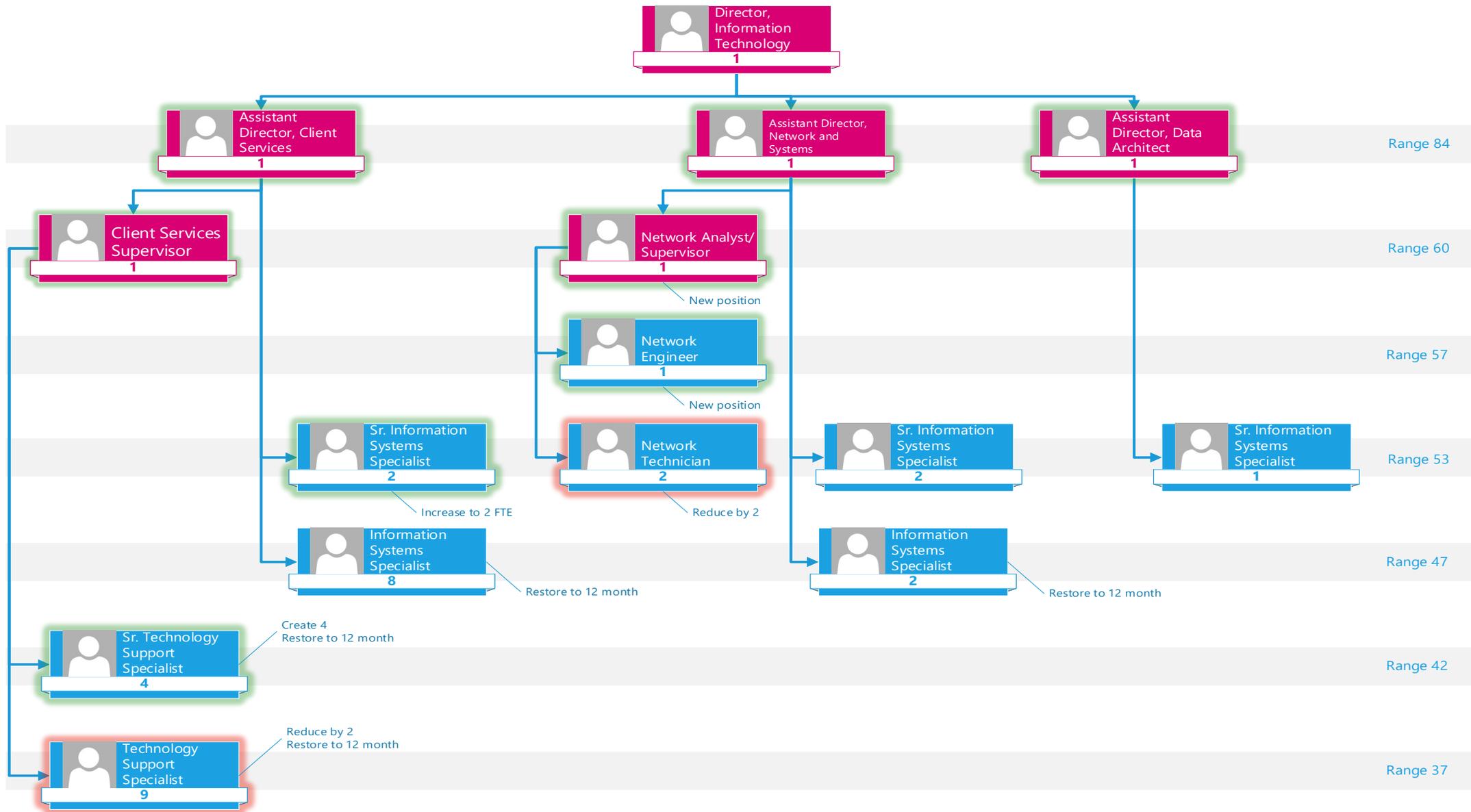


Network Analyst

1. Create **two new network analyst positions** that report to the network and systems manager.
2. Create **two new systems analyst positions** that report to the network systems manager.

The District currently has a Senior Information System Analyst job description. Currently, there are financial, planning, and contract analysts in the District.





Recommendations

current **proposed** changes

- Restore one month of service from 11 months to 12 months to Information Systems Specialist
- Restore one month of service from 11 months to 12 months to Technology Support Specialist
- Eliminate two classified unit positions Technology Support Specialist
- Add four classified unit positions Senior Technology Support Specialist
- Add 0.5 FTE classified unit position Senior Information Systems Specialist
- Eliminate two classified unit positions Network Technician
- Add one classified unit position Network Engineer
- Reclassify classified supervisor position User Support Supervisor to Client Services Supervisor

- Add one classified supervisor position Network Analyst/Supervisor
- Reclassify classified management position User Support Manager to Assistant Director, Client Services
- Reclassify classified management position Network Systems Manager to Assistant Director, Network and Systems
- Reclassify one classified management position Data and State Report Manager to Assistant Director, Data Architect

Annual Costs Per Student

\$21.13

Annual costs for all
recommended actions
\$560k annually