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# Technology & Information Systems

Total TIS Budget	\$6,339,682.29
Administration	\$869,950.85
Student Information Systems	\$909,021.51
Network and Computer Services	\$2,825,242.17
Business Information Systems	\$1,289,535.46

BUDGET PRESENTATION

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# INFORMATION TECHNOLOGY IS INFRASTRUCTURE

“Digital is not a medium. Digital is an infrastructure.” - Amir Kassaei

“If we teach today as we taught yesterday, we rob our children of tomorrow.” - John Dewey

“Technology will never replace great teachers, but technology in the hands of a great teacher is transformational.” - George Couros

“Technology in the classroom is NOT the end goal. Enabling learning everywhere is the goal.” - Andrew Barras

## INFRASTRUCTURE



# Approach

Our focus in Technology & Information Systems is providing:

## → Infrastructure

Giving people the digital plumbing, the modern pencil and paper, the highway to the world around them

## → Security & Privacy

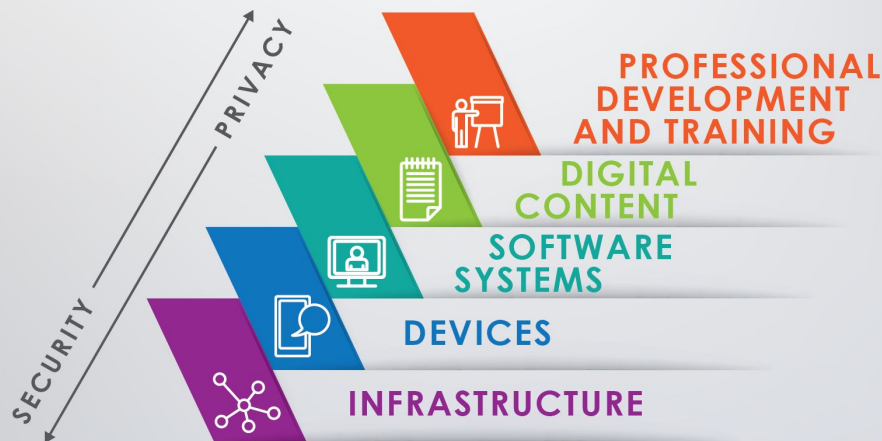
Ensure a safe and secure environment that protects students, families, and staff

## → Economic Use

By building, maintaining, and utilizing information, we provide a substantial cost savings to the entire organization

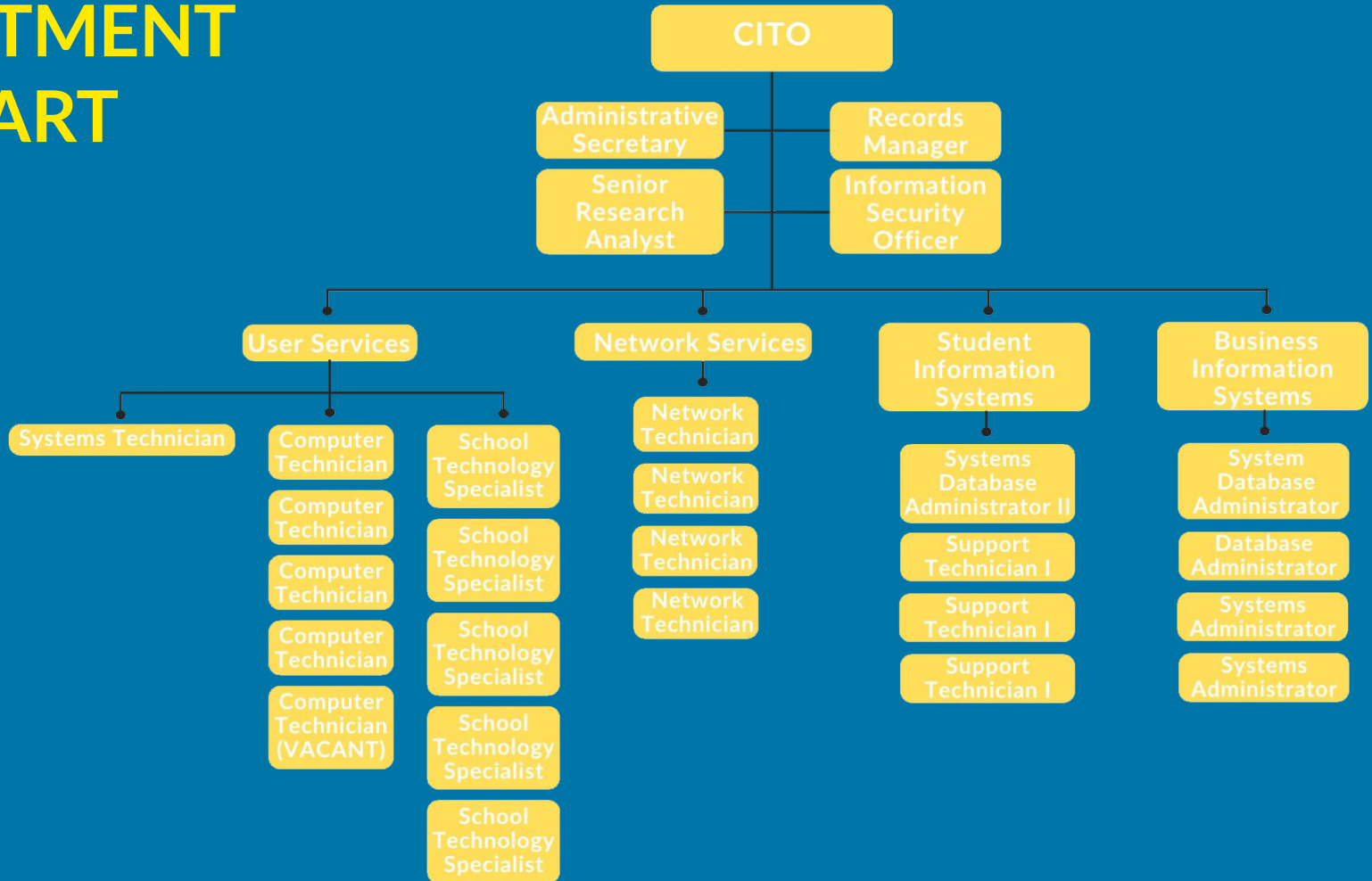


## Hierarchy of Digital Learning Needs



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The technology team is small, agile, and robust providing a savings to the district of an estimated 50 staff positions per year

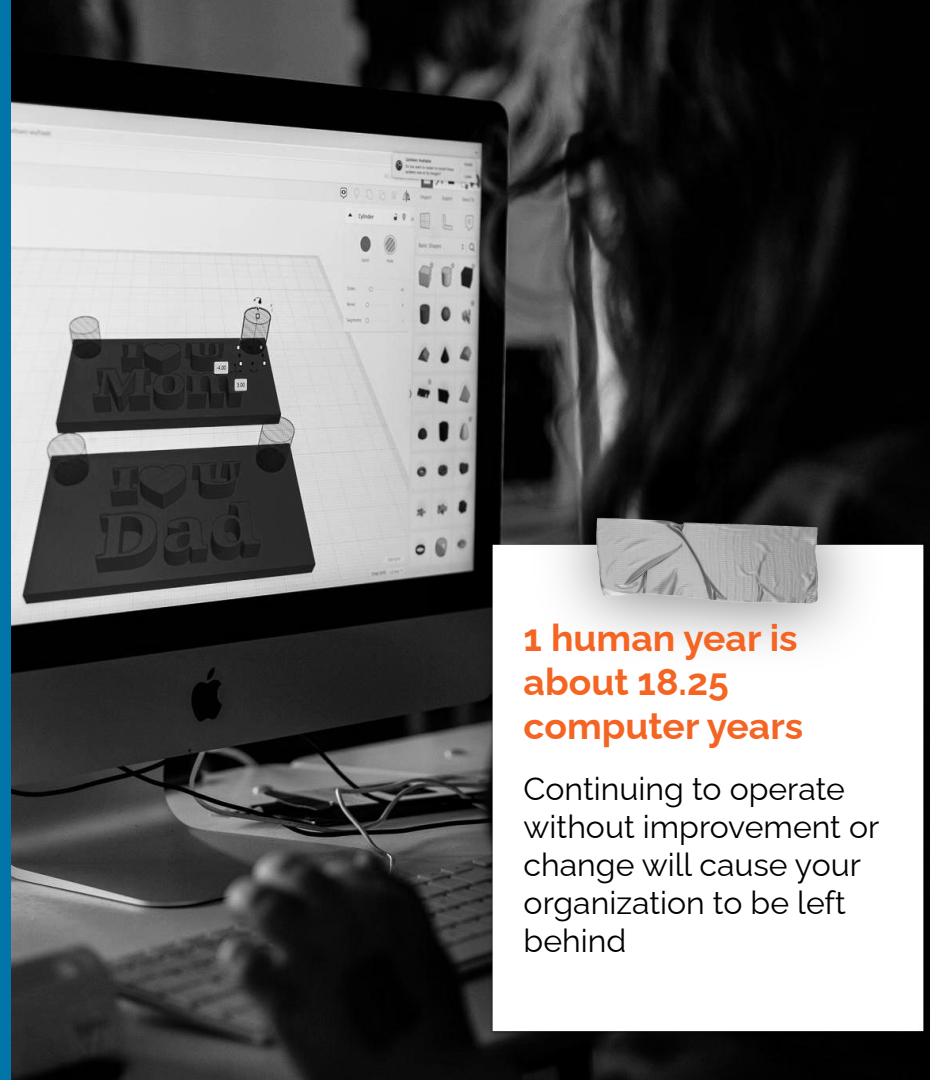
# DEPARTMENT CHART



# INFORMATION TECHNOLOGY

## Major Initiatives

HR Munis Recruiting  
Phone System Refurbishment  
VacTrAK Integration  
Inventory Management  
Substitute Call Management  
Emergency Response  
Electronic ID/FOB Project  
Multi-Factor Authentication  
IT Service Catalog - Help Desk



**1 human year is  
about 18.25  
computer years**

Continuing to operate  
without improvement or  
change will cause your  
organization to be left  
behind

# Safety & Privacy

A breach like LAUSD, Mat-Su, or City of Valdez would cost the district **tens of millions** of dollars, and a **loss** of instruction and business function

Phishing attempts blocked

Over 90 per day

Malicious software stopped

169 this year so far

Staff trainings accomplished

Over 2,600 to date

# SAFETY & PRIVACY

Improving and expanding our ability to detect and prevent intrusions

Proactively respond to threats before they are exploited

Leverage key partnerships to keep up with evolving threats

Protect student and staff privacy



As of 2022, the **average cost of a data breach in the United States amounted to 9.44 million U.S. dollars**, up from 9.05 million U.S. dollars in the previous year. The global average cost per data breach was 4.35 million U.S. dollars in 2022.



# RECORDS

- Maintains District retention schedule
- Archival of student records for 60-year retention
- Storage of electronic & physical records
- Maintains secure “on-site & off-site” storage of microfilm
- Destruction of all District documents containing PII
- Maintains and upgrades District archiving system
- Processing student records request District wide
- Set storage and retrieval procedures for permanent records
- Supports schools for electronic transcript delivery via Parchment services
- Support schools with complying with FERPA





We provide service to everyone

**Accomplishing more than  
23,000 Service Requests**  
per year in addition to  
daily operations and  
maintenance.

"A lot of people have fancy things to say about customer service, but it's just a day-in, day-out, ongoing, never-ending, persevering, compassionate kind of activity." – Christopher McCormick

# USER SERVICES

Provides help desk phone support

Fixes software and operating system issues

Fulfills software installation requests

Purchases, provisions, repairs, and de-provisions:

- Mac, iPad, PC, and Chromebook hardware
- Computer carts and labs
- Peripherals such as printers, document cameras, scanners, etc.



## Scale of Support

17,994 devices in use  
during the last year

5972 help desk calls  
during the last year

# The Numbers Devices

1:1

Chromebooks	8,926
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iPads	5,171
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PCs	897
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Macs	3,000
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Servers	551
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Phones	1500
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Cameras	850
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Networking Devices	2300
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# STUDENT INFORMATION SYSTEMS

Student Records

Online Registrations

Lotteries

Account Access & Management

Scheduling

Attendance

Report Cards

Transcripts

Reporting



**Connecting Students,  
Teachers & Parents**

Data is not the  
destination — it's the  
story of the journey.

# BUSINESS INFORMATION SYSTEMS

Manages district information systems (MUNIS, email, etc.) to ensure accurate reporting.

Develops and maintain system integration methods across the many systems.

Provide analytical, data support, and operational management for district information systems (MUNIS, and other non-instructional enterprise systems).

Designs, develops, and maintains computer applications to meet unique district requirements that cannot be met effectively with commercial products.

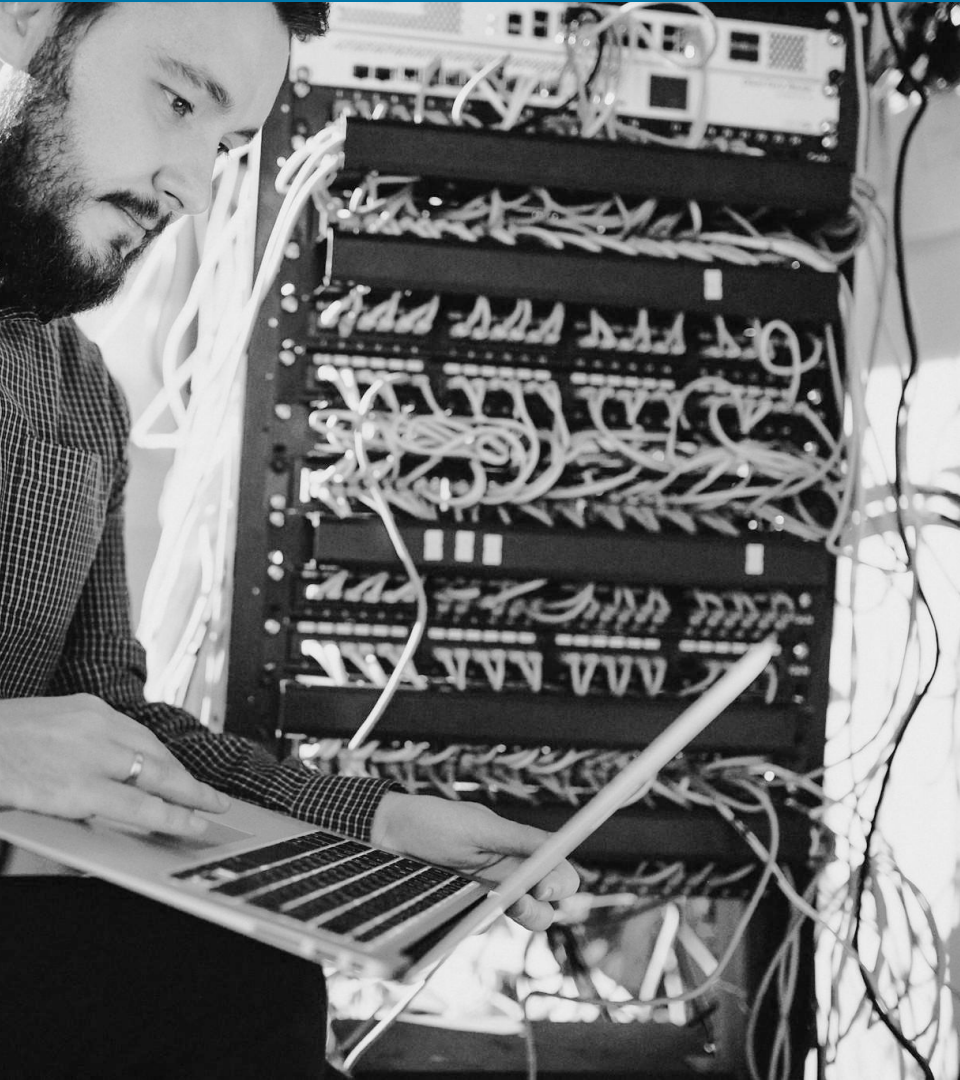
Manages system support, security, upgrades and maintenance for the district information systems and servers.

Maintains and routinely tests critical information system backups and disaster recovery and contingency plans.

Provides centralized user account management for the above district-wide information systems.



**Ensuring  
accurate District  
data is available  
to the  
appropriate  
people when they  
require it.**



# NETWORK SERVICES

Wired Networks: Local network and Internet connectivity for schools and district facilities

Wireless Networking: Deploy and maintain wireless network infrastructure

Phones: Deploy, manage and maintain desk phones, call manager, and telephony services across district

Cameras: Maintain security cameras, door buzzers, and devices related to school safety and security

# RESEARCH DATA ANALYSIS

Student enrollment report (\$106 million in state funding)

Data Dashboards

Advanced Early Warning System

Dr. Ott - member of several National/State committees

**"The goal is to turn data into information, and information into insight." - Carly Fiorina**



**\$120,000,000**

**BROUGHT TO THE  
DISTRICT THROUGH  
RESEARCH AND  
DATA ANALYSIS  
REPORTING**



Fairbanks North Star Borough School District

**Technology &  
Information Systems**

2022-23