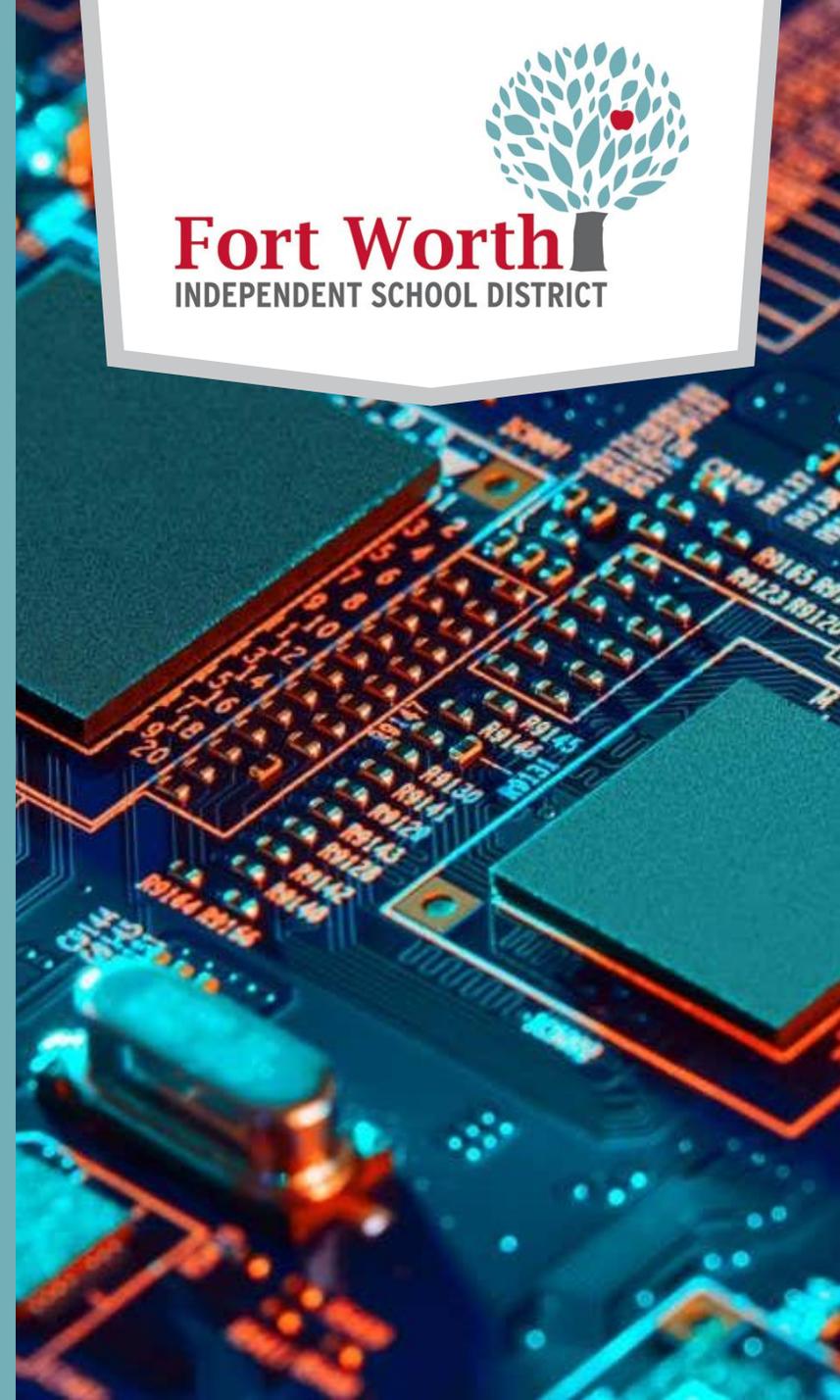




Fort Worth
INDEPENDENT SCHOOL DISTRICT

Technology Organizational Framework

Ramesh Krishnamurthy
Chief Technology Officer
March 5, 2024

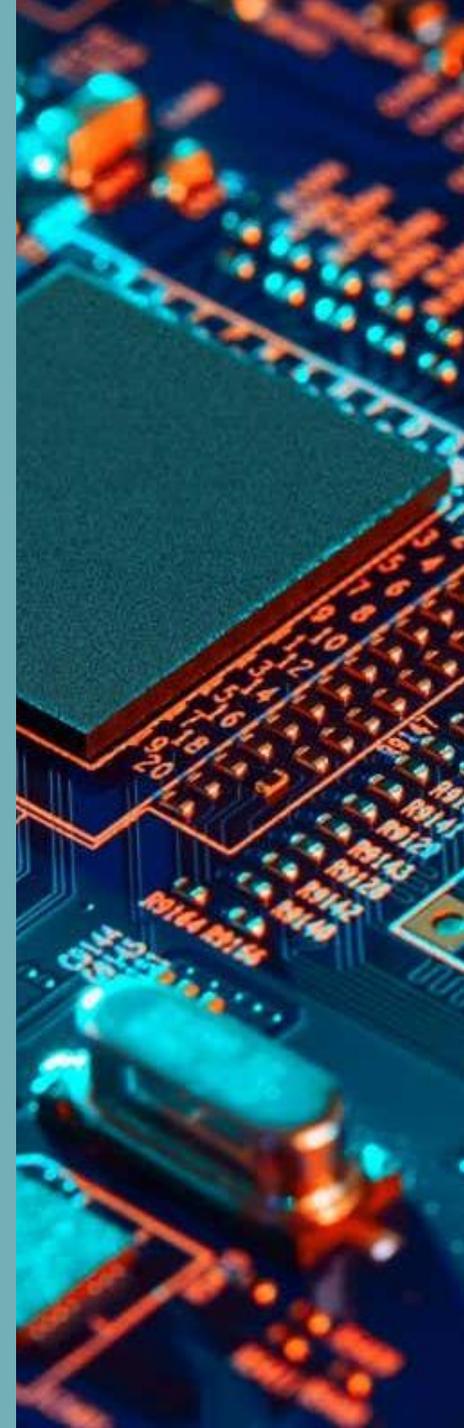


Agenda

- SWOT analysis and independent audit recommendations
- Value optimized organization structure
- Forward progress and future goals

Thinking Critically

SWOT Analysis and Independent Audit Recommendations



SWOT Analysis: Our Strengths

- Student opportunities
- Staff dedication and talent
- Device availability



SWOT Analysis: Known Weaknesses

- Collaborative, priority-based decision making
- Customer service and communication
- Initiative quantity versus initiative quality
- Technology implementations and inconsistent delivery
- Lack of Key Performance Indicators (KPIs) and metrics

SWOT Analysis: Areas of Opportunity

- Scaling people, process, and platforms to meet organization demands
- Proactive planning to deliver value for students and staff
- Making integrated decisions with stakeholders to prioritize needs

SWOT Analysis: Threats to Success

- Training for end users
- Internal documentation and asset management plan
- Compliance to federal, state, and local guidelines



Independent Audit

Process

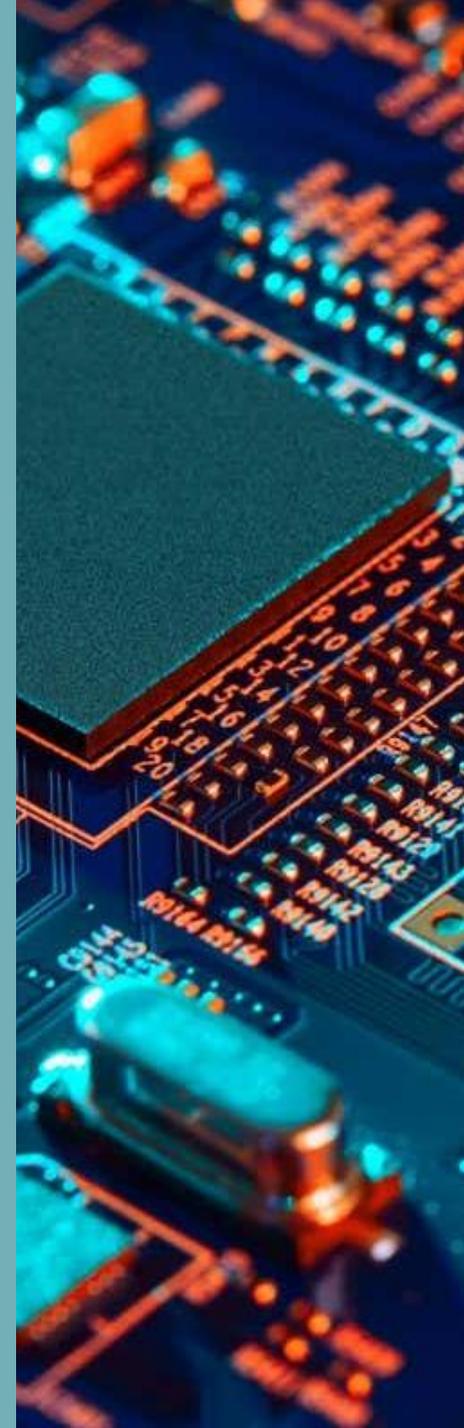
- Review of existing data and processes
- One-on-one interviews with District and Technology leaders
- Focus groups with Technology team members and parents
- Survey of campus leaders, library media specialists, and technology facilitators

Recommendations

- Implement flatline organization
- Enhance security and prioritize IT architecture
- Improve direct customer support
- Engage in proactive business operations
- Develop clear asset management plan
- Establish KPIs and quality metrics

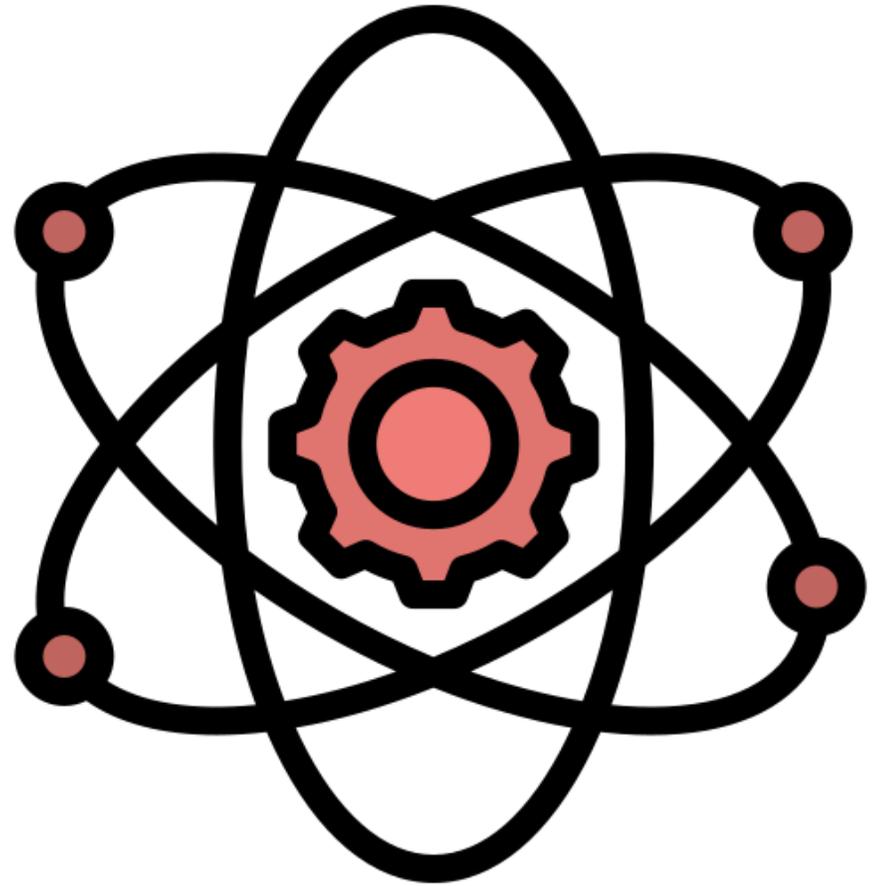
Strategic Redesign

Value Optimized Organization Structure

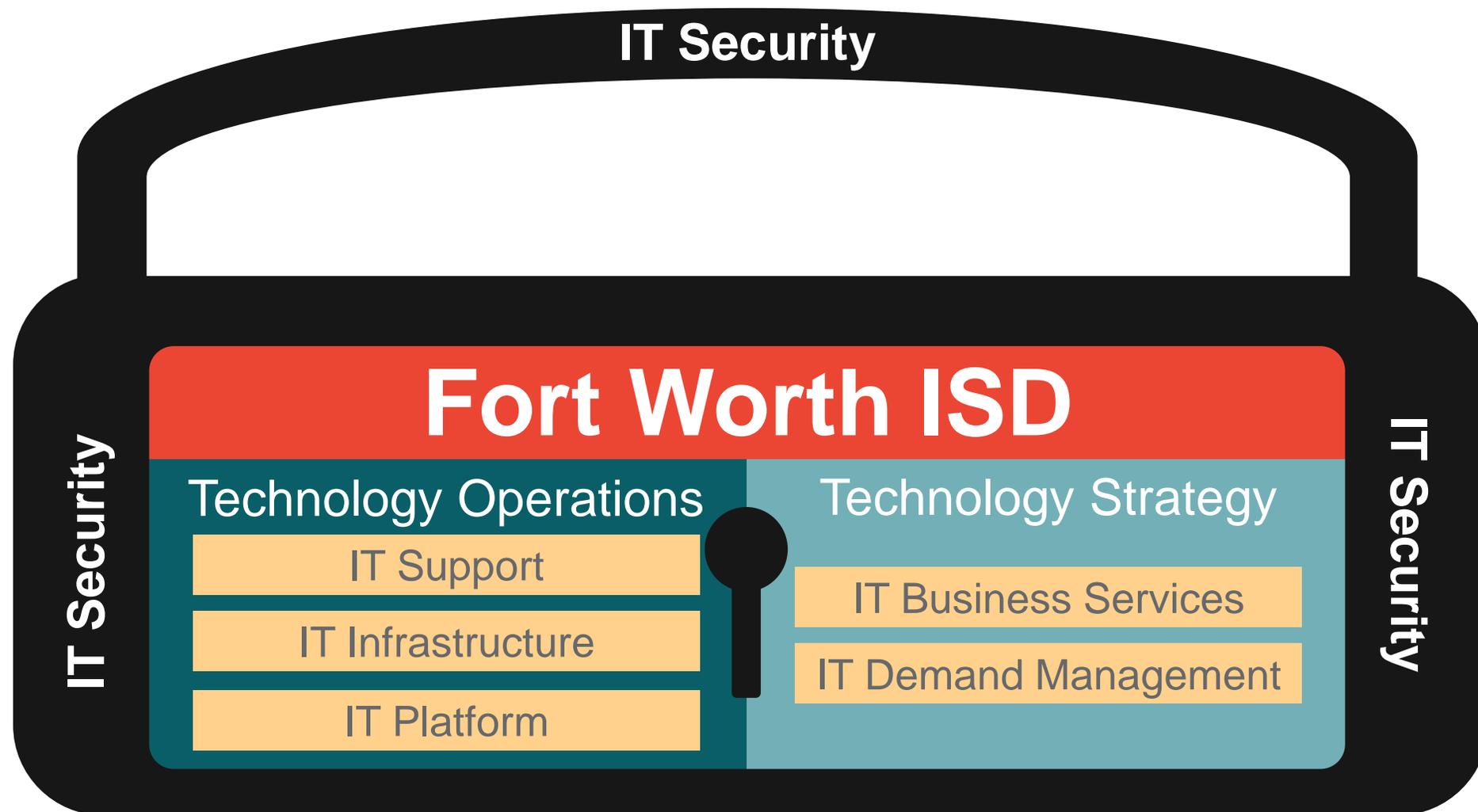


Core Principles

- Customer obsession
- Invent & simplify
- Earn trust
- Deliver results

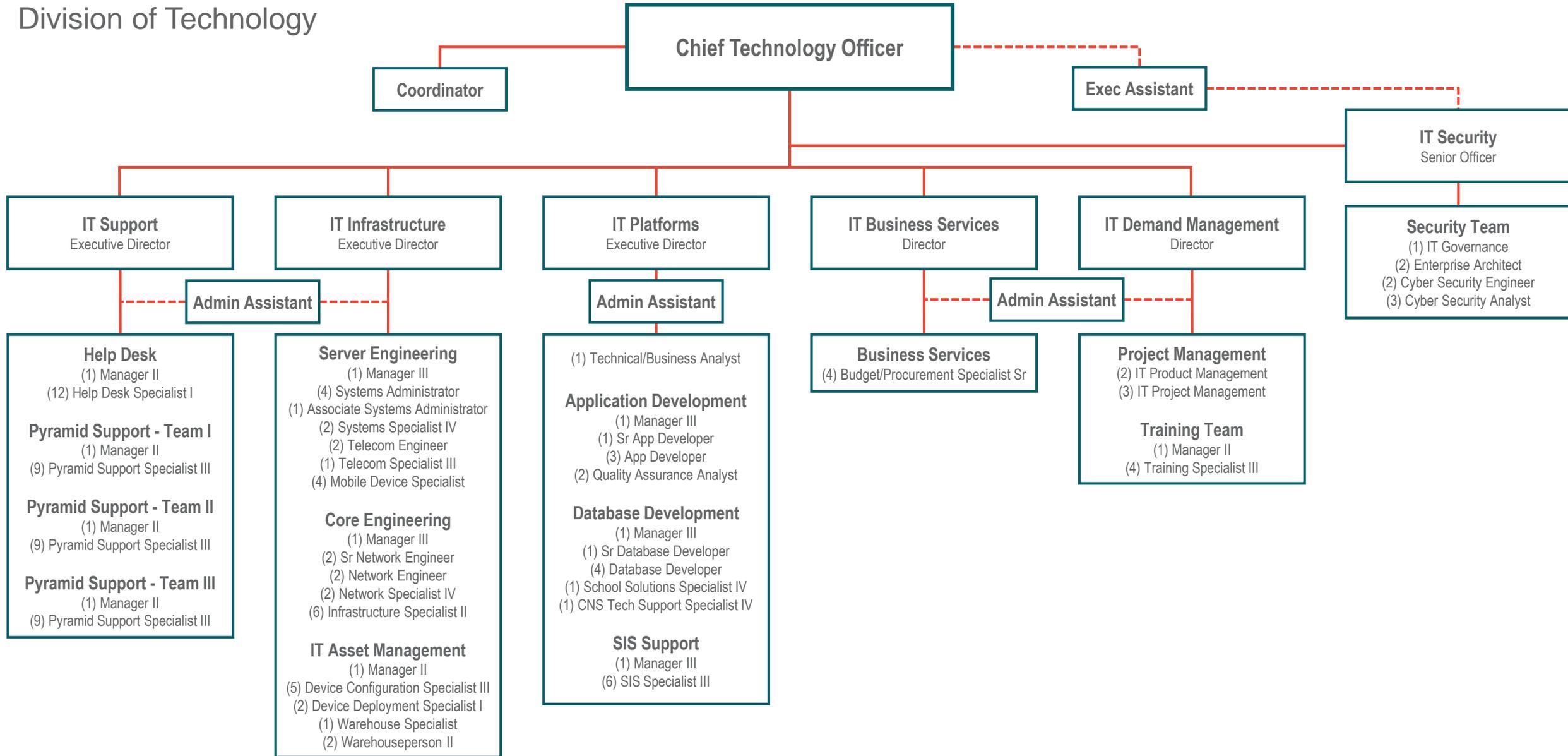


Value Optimized Organization Structure



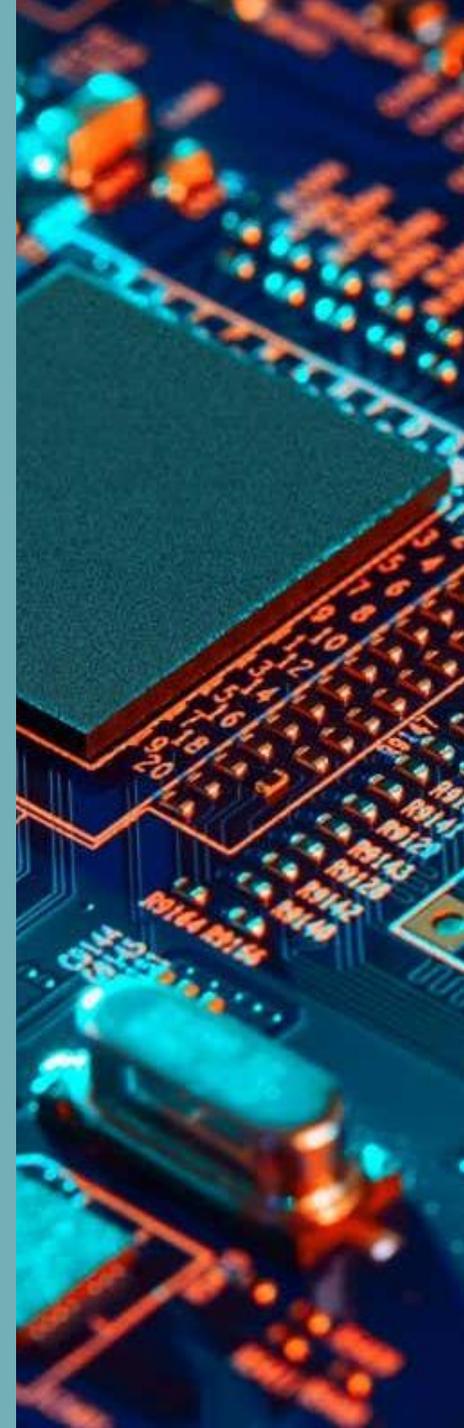
Organizational Chart

Division of Technology



Delivering Results

Forward Progress & Future Goals



Recent Achievements

- Enhanced security for user accounts and firewalls
- Redesigned organization structure, reducing operating expenses and increasing direct customer level support
- Defined job descriptions for all Technology positions
- Optimized software and services, saving over \$1.6 million this school year with no classroom impacts



Works in Progress

- Developing comprehensive strategic refresh plan for all devices
- Deploying private LTE to ensure equitable internet access for students
- Increasing security by utilizing National Institute of Standards & Technology (NIST) Cybersecurity Framework
- Optimizing budget and contracts for maximum savings and service impact
- Communicating proactively to stakeholders regarding updates and training opportunities

Setting Goals

- Strategic infrastructure modernization
- Reduce service ticket completion time
- Identify additional budget optimization opportunities
- On-demand technical training and skill development for all staff
- Define priorities through a collaborative steering committee of cross-functional District leaders



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