

PASADENA UNIFIED SCHOOL DISTRICT 2023-2024 DEPARTMENT PLAN

Department Name: Innovative Technology Services

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Department Purpose

What does the department do?

Ensure the reliable operation and availability of the District Network and Systems. Ensure the safety and security of the District Network and Systems. Provide technical support services for all school sites, staff, and students both on site and remotely. Maintain the district Student Information System and staff database to support the district's operational and informational needs. Provide accessible, reliable, information to facilitate decision-making and planning processes.

Department Services

What is a general list of services that your department provides?

Network Infrastructure

- Physical and wireless network
- Network security
- Content filtering
- Phone Systems
- Physical network cabling
- Surveillance systems

Systems Infrastructure

- Server infrastructure
- Systems security
- Collaboration systems
- Identity management
- Google workspace
- Application integrations

Helpdesk

- Service desk systems

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- Level 1 and 2 technical support
- Quotes for end user equipment
- Distribution of technical work orders
- Mobile device management

Field Site Technical Support

- Computer repair and maintenance
- School site support
- Curbside support
- Printer setups
- Application installation and configuration

Database Management Systems

- Operation of the student information system
- Tech support, coordination and training for the Student

Information System

- Support for the student data validation
- Provide data for reporting, and analysis.
- Set up students and staff data integrations
- Evaluate and improve data related procedures
- Evaluate compatibility of new applications
- Safeguard student and staff data accessibility
- Adopt and Implement state and federal student data mandates

Total Department Budget

What is your department's total budget?

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Prior Year Reflection

This section of the department plan reviews the intent of prior department plans and the successes/challenges encountered while implementing the planned actions. This portion of the plan summarizes key learnings that inform the planning for the current year.

Prior Year Intended Outcomes

What did your department plan set out to achieve during the prior year?

The ITS department set out to replace the aging staff computer devices and phones. These pieces are part of the district's basic classroom technology classroom. Staff devices in general were outdated with legacy operating systems.

Prior Year Achievement

Did the department achieve what it had outlined? How do you know?

ITS has deployed new staff computer devices and has replaced the staff phones.

Prior Year Successes, Challenges, and Learnings

What successes, challenges, and learnings should be highlighted from the prior year?

Replacing legacy devices has allowed us to use new software not previously supported. Some of the challenges were that some users found that their computers no longer supported software and hardware they previously used. An example of this would be that some of the printers they were using the classrooms did not have drivers compatible with modern operating systems. This led to some hardware being unusable. Some of this was expected however we learned that more could have been communicated out regarding legacy software and hardware. Some of the challenges are the result of computer equipment not being refreshed on a regular cycle.

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Current Year Priorities

This section of the department plan provides a summary of the identified needs that are prioritized for informing the department plan's actions for the current year.

Data and Information Used for Plan Development

What data did you consider when developing this plan?

Service desk system reporting data

Stakeholder Engagement/Input

What stakeholder engagement or information was used to inform this plan?

We look at staff and student written and verbal feedback.

Key Data Findings/Information for This Plan

Based on data analysis and stakeholder information, what key data findings are considered in the development of this plan?

There is large number of new challenges that is changing the way we provide support to staff and students

Current Plan Priorities

Based on the key data findings, what needs emerged from your Department's root cause analysis, and which of these needs are given priority for this planning cycle?

There is a major need to continue to develop systems that support a hybrid work and learning environment

Using technology to provide better physical security to our staff, students and community. We will also prioritize the continual implementation of the Basic Classroom Technology package.

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Current Year Planned Actions and Metrics

This section of the department plan provides a summary of the planned actions that address the identified priorities based on data analysis and stakeholder input. Metrics associated with monitoring and/or evaluating the effectiveness of the planned actions are summarized in this section.

What action could you take to address the identified needs of your department?

What would you be able to monitor throughout the year (quarterly or more than twice per year) to know that your actions are creating a change?

Theory Of Action

If we...	Implement a system that allows office staff to visually see guests wanting to enter the premises as well as provide two way communications.
then...	Increase security for staff, students and community
which will...	Front Door Entry System
If we...	Implement a system that will allow users to be verified using various databases
then...	Increase security for staff, students and community
which will...	Guest management system
If we...	Replace hotspot cameras at PHS and Muir
then...	Increase security for staff, students and community
which will...	Hotspot Camera Replacement
If we...	Provide mobile and flexible smart interactive panels for instructional areas
then...	Provide teachers and students with the next generation of classroom projection
which will...	Interactive Flat Panels

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If we...	Provide more access to printing solutions for teachers
then...	Provide access to printed material
which will...	Printers

If we...	Increase the number of FTE's to support the ever growing technology needs of the district.
then...	To decrease the time needed to repair devices
which will...	Technician Staffing Increase

If we...	Provide access to voice amplification systems
then...	Provide students with equitable access to hear instruction
which will...	Voice amplification

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Priority 1: Front Door Entry System

[Action 1]

Implement a system that allows office staff to visually see guests wanting to enter the premises as well as provide two way communications.

Metrics

- a. Project timeline and tasks

Priority 2: Guest management system

[Action 1]

Implement a system that will allow users to be verified using various databases

Metrics

- a. Project timeline and tasks

Priority 3: Hotspot Camera Replacement

[Action 1]

Replace hotspot cameras at PHS and Muir

Metrics

- a. Project timeline and tasks

Priority 4: Interactive Flat Panels

[Action 1]

Provide mobile and flexible smart interactive panels for instructional areas

Metrics

- a. Project timeline and tasks

Priority 5: Printers

[Action 1]

Provide more access to printing solutions for teachers

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Metrics

- a. Project timeline and tasks

Priority 6: Technician Staffing Increase

[Action 1]

Increase the number of FTE's to support the ever growing technology needs of the district.

Metrics

- a. Recruitment levels

Priority 7: Voice amplification

[Action 1]

Provide access to voice amplification systems

Metrics

- a. Project timeline and tasks