

IT SERVICES

BOARD PRESENTATION
AUGUST 19th 2026



WHO WE ARE



SIMONE LLORENS

ADMIN ASSISTANT



JAIME SALINAS

SERVICE DESK



GEORGE HEMBREE

OPERATIONS SERVICES



TIM DAVIS

APPLICATIONS



JOHN KRACHT

INFORMATION
SECURITY



TANEEKA HENDERSON

PROJECT MANAGEMENT
OFFICE (PMO)

THE IT SERVICES TEAM

LEFT TO RIGHT FRONT ROW:

Srivani Erukulla, Monica Garcia,
Simone Llorens, Taneeka Henderson

LEFT TO RIGHT SECOND ROW:

Sonho Dao, Anthony Ortega, George
Hembree, Syed Ali, Jonathan Euceda,
Teeya Davis

LEFT TO RIGHT THIRD ROW:

Sharon Liu, Danielle Clark, Cathy
Oropeza, Jaime Salinas, Jonathan
Murillo, Hicham Al-Hazbari, Andre
Jumonville, Richard Sanchez,
Raechel Mozer

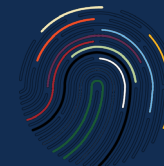
LEFT TO RIGHT FOURTH ROW:

Chris Hoesel, Robert Bell, Tim Davis,
John Kracht, Shiraz Siddiqi, Dustin
Lognion, Marcial Chavez, Christian
Munguia (Not pictured)



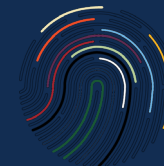
SERVICES AND PRODUCTS PROVIDED

- **IDENTITY MANAGEMENT:**
 - UserID's, Email Accounts, Permissions, and Role-Based Security Access Controls
- **IT ASSET MANAGEMENT:**
 - This year, IT Services brings asset lifecycle management via modern platforms and methods
- **LOCAL, WIDE-AREA, AND METRO-AREA NETWORKS**
 - Provide near real-time high bandwidth internet and data access services
- **FACILITY AND EVENT A/V SUPPORT:**
 - Audio-visual presentation, event, conference, and streaming support services
- **APPLICATION DEVELOPMENT AND SUPPORT:**
 - Building and integrating in-house as well as off the shelf applications, reports, and data structuring
- **DEDICATED ERP AND BUSINESS TECHNOLOGY FUNCTIONS SUPPORT:**
 - Business technology support maintaining, updating, and facilitating the function of the Enterprise Resource Planning Platform



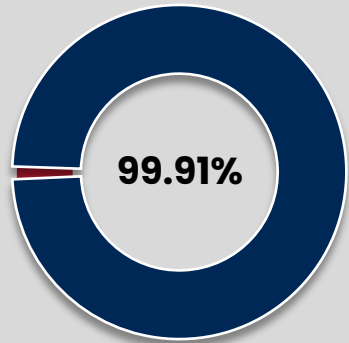
SERVICES AND PRODUCTS PROVIDED

- **DEDICATED LEARNING MANAGEMENT SYSTEM (LMS) SUPPORT:**
 - Support, build, and maintain the digital Learning Management System and provide guidance on content management
- **IN-HOUSE TECHNOLOGY TRAINING:**
 - Provide curated, subject matter expert end user training and original tech training content production
- **DEDICATED SERVICEDESK:**
 - Offering deskside, phone, Endpoint Management, and remote helpdesk support services
- **INFORMATION SECURITY:**
 - Managed by a dedicated InfoSec Officer in charge of data governance, intrusion prevention, data security, compliance, and AI tool development and safety
- **PROJECT MANAGEMENT OFFICE:**
 - Structured IT Project Management and Process Improvement using formalized PMI processes

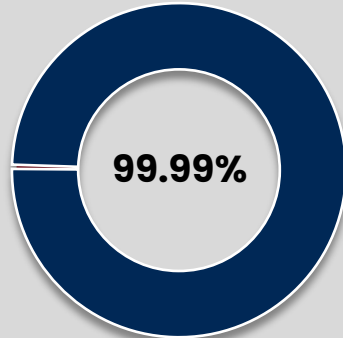


DATA HIGHLIGHTS

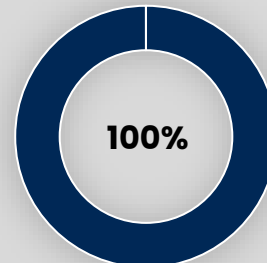
SERVICES OVERALL AVAILABILITY (OPERATIONS AND INFRASTRUCTURE)



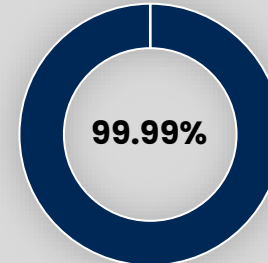
**OVERALL
UPTIME
2025**



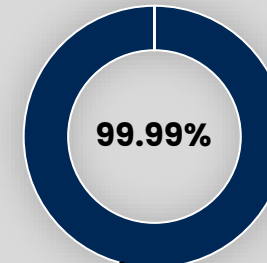
**OVERALL
UPTIME
2026**



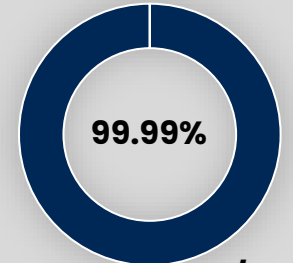
INTERNET/VPN



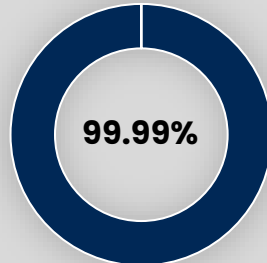
FIREWALL



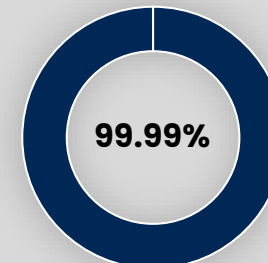
IP/MGMT



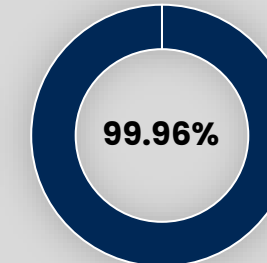
PHONE SYSTEM/PBX



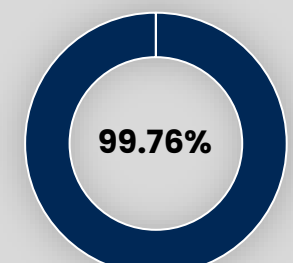
**DATACENTER
POWER/UPS**



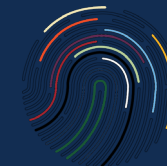
**DATACENTER
NETWORK-IRV**



**DATACENTER
NETWORK-NPO**

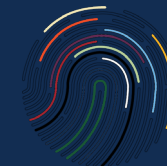
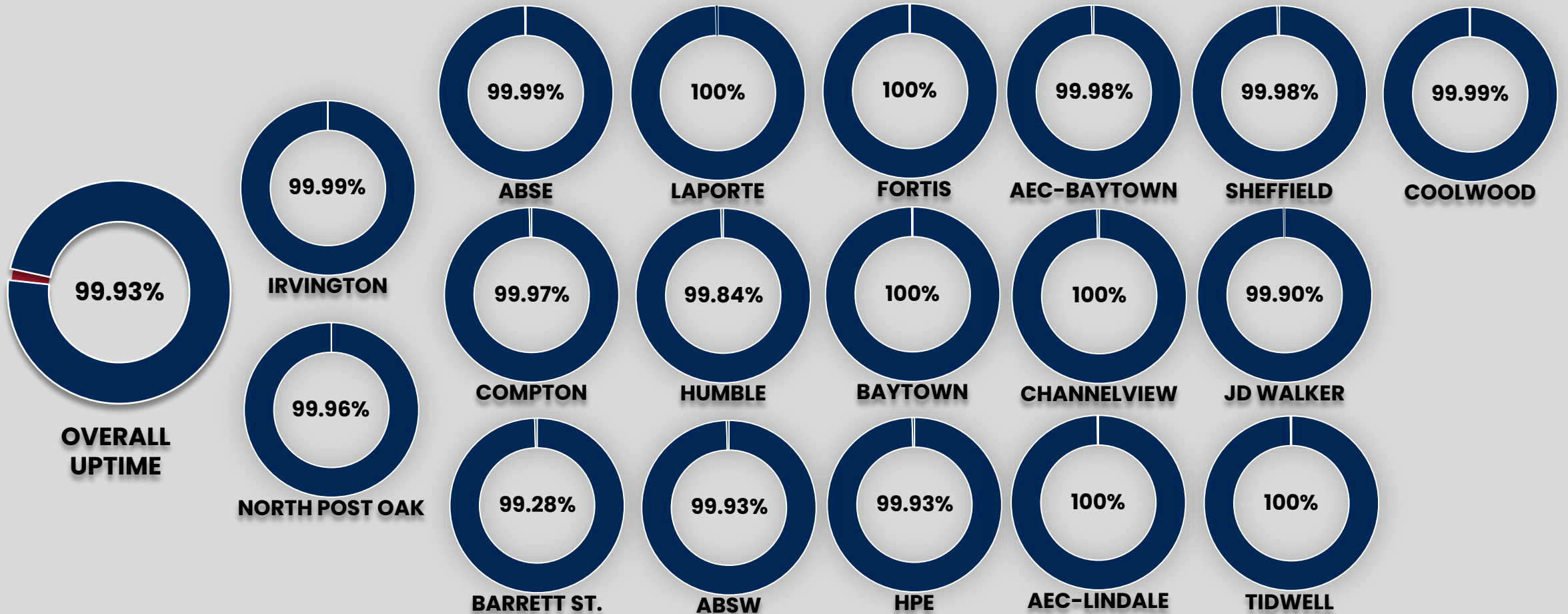


**ERP CLUSTER
(EFINANCE PLUS)**



DATA HIGHLIGHTS

SITE OVERALL NETWORK UPTIME



DATA HIGHLIGHTS

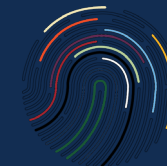
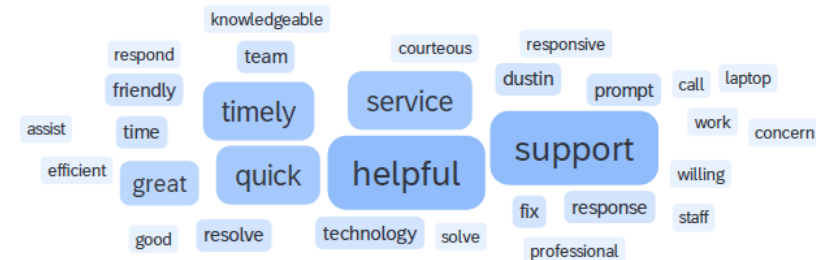
CLIENT SATISFACTION SURVEY

Technology Support Services Client Satisfaction Results

Overall Satisfaction 569



Most liked about Technology Support Services



DATA HIGHLIGHTS

INTERNAL POLLING UPON TICKET RESOLUTION (SERVICEDESK)

 **99.3%**
happy

 **0.7%**
neutral

 **0%**
unhappy

610 responses received

Employee Satisfaction - Trend

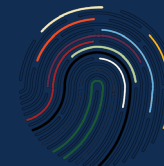
Group By : By Month ▾



TICKETS LAST 365 DAYS
5867

RESPONSES RECEIVED
LAST 365 DAYS
610

TICKETS RESOLVED ON
FIRST CONTACT
(NO FURTHER
ESCALATION)
92%

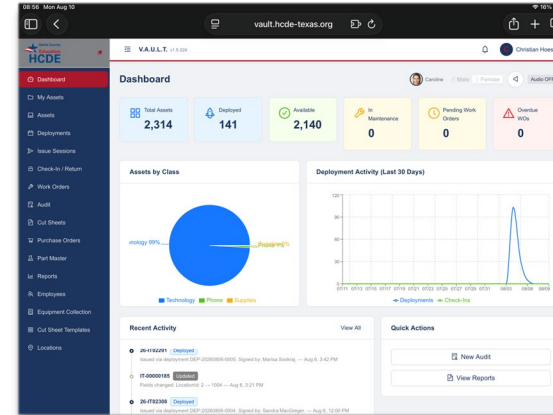


KEY HIGHLIGHTS

- **TECHNOLOGY REFRESH (PROJECT C.L.E.A.R.)**
 - Secured an allocation of new hardware at 2025 pricing prior to the memory and storage chip shortages
 - Developed and implemented game-changing systems to increase efficiency and improve process
 - Implemented advanced asset management system to continuously track and audit fixed assets
 - Deployment companion application developed entirely in-house to facilitate chain of custody, asset management, scheduling, and transfers
- **AI GOVERNANCE AND SAFEGUARDS**
 - Provide training, guidance, and recommendations pertaining to gen-AI usage and implementation
 - Research solutions and provide roadmap for eventual on-premise and on-device AI solutions
- **HR DIGITIZATION: ONBOARDING AND OFFBOARDING PROCESS IMPROVEMENT:**
 - Extensive collaboration with Human Resources team to facilitate and refine the onboarding process
 - Implementing more automation and smart workflows
- **DOCUMENTATION AND PROCESS MAPPING CULTURE**
 - Foster a cross-division culture of process mapping, knowledge transfer, and documentation refinement
 - Implement enterprise version of Scribe to build a repository of institutional knowledge and experience
 - Multiple divisions contributing in a secure yet accessible manner



FIRST C.L.E.A.R. DEPLOYMENT



Equipment Checklist

Item	Type	Asset Tag / Serial	Status	Time
Pro Flat Laptop	Checked		Not Assigned	Aug 10, 2026 9:00 AM
P165 Gen1 Type 217W Laptop	Checked		Not Assigned	Aug 10, 2026 9:02 AM

Recipient Signature

John Doe



Recipient Signature

Please have the recipient sign below to acknowledge receipt of equipment.

John Doe

Clear Cancel Confirm & Complete

DEPLOYMENT RECEIPT

Deployment #: DEP-20260810-0001 | Date: August 10, 2026

Technician: Christian Hoessel
Recipient: Christian Hoessel
Location: 2nd Floor

Status: Completed
Signed by: John Doe

#	Asset Tag	Serial #	Description	Status
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CHAIN OF CUSTODY

This document certifies the transfer of custody of the above listed equipment from the issuing technician to the designated recipient. The technician confirms the equipment was in the described condition at time of transfer. The recipient acknowledges receipt and accepts custody of all items.

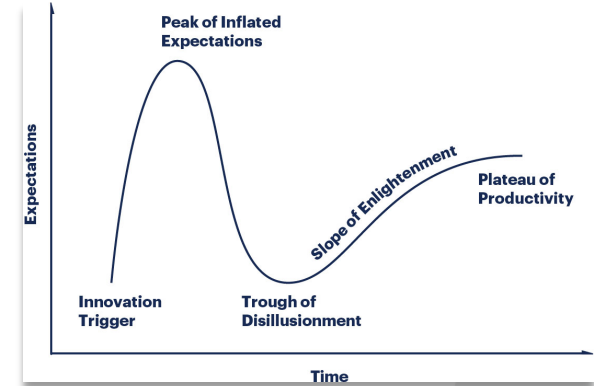
RECIPIENT SIGNATURE

John Doe

DATE SIGNED

08/10/2026

TRENDS



- **GENERATIVE AI AND LARGE LANGUAGE MODELS:**

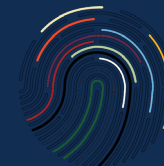
- The industry is struggling to find profitability and ROI
- Latest models present a danger to organizations if deployed hastily and without guardrails
- Frontier models are often prohibitively expensive to deploy therefore open-source, localized inference installations are the way to go for smaller public sector organizations and school districts
- AI-assisted coding can be used by experienced engineers as a force-multiplier so long as resulting product is verified

- **LOWER CLOUD RELIANCE:**

- Where able and feasible, districts look towards reducing their cloud footprint and finding ways around subscription pricing models that rely on continuous (and increasing) funding levels.
- Finding ways to repatriate some data to on-premise datacenters or home-grown solutions becomes more and more feasible and preferable.

- **PROCESS AND DOCUMENTATION REFINEMENTS**

- Focusing on improving or refining existing processes and documentation



QUESTIONS?

