2026 - 2027

Educational Technology

INFORMATION GUIDE

DALLAS INDEPENDENT SCHOOL DISTRICT

Educational Technology

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MISSION

Dallas ISD Educational Technology Division is committed to providing efficient and effective educational technologies that enable innovation and enhance the student learning experience with a focus on simplicity, security, scalability, and excellent customer support.

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WHAT DO WE DO?

Bond & E-Rate

Maintain compliance of Bond & E-Rate purchases and assets.

Business

Facilitate budget management and required board spending authority throughout the year for the EdTech organization.

Contract Management

Manage and maintain vendor contracts for all requisitions in the EdTech organization.

Fulfillment

Distribution center and asset recovery team of Dallas ISD fulfilling and delivering devices, parts and peripherals to all campuses and central offices districtwide, in addition to recovering lost and stolen devices.

Telecommunications Billing

Maintain districtwide telecommunications including networks, mobility and plain old telephone lines.

WHO DO WE SERVE?

Bond & E-Rate

District staff who utilizes Bond & E-Rate funds for the benefit of staff and students.

Business

Liaison between the EdTech department and other district departments for processing documents required such as, Legal, Finance, Procurement, Audit, Board Services, Bond Construction and Risk Management.

Contract Management

EdTech department staff and vendors with the required documentation for each purchase.

Fulfillment

Dallas ISD employees and students.

Telecommunications Billing

All campuses, departments, and organizations throughout the District.

Business Services

WHAT SERVICES DO WE PROVIDE?

Bond & E-Rate

Bond funding review and reporting, budget management, requisition entry, invoice review and processing, coordination with EdTech Operations and other technology Bond projects, E-Rate annual training and compliance monitoring, and responses to audits and board inquiries.

Business

Annual EdTech budgets development and maintenance, RFP processing, Board document development, MWBE and Legal requirements, business audit responses, and policy/procedure documentation assist EdTech daily operations.

Contract Management

Vendor contracts for purchases and future renewals and RFP processing.

Fulfillment

Distributing and recovering all district devices assigned to staff and students, and providing available parts and peripherals to assist with daily instructional needs.

Telecommunications Billing

Billing for mobility, voice/data, internet, connection circuitry and fiber cabling.

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Enterprise Applications

WHAT DO WE DO?

Data Analytics

Offer custom data application and visualization support that extend the data from our Student Information and Employee Relationship systems.

Oracle Systems

Provide technical solutions to support and sustain the business processes and needs of our customers using the Finance, Human Resources, Payroll, Procurement and customer Application Express (APEX) applications

ServiceNow Application

Manage and monitor user incidents and catalog requests related to Educational Technology Services and work orders for Maintenance and Facility Services.

Specialized Data Management Support (SDMS)

Support the Special Education Department (SPED), campus teachers, other related positions, and all programs under the SPED umbrella.

State Reporting

Train, monitor, and assist with all student and staff data entry, collection and reporting to TEA or the Federal Government.

Student Applications

Support the Student Information System including systems that are linked to or fed by the SIS, and systems that import data into the SIS.

WHO DO WE SERVE?

Data Analytics

All staff, students and teachers with a focus on student suscess outcomes.

Oracle Systems

Contractors, district staff and vendors.

ServiceNow Application

Contractors, district parents, staff and students.

Specialized Data Management Support (SDMS)

Special education designated staff and departments district wide.

State Reporting

All campuses, departments and organizations throughout the district.

Student Applications

Districtwide staff and departments for student related needs.

Enterprise Applications

WHAT SERVICES DO WE PROVIDE?

Data Analytics

Custom data applications and dashboards utilizing Oracle, Salesforce, PowerBI and Tableau.

Oracle Systems

Application development, support and maintenance to fulfill specific business needs related to the Oracle EBS and Custom APEX applications.

ServiceNow Application

The capability to create and monitor incidents, make requests, access a self-service knowledge base of Educational Technology related services and submit work orders for Maintenance and Facility Services.

Specialized Data Management Support (SDMS)

Student coding support and staff training in areas such as Section 504, Dyslexia, Special Education, and Maintenance and Development within EdPlan.

State Reporting

Training and support for student and staff coding across in all reportable areas including demographics, enrollment, scheduling, attendance, discipline, special programs, districtwide finance and human resources data, etc.

Student Applications

Full support and development, in collaboration with vendors or district departments, for student applications such as PowerSchool, Clever, Computer Logic, etc., including maintenance, application updates, software fixes and support for additional downstream systems.

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Enterprise Architecture and Operations

WHAT DO WE DO?

Architect

Design, implement and manage the technology infrastructure that empowers teaching and learning across the complex Dallas ISD school district.

Cloud Systems

Implement and manage the Dallas ISD cloud infrastructure, SaaS solutions, and identity management systems that enable seamless access and collaboration for everyone in our educational community.

Network

Support all parts of the network at campuses, administrative and athletic facilities throughout the district.

Projects

Support Construction Services and Maintenance and Facilities with network connectivity on new builds, renovations, and customer projects in and around the school district.

Wireless

Supply and support all wireless connectivity at campuses, administrative and athletic facilities throughout the district.

WHO DO WE SERVE?

Architect

All district staff, teachers, students, parents and visitors districtwide.

Cloud Systems

All staff, students and teachers districtwide.

Network

All campuses, departments, and organizations districtwide.

Projects

All campuses and administrative building districtwide.

Wireless

All district staff, teachers, students, parents and visitors districtwide.

WHAT SERVICES DO WE PROVIDE?

Architect

Architecture and design of the identity solution, the Microsoft and Google enterprise platforms, the districtwide area network, and the wired and wireless school infrastructure.

Cloud Systems

Microsoft Exchange Access and Support, Google Workspace, iCloud Access and Support, Device Management and software deployment.

Network

All internet access through wired and wireless connections and full voice and data services.

Projects

Technology consulting and recommendations on technical and electrical design, project management at district sites, creating communication channels for all departments within the EdTech division.

Wireless

Wireless connectivity throughout the district.

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Enterprise Support Services

WHAT DO WE DO?

Client Support

Offers comprehensive technical assistance including troubleshooting for all devices, limited service repairs, support for connectivity issues, and password reset assistance.

Customer Experience

Provide answers or resources to employees, students, and community members who need support regarding Dallas ISD systems or applications.

WHO DO WE SERVE?

Client Support

District employees, district contractors, students and community members.

Customer Experience

Dallas ISD employees, parents, students and community members.

WHAT SERVICES DO WE PROVIDE?

Client Support

Identifying, investigating and resolving any technical issues that customers my encounter with district-issued devices or software; including proving assistance with hardware malfunctions, software glitches and other technical challenges that may arise.

Customer Experience

Responsible for providing services to Dallas ISD employees, such as technical assistance or troubleshooting via the Help Desk, training on district applications such as PowerSchool, Oracle, SchoolMint and ServiceNow supported by our Application Training and Support team, and aid regarding our Digital Display boards.

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Information Security

WHAT DO WE DO?

Security Architecture

Integrate cybersecurity technology and process within the district to govern and protect data, endpoints, and applications.

Privacy & Compliance

Drive regulatory and framework compliance with entities that use, transmit, or store data owned by district.

Security

Monitor and detect from emerging threats to the district's technology infrastructure and data stored within the enterprise.

WHO DO WE SERVE?

Security Architecture

All district staff and students.

Privacy & Compliance

All district staff and students.

Security

All district staff and students.

WHAT SERVICES DO WE PROVIDE?

Security Architecture

Cloud Security Posture Management (CSPM), Data Loss/Leakage Prevention (DLP), Vulnerability Scanning, Phishing Simulation, Privileged Endpoint Management (PEM)

Privacy & Compliance

IT Data Sharing Agreements (DSA), Third Party Risk Management, Security Awareness Training

Security

Endpoint Detection and Response, Web Filtering, Security Information and Event Management, Threat Intelligence, Incident Response