



# *CIO Round Table*

## *Transforming IT in K-12 Education*

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# Challenges and Obstacles

- Statutory changes impact priorities / funding (HB 7069)
- Drive-by media / Social Media
- Education delivery methods and options expanding
- Budget constraints are increasing dependency on IT automation
- Complexity of IT constantly increases
- Information security access controls requirements
- Hard to retain highly qualified IT staff
- Public records demands on staff
- Surveys and Data Interpretations

# Addressing Technology Changes

- Cloud Based Offerings:
  - Infrastructure as a Service (IAAS)
  - Applications as a Service (AAAS)
  - Software as a Service (SAAS)
- Microsoft Office 365 for Education
- Security :
  - Phishing and Ransomware
  - School District ISAC (Information Sharing and Analysis Center): Orange County Public Schools Initiating the Effort
- IT Requirements Growing , IT is responsible for online assessments, classroom access, multiple operating systems, web, multiple databases & languages, information security , analytics, teacher, student, parent & public access, anyone, anywhere, anytime as required on wireless PCs, PDAs, iPods and smart phones.
- Bandwidth / Wireless Capacity
- Online Assessments Requirements
- Bring Your Own Device (BYOD) Initiatives
- Mobile Devices / Anywhere Computing / Learning

# Goals and Objectives

- Timely Communications
  - Internal / External / Between Districts
- Shared Resources / Templates
- Align Costs with Comparable Districts
  - Measuring network & application performance using key performance indicators from Council of Great City Schools & State Surveys.
- Economics of Scale between District Purchasing Power
- Seek Independent Reviews
  - Financial and Performance Audits
- Require Projects to Show Return on Investment (ROI) and Methodology to Achieve the Return.
- Compliance
  - Audits, Software Licenses
- One version of the truth...

# School District ISAC (Information Sharing and Analysis Center)

## • **Contacted about ISAC:**

- David Overton (Initiator), Orange County Public Schools
- Todd Alexander, Sarasota County Public Schools
- Patrick Fletcher, School District of Manatee County
- Mark Wilson, Hillsborough County School District

# Key Organization Structure

- The CIO needs to be a direct report to the Superintendent to foster direct communications of technology issues and benefits district-wide.
- Ensure IT has a dedicated and empowered Project Management Office.
- Ensure IT has a management position clearly defined and responsible for software systems development and maintenance.
- Ensure IT has a management position clearly defined and responsible for enterprise systems, applications, and data architecture, to avoid fragmented system design, inconsistent data definitions, duplication of effort, and inefficiencies.
- Review and ensure organizational charts reflect the actual organizational structure and job responsibilities related to job titles.
- The district's organization charts need to clearly show reporting relationships and accountability.

# Staff Development

- Establish a career ladder plan to help IT staff map out their goals and the path to achieving them.
- Maintain a technology competency matrix for personnel of the IT department and school based technology support personnel.
- Align technology competencies with job roles and responsibilities.
- Establish a comprehensive staff development plan for personnel of the IT department and school based technology support personnel.
- Utilize cross-training to mitigate the risks associated with “one-deep” area expertise.
- Monitor to ensure free product training and related technical briefings available from vendors are maximized by IT.
  - *Free IT Training FEDVTE recommended by Osceola County*

# Continuous Process Improvement

