

FIRST YEAR OBSERVATIONS

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You're not in Kansas anymore...



Career





Next stop – ????



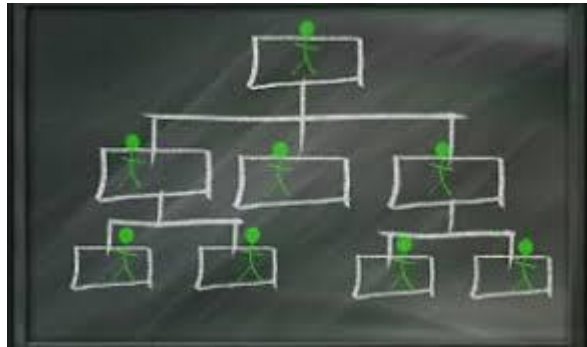
March 2020						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Monday, Mar 23rd 2020



- People
- Process
- Technology

People

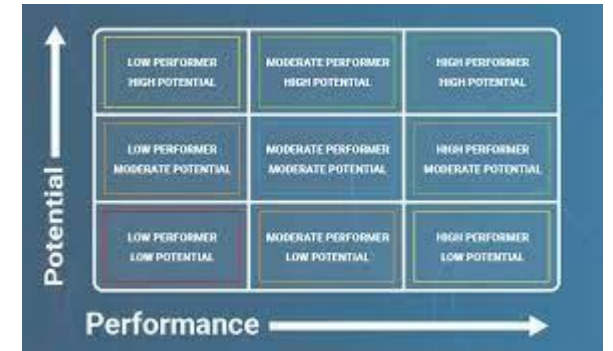


Ground rules

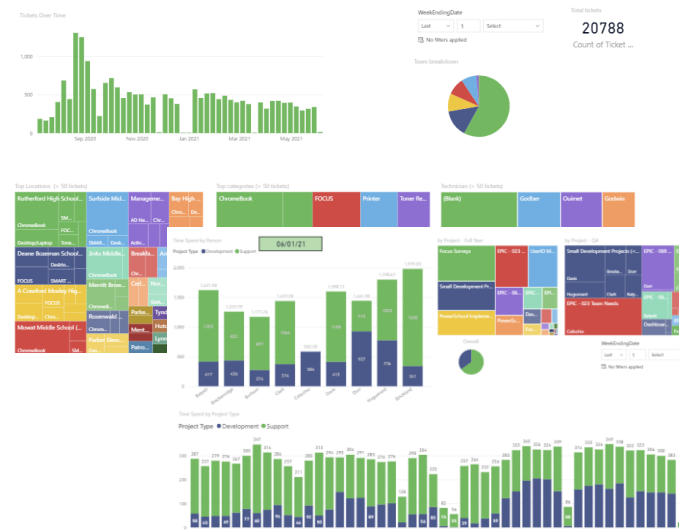
- Be respectful
- I have your back, always
- Little things mean big things
- We are adults
- Staff work matters
- Be where you are supposed to be
- Do what you say you will do
- Look out for each other
- Sense of urgency
- Ask 'why?' 5 times
- Don't do dumb things to hurt your career

Scantlin things

- Life / Work balance
- Open door
- Moral high ground
- Available nearly all the time
- Hiring



Step	Project Initiation	Project Executive	Project Manager	Business Analyst	Technical Architect	Application Developers
1	Task 1	C	I/R	C	I	I
2	Task 2	A	I	R	C	I
3	Task 3	A	I	R	C	I
4	Task 4	C	A	I	R	I



- Ground rules
- Reorganization
- New job descriptions
- RACI matrix
- Time tracking
- Metrics / KPIs
- 1x1s | townhalls | skip level
- Calibration

Process

CORE VALUES



Great People

Our staff represents our department to the district. MIS staff are encouraged to grow professionally and to see success daily.



Excellent Customer Service

Customer interactions should be informative, quick, and friendly. Collaboration is key!



Solutions That Matter

Strive for solutions that fix whole systems, not just break fixes. Seek out innovative solutions.



Stable Systems

Our end goal is to serve students. To do this, our systems and applications must remain secure and functional at all times.



Customer Advocate

Basic expectations

- Customer satisfaction -- #1 objective
- Primary contact for all MIS requests (helpdesk - break fixes)
 - Understand the problem
 - Understand the customer's expectations of deadlines/urgency
- Report the problem and request back to MIS
- Fill in as many blanks coming from MIS Q&A
 - Estimate for complexity
 - Estimate for size - T-Shirt size (XL, L, M, S)
- If required, facilitate further MIS / Customer interactions
- Regularly attend their staff / project meetings
- Provide estimate to them, <iframe???>
- Vigorously represent your customer inside of MIS
- Regular project status meeting

Customer expectations

- Contact you as soon as possible in the request life
- Setting priorities

APPENDIX B: Project Narratives

Introduction

This section briefly describes the status of each of the ten Pilot Projects and the approaches that each of the Pilot Projects use to improve efficiency and reduce the time frame of the project development process while ensuring compliance with environmental laws, regulations, and guidelines. It also discusses current expectations of the Pilot Project participants to improve the project development process. Individual Pilot Project profiles are included in Appendix B. The individual Pilot Project profiles discuss:

- The problem that the project was intended to address.
- The environmental permits and approvals, if any, which are being addressed by the project.
- Unique approaches or processes that are being used to achieve environmental stewardship in the transportation planning and project development process.
- The goals or objectives of the sponsor for the project.
- How the sponsor intend to measure and evaluate success or failure.
- Agencies or stakeholders that were involved in developing the Pilot Project.
- Steps being taken to ensure appropriate communication, coordination, and cooperation among the stakeholders.
- The public participation process that was used in the project.
- The schedule of key activities.

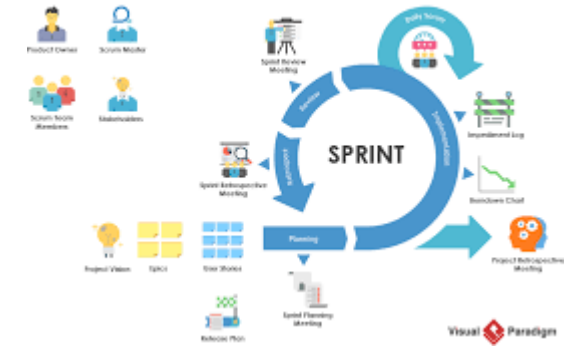
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Quarterly Budget Analysis

Budget Item	FY18 Budget			FY19 Budget		
	Budget	Actual	Variance	Budget	Actual	Variance
Personnel	1,200,000	1,200,000	0	1,200,000	1,200,000	0
Travel	50,000	50,000	0	50,000	50,000	0
Materials	100,000	100,000	0	100,000	100,000	0
Utilities	200,000	200,000	0	200,000	200,000	0
Telephone	50,000	50,000	0	50,000	50,000	0
Printing	100,000	100,000	0	100,000	100,000	0
Contractual Services	500,000	500,000	0	500,000	500,000	0
Information Systems	1,000,000	1,000,000	0	1,000,000	1,000,000	0
Capital Equipment	100,000	100,000	0	100,000	100,000	0
Debt Service	500,000	500,000	0	500,000	500,000	0
Interest	200,000	200,000	0	200,000	200,000	0
Other	100,000	100,000	0	100,000	100,000	0
Total	3,750,000	3,750,000	0	3,750,000	3,750,000	0

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Jan												
Feb												
Mar												
Apr												
May												
Jun												
Jul												
Aug												
Sept												
Oct												
Nov												
Dec												

The Agile - Scrum Framework



- Strategy
- Customer Advocates
- Agile framework
- New software review process
- Monthly calendar
- Quarterly spend review
- Quarterly narratives

Technology



- Cloud strategy / migrations
- Data warehouse build out
- Power BI
- Security changes
- Strategic partnerships
- Buy versus build

Wins

- Customer engagement / satisfaction
- Budget savings
- Agile / scrum methodology
- Narratives
- Superintendent app
- Dashboards ... lots
- Technology refresh
- Security upgrades
- Cloud migrations
- Data warehouse

Questions

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