



## MASTER PLAN

# Technology Systems & Operations

SLT MEMBER: Edward Hinline, Director, Business Applications

SUPERVISOR OF PLAN: Angela Coluzzi, Director, Network Integration

CONTACT: Rosemary Hobbs

COURSE GROUP #: 10456246

DEPARTMENT(S): Information & Technology, Network Integration

SBBC has one of the nation's largest technology-rich networks. SBBC's network infrastructure has expanded in recent years to touch every school and classroom in an effort to prepare students for the challenges of the 21<sup>st</sup> century. In keeping with this tradition, implementations are generally District-wide and according to a Standard. Technology Systems & Operations training is geared toward training the support staff to maintain their sites according to these standards but to also assist them in becoming self-sufficient. I & T's mission is to proactively provide current, sustainable and resilient information technology needed to facilitate high quality instruction, continuous improvement and effective communications across the District.

Additionally in accordance with security policies and procedures I & T requires that technology-based roles are identified by site-based administrators in SAP. For some classes participants must be designated in Corporate Functions prior to attending training to receive administrative access to the systems. Training prepares the designee to maintain the systems deployed at their site and to assist staff and students with the technology to increase student achievement as well as improve job performance.

Additional technology classes are offered for those who are not in a designated role but want to improve technology skills thereby enhancing their job performance or increasing their earning capacity. These include basic operating systems as well as trouble-shooting tools and techniques. I & T's vision is to utilize technology to enable learning for all – any time, any place.

## 1. INDIVIDUAL – Site Management & Operations

**1.1. DESIRED OUTCOME:** Participant maintains site’s technology systems utilizing the technology support tools in accordance with the District’s Standards, policies, and procedures. These tools include, but are not limited to, MarkVision, DeployStudio, Symantec Ghost/Imaging, etc.

LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1
<p>Consistently implements the District Standards, policies, and procedures.</p> <p>Has built self-capacity to support their site without assistance from District staff.</p> <p>Continues to participate in trainings and attend monthly TLC meetings to show continuous improvement in accordance with Information &amp; Technology (I&amp;T) Strategic Plan.</p>	<p>Demonstrates a use of some of the available tools but does not utilize others.</p> <p>Continues to participate in trainings as tools are introduced and updated.</p> <p>Attends monthly TLC meetings to learn of technology updates and changes in practices.</p> <p>Still relies on the I &amp; T Staff for assistance.</p>	<p>Participates in trainings to become familiar with the technology tools available</p> <p>Is minimally aware of available tools to maintain systems deployed at their site.</p>	<p>New to District or technology support role and has no knowledge of available tools and the District’s policies and procedures.</p>

## 2. INDIVIDUAL – Corporate Function Assignments

**2.1 DESIRED OUTCOME:** Participant utilizes the technology support tools provided by the District to maintain the systems at their site based on their assigned roles. These tools include, but are not limited to, LANDesk Administrator, Parentlink Administrator, CAB Conference Controller, Web Designee, etc.

LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1
<p>Demonstrates a proficient use of support tools to keep site technology functioning to enhance student achievement.</p> <p>Has built self-capacity to support their site without assistance from District staff.</p> <p>Continues to participate in trainings and attend monthly TLC meetings to show continuous improvement in accordance with Information &amp; Technology (I&amp;T) Strategic Plan.</p>	<p>Demonstrates use of some of the available tools but does not utilize others.</p> <p>Continues to participate in trainings as tools are introduced and updated.</p> <p>Attends monthly TLC meetings to learn of technology updates and changes in</p>	<p>Participates in trainings to become familiar with the technology tools available</p> <p>Is minimally aware of available tools to maintain systems deployed at their site.</p>	<p>Is unaware of technology tools available.</p> <p>Does not utilize available tools to provide technical support to staff and students.</p> <p>Has not attended training thus preventing access to systems based on security guidelines.</p>

### 3. INDIVIDUAL – Server Support Designee

**3.1 DESIRED OUTCOME:** Participant attends District server training to continuously improve LAN administrator skills. Server support includes Windows, Apple, and FileMaker Pro Database servers.

LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1
<p>Demonstrates an understanding of how to perform server setup and maintenance procedures.</p> <p>Consistently provides technical assistance to staff and students thereby building self-capacity to support their site without assistance from District staff.</p> <p>Continues to participate in trainings as tools are introduced and updated.</p>	<p>Utilizes some of servers’ functionalities but still relies on the I &amp; T Staff for assistance.</p> <p>Continues to participate in trainings as tools are introduced and updated.</p>	<p>Participates in trainings to become familiar with the District security procedures and policies.</p> <p>Is minimally aware of server setup and maintenance procedures.</p>	<p>Has not attended training preventing access to servers based on security guidelines.</p>

## 4. INDIVIDUAL – TERMS Specialists and FTE Administrators

**4.1 DESIRED OUTCOME:** Participants understand the Department of Education’s requirements. Able to and perform site-based duties including pulling reports to analyze student data.

LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1
<p>Demonstrates an understanding of the TERMS database and consistently pulls and analyzes reports and FTE data with no assistance from I &amp; T representatives.</p> <p>Complies with all Department of Education requirements.</p>	<p>Demonstrates a minimal understanding of the TERMS database.</p> <p>Can pull and analyze reports and FTE data with assistance from I &amp; T representatives.</p>	<p>Participates in training to become familiar with the requirements of the Department of Education.</p> <p>Participates in training to learn to analyze TERMS reports and FTE data.</p>	<p>New to district or role of IMT or TERMS Administrator and has no knowledge of requirements of the Department of Education.</p> <p>Unaware of the TERMS and FTE data reports accessed through Optispool and the Data Warehouse Reports System.</p>

## 5. INDIVIDUAL – Technology Skills

**5.1 DESIRED OUTCOME:** Participants gain an understanding of technology skills to enhance their job performance increasing a participant’s marketability thereby preparing for career advancement.

LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1
<p>Demonstrates proficiencies in the use of computer and network communication systems.</p> <p>Significant understanding of and works with a variety of technologies deployed at the site.</p> <p>Successfully provides accurate assistance to staff and students constantly.</p>	<p>Understands some systems and is able to provide accurate technical assistance on those systems.</p> <p>Continues to expand knowledge of other systems by taking classes or viewing online resources.</p> <p>Uses district websites to locate technology resources.</p>	<p>Attempts to utilize available technology systems and has a desire to learn different systems.</p> <p>Starts to participate in classes to increase knowledge.</p> <p>Unaware of available District technology resources.</p>	<p>Limited understanding of District technologies and not able to provide technical assistance to others.</p> <p>Unaware of available technology resources.</p>

## Data Collection Plan

End Goal of plan: Participant is proficient in the use of technology tools and utilizes them in accordance with District Technology Standards and Technology Strategic Plan.

What type of data needs to be collected?	What sources of data will help the investigation?	Are the data available or do new data need to be collected?	Where are these data located?	Who will be responsible for collecting these data?	When will these data be collected?
Attendance	Sign-in sheets	Data is available	ESS	Trainer/Program Mgr	End of each course
Performance improvement	Appraisals	Data is available	ESS	Trainer/Program Mgr	End of each course
	Surveys	Data is available	Quia	I & T Staff	As needed
	Service Desk BMC Remedy Reports	Data is available	BMC Remedy Service Desk	I & T Staff	Monthly

Area of Impact	Formative Measures	Summative Measures
Employee Performance	Survey Data Appraisal Data Follow-up/Implementation Activities	Survey Data Appraisal Data



# Master Plan Self-Assessment Tool

(For use by implementers of the Plan)

Please review the innovation configuration components, desired outcomes, and described behaviors. Identify for each desired outcome the level that most closely describes your current practice. Place an x in the box for the appropriate level.

<b>Component 1 Desired Outcome 1.1</b>	<b>Component 2 Desired Outcome 2.1</b>	<b>Component 3 Desired Outcome 3.1</b>	<b>Component 4 Desired Outcome 4.1</b>
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Level 4	Level 3	Level 2	Level 1	Level 4	Level 3	Level 2	Level 1	Level 4	Level 3	Level 2	Level 1	Level 4	Level 3	Level 2	Level 1
	X				X				X				X		

What do I need to move to the next level?

Offer qualifications and/or certifications.