Technology Services

Technology Services

Mission

- Ensure the reliability of video, security and data communications at all locations.
- Assist the school communities in gaining access to educational networked services.
- Assist the school communities in planning and implementing local technology services.
- Maintain archived data and historical information on students, staff. grants and programs.

Technology Services

Services

- Coordinate professional and timely resolution of network troubles.
- Provide problem management for District communications services.
- Provide hardware, software and network configuration services. (Project Management)
- Provide Internet services.
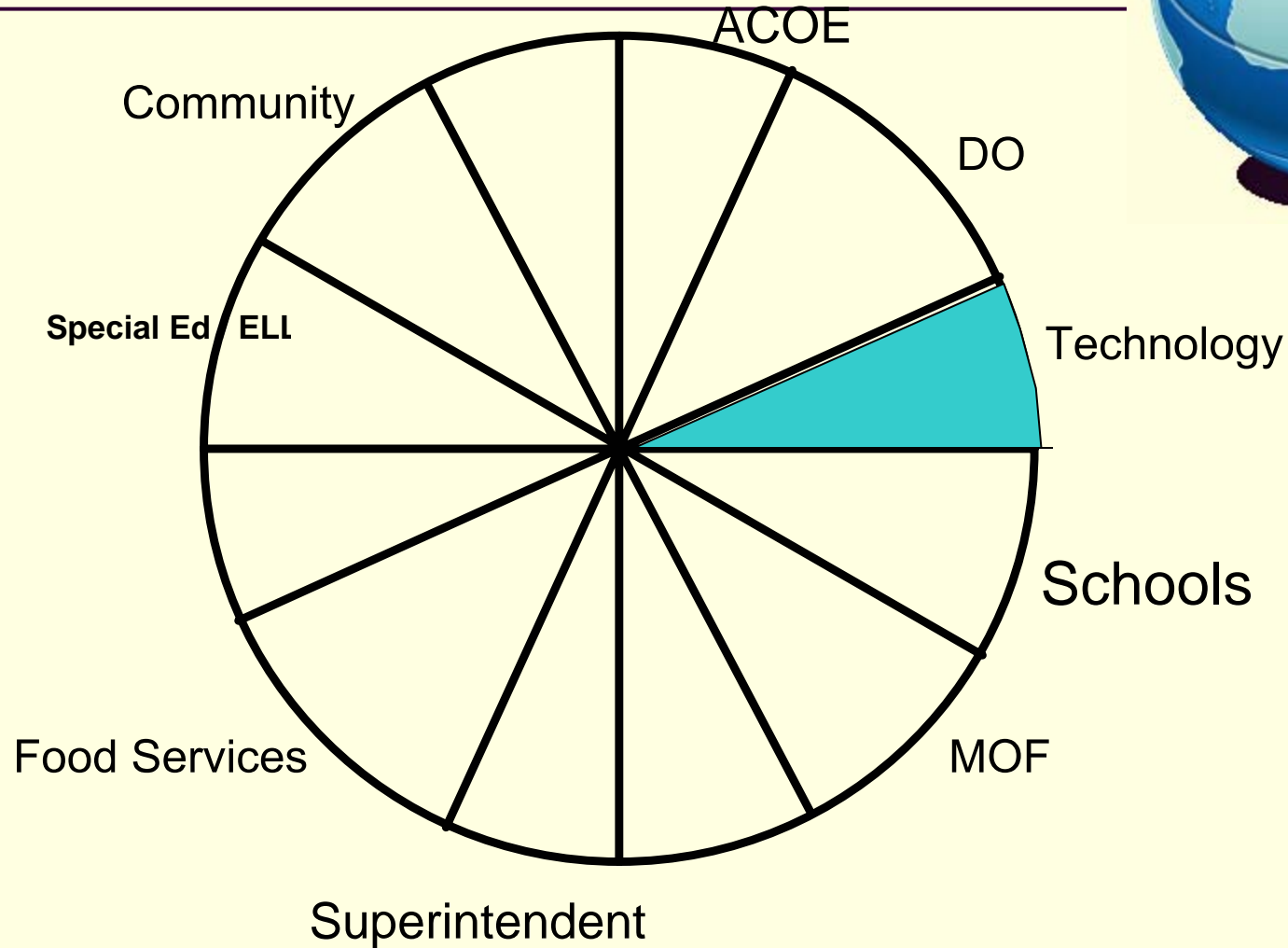- Manage network adds moves and changes to minimize disruption.
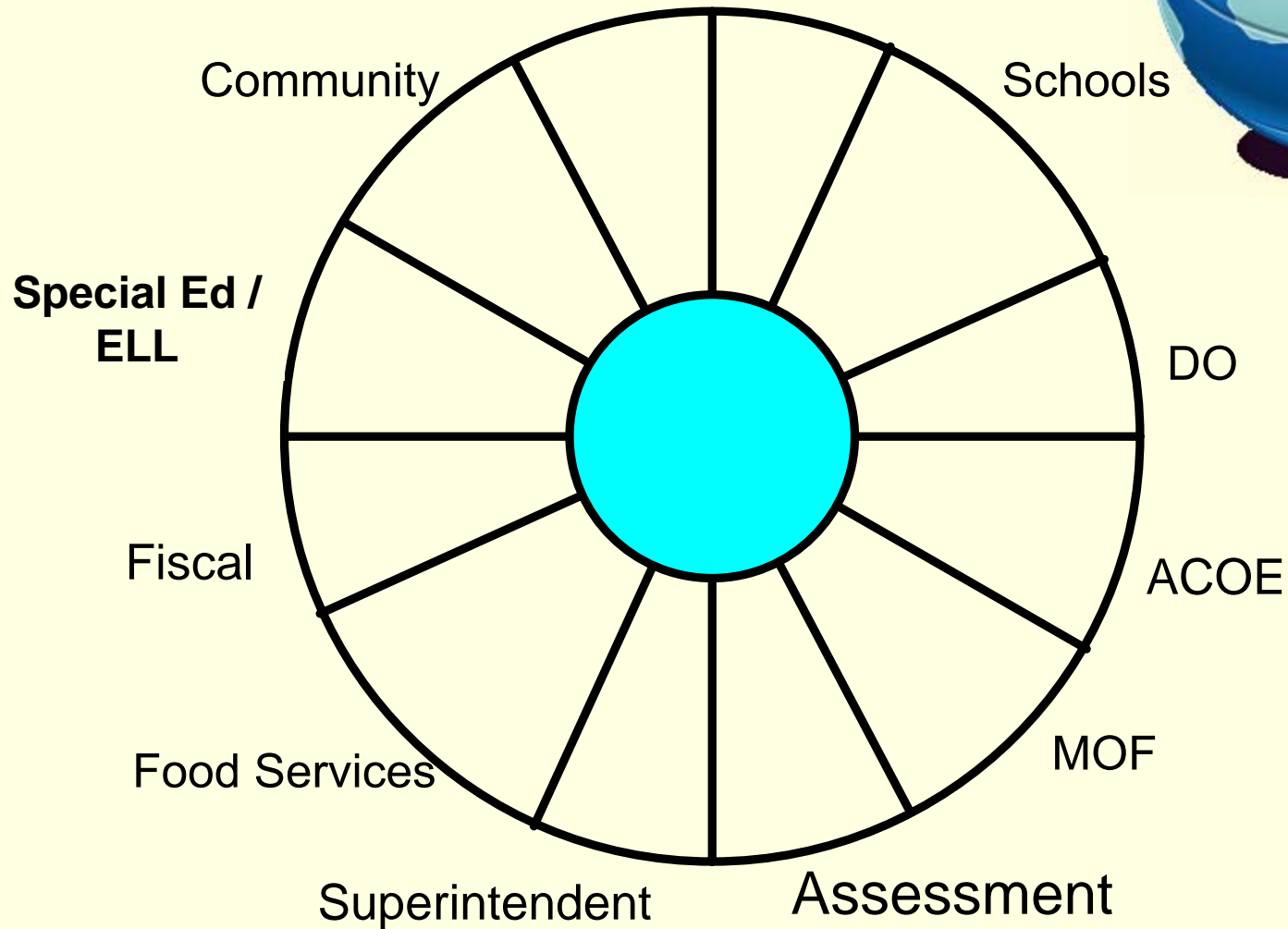
Technology Services

Observations

- Most departments / sites felt TS was a road-block
- Most departments / sites feel TS is understaffed.
- No real understanding of TS role and function within District / Ed Services
- Need published procedures for most scenarios.
    - Too few rules and regulations. (**standards**)
    - Too many rules and regulations. (**procedures**)
- Need better communications / closure / feedback
- No roadmap of educational technology for future.

Technology Services

- ACOE
- Community
- DO
- Technology
- Special Ed
- ELL
- Schools
- Food Services
- MOF
- Superintendent

Technology Services

Community

Schools

**Special Ed /
ELL**

DO

Fiscal

ACOE

Food Services

MOF

Superintendent

Assessment

Technology Services

Visiting the sites

- No tactical planning
- No road map of technology
- No understanding of user requirements
- No standardization
- No trust in users
- Consistent hardware and software issues across the district
- Most sites go around Technology
- Some sites utilize 20 hours per week of someone else
- One site wants to save $5.00 on memory upgrade for a laptop, and void their warranty
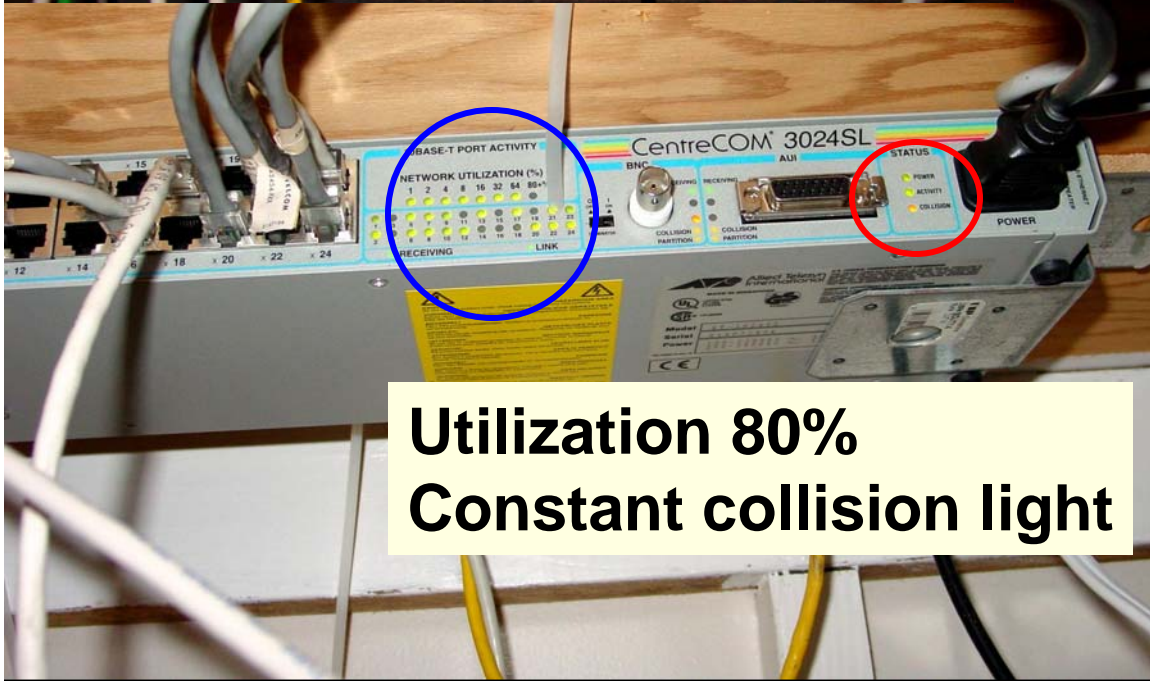
Utilization 80%
Constant collision light

See Al...

He

System Properties

? ✕

System Restore | Automatic Updates | Remote
General | Computer Name | Hardware | Advanced

System:

Microsoft Windows XP

Professional

Version 2002

Service Pack 1

Registered to:

AUSD

AUSD

55274-OEM-0011903-00101

Manufactured and supported by:

Hewlett-Packard

HP dc5000 SFF(DX854AV)

Intel(R)

Pentium(R) 4 CPU 2.80GHz

2.79 GHz

248 MB of RAM

Support Information

OK | Cancel | Apply

Broadcom
Control Suite

Date and Tim

Internet
Options

Java Plug-in

Portable Media Power Options
Devices

SoundMAX

Sounds and
Audio Devices

Chapura
Settings

CU020065

Microsoft
Office Acc...

Microsoft
Office Ex...

Microsoft
Office F...

Microsoft
Office Outl...

Microsoft
Office P...

Local Area Connection Status

General | Support

Connection

Status:	Connected
Duration:	17 days 05:39:30
Speed:	100.0 Mbps

Activity

Sent —— 🖥 —— Received

Packets:	2,570,925		2,594,726

[Properties] [Disable]

[Close]

Wireless Network Connection Status

General | Support

Connection

Status:	Connected
Duration:	17 days 05:39:30
Speed:	54.0 Mbps
Signal Strength:	📶 ▪▪▫▫▫

Activity

Sent —— 🖥 —— Received

Packets:	5,614,265		515,700

[Properties] [Disable]

[Close]

Principal laptop

SOUTHWEST
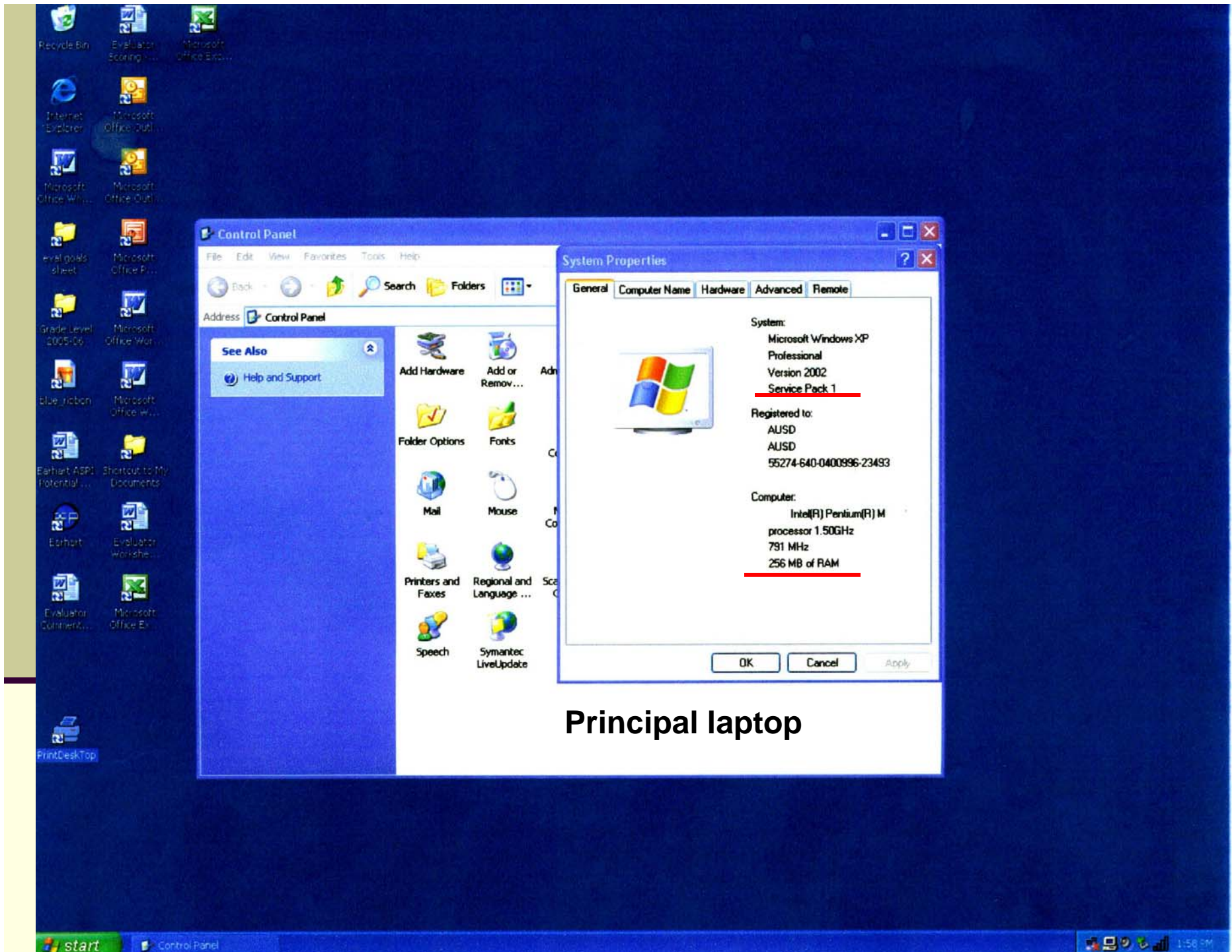
The airline industry is having a terrible decade.

Several airlines are in merger talks (United and Continental) other airlines are trying to come out from bankruptcy proceedings.

One airline has shown increased profits and sustainable growth over the past two decades. That airline is Southwest, last year they had a *profit* of $484 million.

How have they done it? Standardization.

Southwest only flies one type of aircraft, Boeing 737s

All of their pilots are trained on 737s

All of their mechanics are trained on 737s

They only stock one model of spare parts, Boeing 737s.

They know exactly how many people they are going to have on the plane and exactly how much it will cost to fly from point A to point B, and exactly how long it will take, every time.

intel inside

pentium *III*

Designed for

Microsoft®
Windows 98

Watch DVD movies on your PC
8x Max
DVD

Dell
IBM
HP
Compaq
E-machines
Mac (old and new)
Micron
Multiple ABM

e
MONSTER
600

600 MHz
Intel Pentium III processor

With Microsoft Windows 98
e MONSTER
by emachines

Mat. No. 112409

64 MB SyncDRAM   256 KB L2 Cache   20 GB Hard Drive   DVD DVD ROM Drive   56 K Fax Modem   3D AGP Graphics and Video   nVIDIA 128bit TNT2
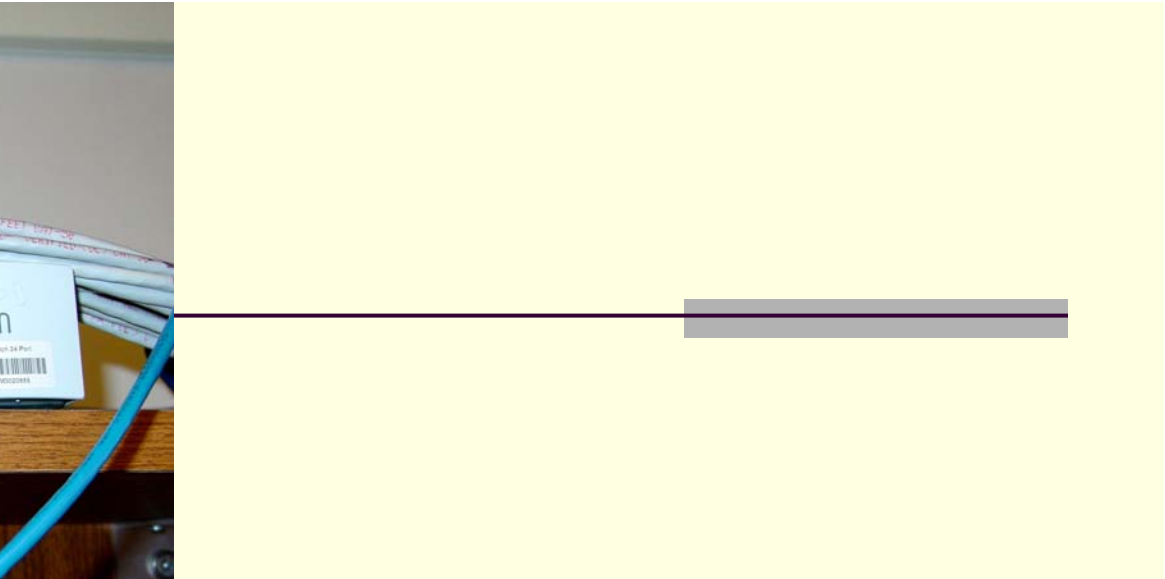
Cisco
Synoptics
Extreme
3Com
SMC
Avaya
HP
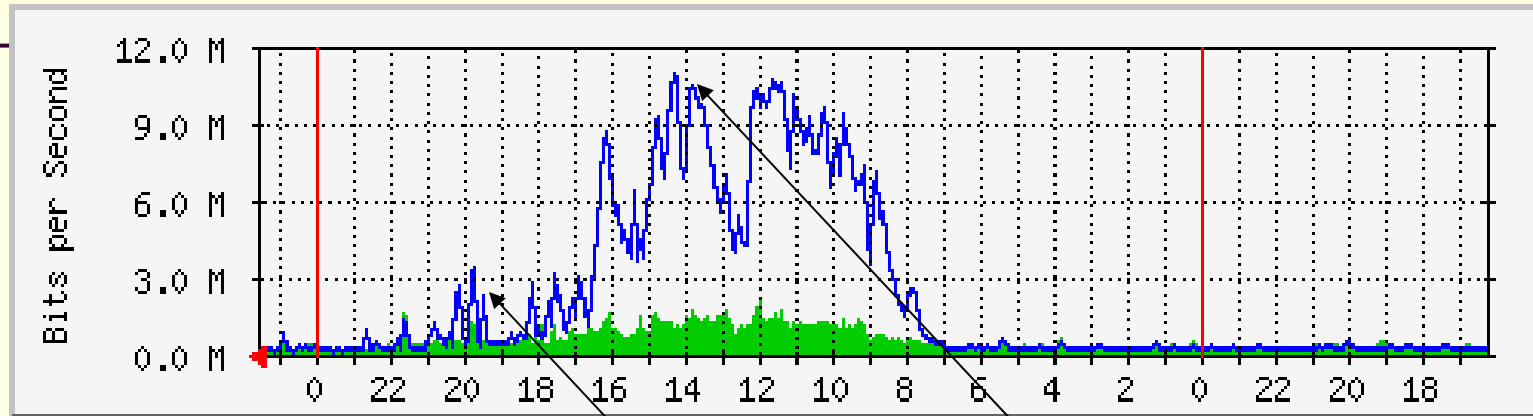Linksys
AlliedTelesys
Netgear
Proxim
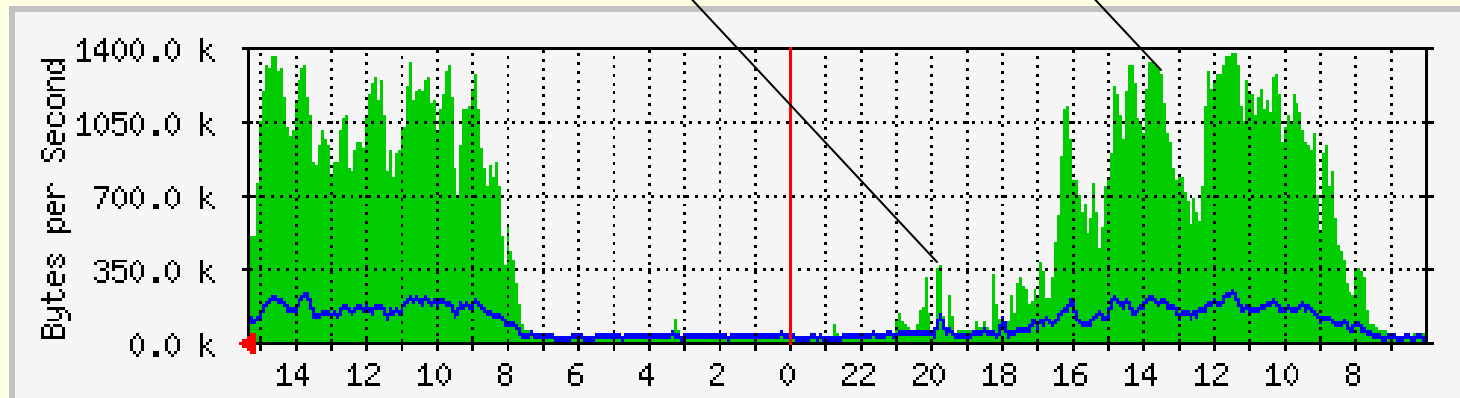
Technology Services

ACOE and Internet

Cisco
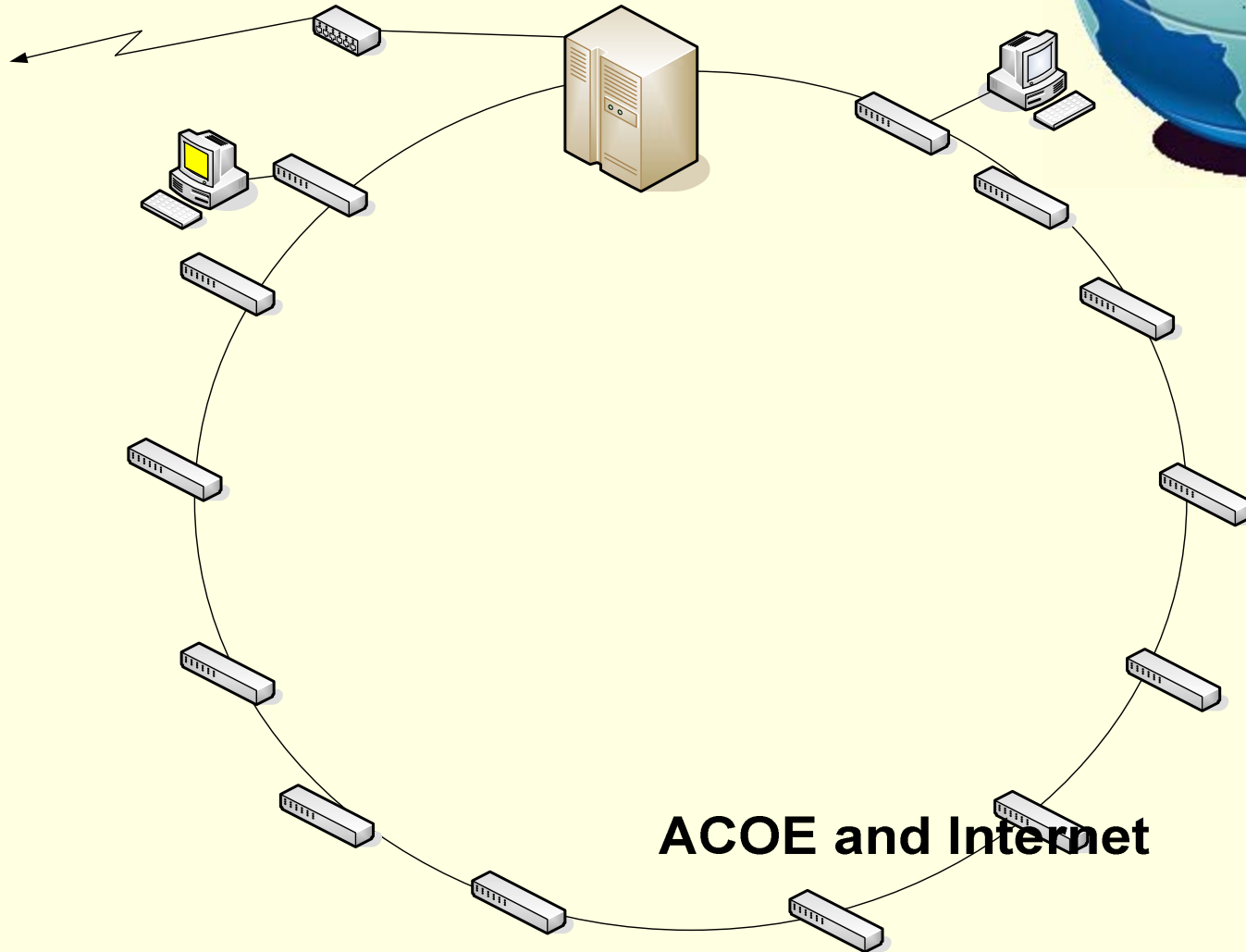
Internet traffic

From DO to ACOE (internet at ACOE) (Blue)

From DO to ACOE (output from DO) (11.0 peak Green)

Technology Services

ACOE and Internet

Cisco
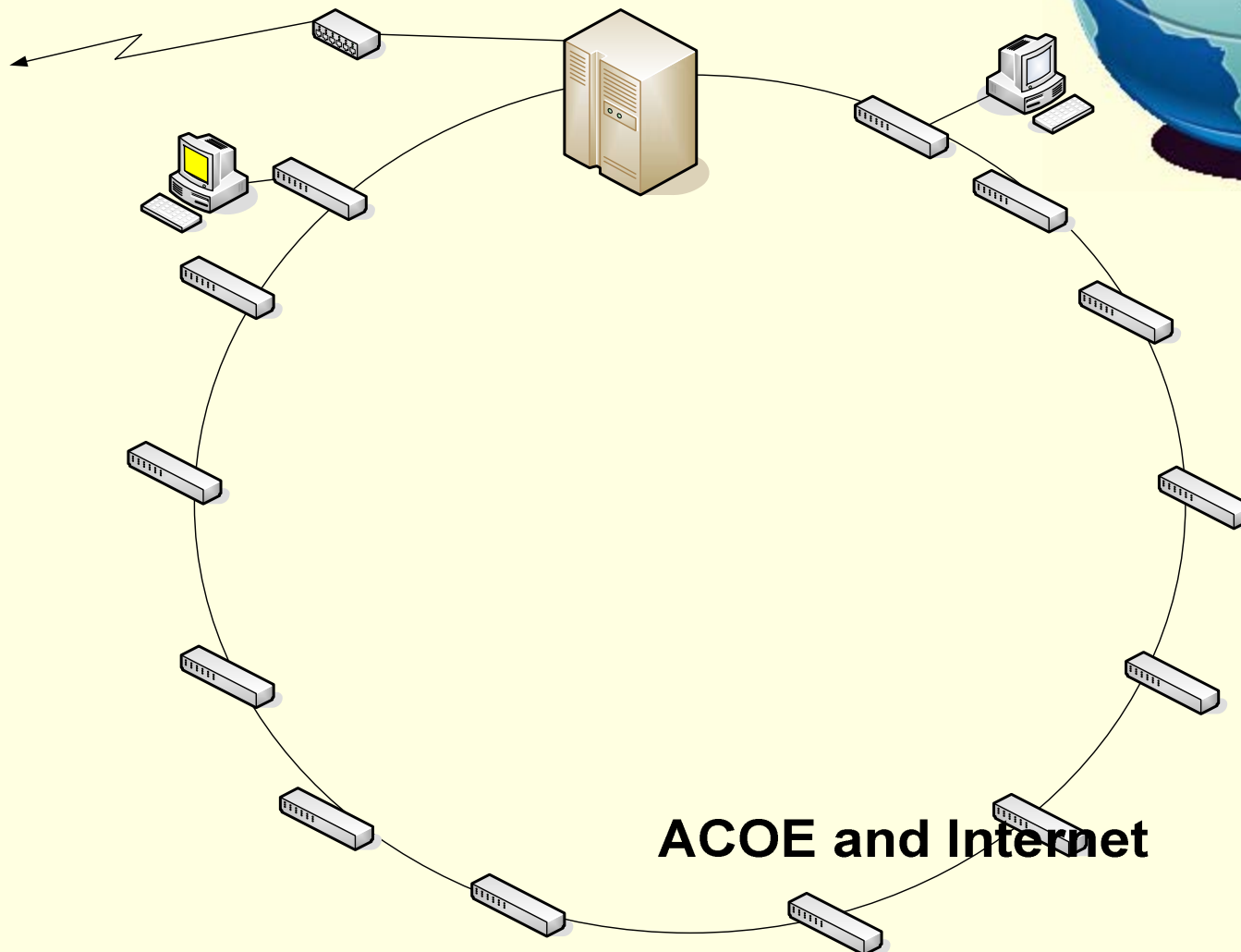
District network traffic
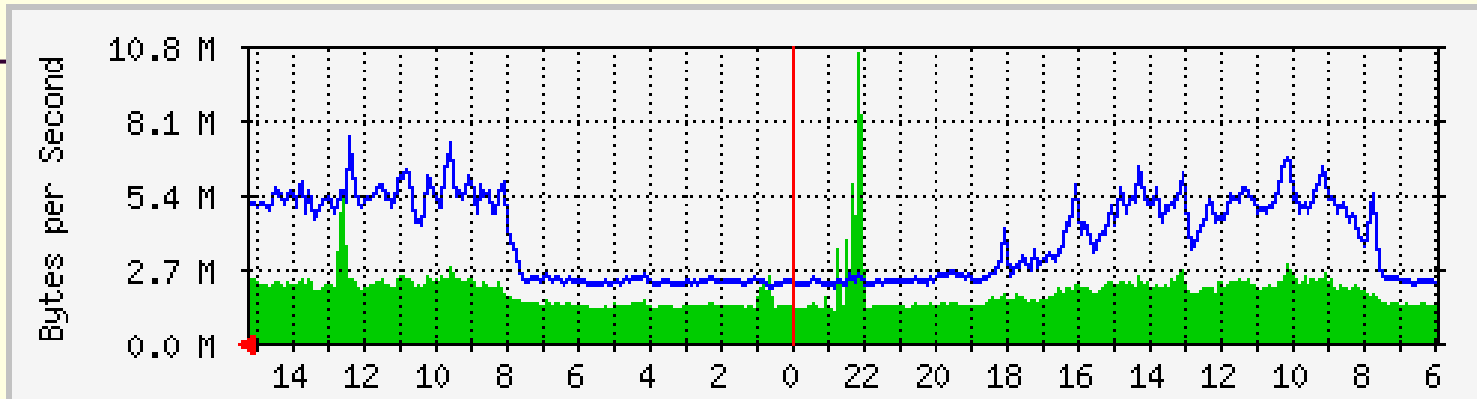
From DO to Alameda H S 43.2 megabits (Blue)
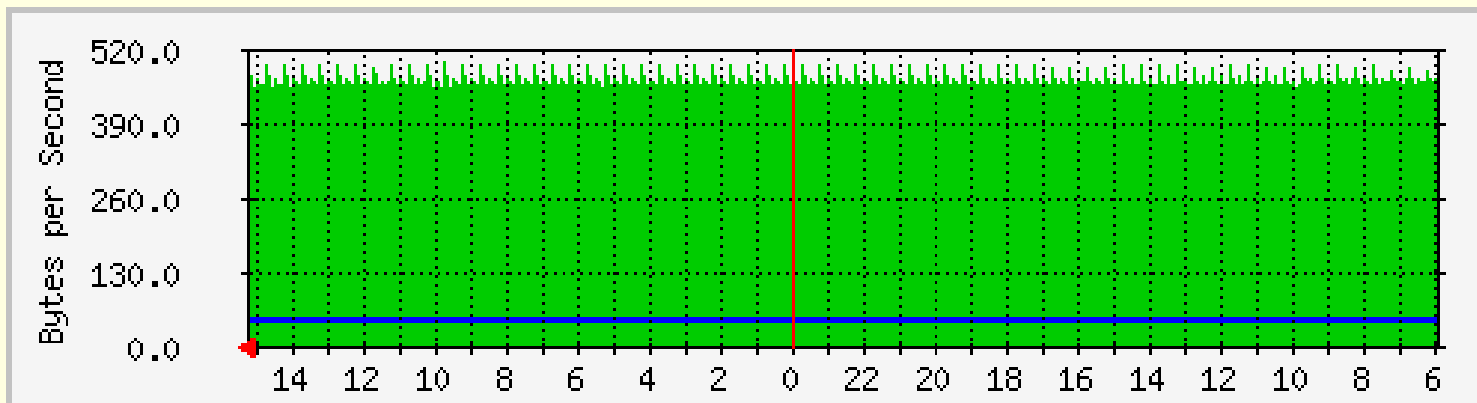
From Edison to DO   320 bits (Green)

Technology Services

Recommendations

- Develop realistic staffing plan
- Upgrade existing computer hardware and software
- Develop a communications and feedback plan
- Develop network plan
- Provide value added services

Align Ed Tech Plan, Special Ed Plan, District Plan and these recommendations into one overall Technology use plan.

Technology Services

Develop realistic staffing plan in conjunction with the Districts Strategic Plan and Educational Technology Plan.

- CUHSD 6 schools 7 staff
- Alisal 11 schools 11 staff
- SCUSD 22 schools 13 staff
- *Alameda 18 schools 5 staff*

- As soon as possible, staff one additional site tech support.

- As soon as possible, create the position of Help Desk Analyst

- (tech support) and staff accordingly.

- As soon as possible, create the position of teacher on special assignment and staff accordingly.

Technology Services

Upgrade existing computer hardware and software

- Lack of memory
- Downgraded software
- Older processors
- Accessibility / functionality - video, TV, projector problems / no real thought as to what functionality was needed

Technology Services

Develop a communications and feedback plan with the end users and all support functions

- Technology Steering committee
  - Develop policies and procedures for technology
  - Develop Service level agreements and expectations
- Reorganize site technology contacts (STCs)
  - Train and give rights to support their sites
- Utilize web and e-mail to communicate and inform all interested parties / parents

Technology Services

Develop network plan

- Future of network with AP&T (09-10 school year)
  - Redesign AP&T network,
- Implement standard hardware and software
  - Currently have one of everything, lots of incompatibles and issues
- Fix the wireless network
  - Never designed, no real plan to implement, cumbersome and over-equipped
- Fix the wired network

Technology Services

Provide value added services

- Teacher on special assignment
  - Work with teachers on technology strategies and training
  - Grants, funding, planning
- Develop and implement VPN for remote access
- Develop and implement training program
- Develop and implement unified web / internet / mail presence
- Develop and implement content and spam filtering policies and if necessary associated hardware and software

Technology Services

	Item	Cost - 06-07	Cost - 07-08	Cost - 08-09	Total by item	Funding
1	Staffing					
	Technical		$130,000	$200,000	$330,000	General Fund
	Teacher on special assignment		$80,000	$80,000	$160,000	Categorical
2	PC upgrade / replacement	$150,000	$200,000	$200,000	$550,000	Bond
3	Communications	$10,000	$10,000	$10,000	$30,000	General Fund
4	Network upgrade / replacement	$50,000	$125,000	$125,000	$300,000	Bond
5	Value added	$25,000	$25,000	$25,000	$75,000	Bond
	Total by year	$235,000	$570,000	$640,000	$360,000	General Fund
					$160,000	Categorical
		$1,445,000	Estimated		$925,000	Bond

FCMAT Issue	FCMAT Recommendation	AUSD Plan	Funding
			(if necessary)
Staffing			
under staffed for number of users / devices	6 new staff positions	2 staff positions	general fund
unsatisfactory user support	cross training / staff development	cross training / staff development	general fund
long response times for requests / no feedback	Help desk	in-house rotation	
Operations			
communications	better communications with district	Tech committee / better communications	
unanswered calls or no response	Staff help desk / telephone support	in-house rotation	
loaner equipment	provide loaner equipment	purchase and stock ready spares	bond proceeds
weak or no policies and procedures	develop and publish	work with tech committee	
old or obsolete equipment	replace or upgrade	replace or upgrade	bond proceeds
difficult to manage the environment	systems management software	work with staff to identify and evaluate	general funds
Education Technology			
no framework for ed tech / teachers	Teacher on Special Assignment	TOSA and tech committee	categorical funding
user limitations and restrictions	remove restrictions / install DeepFreeze	remove restrictions and give rights	
web information and public information	develop plan for web / internet use	develop plan for web / internet use	bond proceeds
education software issues (SME - Measures - Mathtech)	provide VPN and remote access	TOSA and tech committee	bond proceeds
little site support	develop and implement STCs	TOSA and tech committee	categorical funding
staff training	who, what, when, better communications	TOSA and tech committee	
ASTI	integrate technology into ASTI	in process	multiple funding sources
few standards	develop and implement standards policy	TOSA and tech committee	