



Information Technology Review

Reply to request from ‘the Board’ on timeline for completion on items set out in the ‘IT Strategic Plan 2017 to 2020 ‘

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The IT Strategic Plan contains the following eight elements.

1) Vision

The Mission Public School District vision for IT Services can be stated as:

- 1) Technology is a positive component in creating a successful learning environment.
- 2) We actively promote and support the use of technology in the district at all levels.
- 3) We will provide in-service to employees in the effective use of the technological tools and software.
- 4) We will create an environment that is device friendly and allows for universal access.

2) SWOT Analysis

The environmental scan for February 2017 for the IT Services is shown below.

<p><i>Strengths</i></p> <p>6 Member Technical Team Improvements to Security External Network Vulnerability assessments Incident Reporting System Resource Allocation Maintenance schedules New Domain & AD</p>	<p><i>Weaknesses</i></p> <p>Dept. Organization Job Class Specifications IT Training IT Budget Dept. Office Space Standards Policy Equipment Life Cycle Policy Enforcement Policy</p>
<p><i>Opportunities</i></p> <p>New Policy and Procedure New Admin Support New Curriculum New Technology Apps</p>	<p><i>Threats</i></p> <p>Operational failures Electrical power Network Breach</p>

3) IT Mission Statement

In a fiscally responsible manner, use technology to provide more effective support for student learning and more efficient business services.

There are four primary initiatives that ensure the Vision and Mission are achieved:

1. Modernizing classroom and school site technology that enrich the learning environment. A universal network of workstations delivering highly interactive collaborative programs connected to reliable, high speed services and applications, including the Internet will be established. – **New standard established and will continue to meet this initiative.**
2. Standardizing the delivery of IT equipment and services across all sites reducing the complexity and cost of IT. The platform will deliver the full range of educational and administrative functions regardless of location. - **New standard established and will continue to meet this initiative.**
3. WIFI will become the primary network connection for workstations in all district sites. All sites will have increased WIFI speed, coverage, and reliability. - **New standard established and will continue to meet this initiative.**
4. The organization will facilitate improved IT management and services including the hiring of additional IT staff, training and in-service, resource acquisition and replacement, as well as security and the appropriate use of IT.

4) Priorities

The following priorities have been identified in creating the strategies and action plans.

1. Modernize and improve the internal IT infrastructure.
Bandwidth & Wireless network improvements, all sites LANs need (Switches/routers) upgrading.
2. All staff are offered the opportunity to access IT In-Service on a continual basis.
The IT department has no resources to perform these duties currently.
3. Improve the responsiveness of all operations that deliver IT Services. This will include the automation of information updates and records management for staff and students, improved response times for physical infrastructure and staff services, and the introduction of a new Service Desk toolset and management system. **Deployed a new IT department incidents reporting/tracking system called 'Service Manager'. Established a standard for workstation antivirus and scheduled regular security update periods for servers and workstations.**
4. Development of policy and operational management of IT to ensure the long-term fiscally-responsible viability of district technology. - **New standard established and will part of the operational process.**
5. Standardize technology throughout the district. - **New standard established and will part of the operational process. Procurement of both new and refurbished DELL laptop and workstation devices.**

7. Goals and Objectives

The following goals have been set for achievement by 2020.

1) The Technology Refresh Cycle¹ for the IT infrastructure and peripheral devices is:

Assets	Refresh Cycle
Workstations	4 years (starts summer 2020)
Servers	5 years (starts summer 2021)
Wireless	6 years (starts summer 2022)
Switches	10 years (two years behind schedule)
Software	Updated within 1-year maintenance cycles (not all software, utilize ERAC software offers where possible, consistently evolving)

This cycle will be reviewed annually to ensure the refresh continues to support the goals of the IT Strategic Plan.

¹Printers and Multifunctional Devices are not part of this refresh cycle as Multifunction printing is under contract to Ricoh Canada. - **Need to standardize on one product and limited number of models of the product.**

- 2) All school classrooms have standard workstations for students and teachers, supported by modern Wi-Fi technology that is designed for the School District's learning and administrative environment. - **New standard established and will part of the operational process. Procurement of both new and refurbished DELL laptop and workstation devices.**
- 3) The IT in-service model delivers basic knowledge to all teachers and staff. - **The IT department has no resources to perform these duties currently.**
- 4) IT department provides managed services and support at all sites. - **New standard established and will continue to meet this initiative.**
- 5) Financial resource plans that achieve the long-term IT capability to support the improvement of student learning are created by the School District. - **Should remain level and grow relative to SD75 budget growth.**
- 6) The goals of the Strategic Plan for IT will be reviewed and adjusted annually.

8) Evaluation Criteria

All successful IT Strategic Plans contain an evaluation process that reviews the effectiveness of both the planning process itself and the activities undertaken therein to achieve the Mission, Vision as well as Goals and Objectives of the plan in the time frame chosen.

The following guiding questions will be asked:

- 1) Are there observable differences in Student Learning? - **These questions should be asked from the Admins and Tech teachers.**
- 2) Has the reliability and uniformity of IT service improved? – **Improvements in 4 of the 5 main assets has made considerable changes.**
- 3) Are IT services being optimized for automated integration?- **Everchanging and adjusting to improve.**
- 4) Are there more modern workstations in classrooms for teachers and for student use as set out by the targets and refresh cycles? – **New standard established and will part of the operational process. Procurement of both new and refurbished DELL laptop and workstation devices.**
- 5) Is there an improved response time for IT installations that require integration of service departments? - **New standard established and will continue to meet this initiative.**
Do the SD75 staff and teachers know how to use IT resources? – **The IT department has no resources to perform these duties currently.**
Is their targeted ongoing IT in-service to improve participation of staff in learning IT and services? - **The IT department has no resources to perform these duties currently.**
- 6) Are there policies and procedures in place to govern IT services, purchases, security and usage? – **Work in progress.**
- 7) Are the policies and procedures being regularly reviewed for effectiveness? – **Work in progress.**
- 8) Is the IT service being reviewed regularly to ensure that it continues to meet the needs of the changing education system? – **Established a District Leadership Technology Committee that meets monthly.**
- 9) Are the budgetary needs the District IT being met? – **Always room for improvement.**
- 10) Is there a consistent District IT budget to meet the refresh criteria? - **Should remain level and grow relative to SD75 budget growth.**

²Criteria will be developed

Phase 3 IT Review - Immediate Action Plan (Gap Analysis)

The immediate actions will define the items and methodology to upgrade IT Services.
This is the Phase 3 Gap Analysis of the IT Review process being conducted by Opus Consulting.

The main elements in the immediate action plans are infrastructure items, administrative changes, software standardization, and the integration of choice for school environments.

1. IT Infrastructure
 - a) Upgrade Data Centre servers and power – **Completed.**
 - i) Identify options and procurement vehicle
 - ii) Prepare functional specifications
 - iii) Shortlist candidate programs and vendors
 - b) Central Windows Server Platform installed at Dlugosh IT Facilities site – **Completed.**
 - c) Data Protection (Backups) installed – inhouse services – **Completed.**
 - d) Active Directory Cleanup achieved – inhouse services – **New Domain (MPSD) & AD created – Completed.**
 - e) Centralize, expand and modernize File services for all staff and teachers - **Completed.**
 - i) Inhouse / professional services to integrate
 - f) Disaster Recovery Site installed at School Board Office - **Completed.**
 - i) Inhouse services
 - g) eMail and Office platform - **Completed.**
 - i) Send eMail to Cloud - Office365
 - ii) Upgrade MS Office to 2016 version
- 2) Active Directory Integration with AtrieveERP, MyEdBC, School Environment software - **Completed.**
- 3) WIFI Network Inhouse Upgrade for District - **Completed.**
- 4) Policy and Procedures introduced as a management framework – **Work in progress.**
- 5) Legislation and regulation compliance achieved by adding security rules – **NGN Upgrade.**
- 6) Workstation standards - Admin , School, Classroom configurations active for delivery to sites - **Completed.**
 - a) Identify options and procurement vehicle
 - b) Prepare functional specification
 - c) Shortlist candidate product and vendors
- 7) Planning completed for telephone system upgrade to Unified Communication system - **Deferred**
 - a) Identify options and procurement vehicle
 - b) Prepare functional specification
 - c) Shortlist candidate product and vendors