FOR DISCUSSION COOK COUNTY SCHOOL DISTRICT 68 Agenda Item 4c
Skokie, Illinois

Regular Board Meeting – March 15, 2011

SUBJECT: TECHNOLOGY UPDATE REPORT

Overview

This past spring, the Board of Education approved the allocation of an additional technology position to better address the rapidly growing need for instructional and communication applications of available technological resources, and to help guide the district to future applications of technology across both our instructional and business operations. A Director of Instructional Technology was hired this past August. Technology activity in the first half of this school year has focused primarily on completing the Phase II installation of interactive whiteboards with associated professional development. Inventories of our existing hardware across the district were also completed. New district and school websites along with teacher blogs were developed and implemented in January.

However, the integration of the new instructional technology role with the existing network administrator role has proved complicated and at times problematic. The interdependence of instructional technology with network capability requires leadership in both technical and project-management expertise to adequately design overall responsibilities and ongoing tasks and to adequately supervise existing personnel.

We contracted with Revere Group, an IT consulting organization, to perform an assessment of our technology department in order to develop industry-standard strategic goals and processes for moving the department forward more efficiently and effectively and to prepare the district for the exponential growth in the use of technology in instruction and operations.

Assessment Results

The attached report (Appendix A) provides the findings and recommendations of the technology assessment. The recommendations provide a much-needed and reasonable roadmap for moving the district forward with advanced technology applications toward enhanced, contemporary instructional strategies, electronic communication flexibility, more efficient operational processes, and more secure informational/data warehousing.

APPENDIX A

THE REVERE GROUP
AN NTT DATA COMPANY

Your Trusted Advisor for Business and IT Solutions

District 68 Board Presentation

Skokie School District 68

March 15, 2011

Discussion Topics

- **IT Assessment Methodology/Approach**
- **Observations, Solutions, and Benefits**
- **IT Roadmap Summary**

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IT Assessment Methodology

The Revere Group's four-phased assessment approach helps organizations develop a business-focused IT Strategy that includes:

- Validating the business vision, strategy goals/objectives, and key questions to be addressed
- Gaining an understanding of current IT and business capabilities based on industry best practices, benchmarks, and our experiences
- Defining a desired people, process, and technology-related vision for the future
- Developing a strategy and roadmap of initiatives (short and long term) designed to guide you to the desired future state – for both IT and the business

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Analysis Framework

IT Strategic Framework

Applications
- Inventory
- Portfolio Optimization
- Fit/Gap and Selection
- Development/SDLC

Operations
- Service Mgmt/Service Delivery
- Infrastructure
- Capacity
- Asset Management & Facilities

Architecture
- Instructional/Operational Needs
- High-level Processes
- Models/Infrastructure Design
- Sustainable Planning Process

Governance
- Benchmarking
- Measurement/IT Value
- Workload Mgmt
- Relationship Mgmt
- Portfolio Mgmt/IT PMO

People
- Skills/Competencies
- Organization Structure
- Staffing Levels
- Resource Mgmt

These need to align with District 68's strategic and operational goals

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District 68's Strategic Direction

Maximize Educational Value

- Full curriculum refresh approximately every 7 years - starting with Math next year
- Support development of ELL, special education, and high-risk students
- Infuse technology into the instructional program
- Leverage achievement data to enhance decision-making for curriculum and instruction

Enhance Communications

- Between teachers/parents/students, board/teachers, and administrators/teachers
- Outreach to diverse community groups

Multiculturalism

- Address the needs of a diverse student, parent, and staff population

Succeed in a fiscally constrained environment

- Property tax caps
- Reduction in state and federal funding

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Current and Future Technology Scenarios

	Current Technology Environment	Future Technology Opportunities
Curriculum Enablement	Technology is an ancillary enabler in some classrooms	Technology will be integrated with ALL curriculum and teacher-student interaction
Governance/ Operations	Tactical, not strategic	Controlled/planned…improved service and classroom consistency…which may impact perceived teacher flexibility
Classroom Applications	Desktop based classroom applications are time consuming to install, update, and maintain	Secure, high capacity, always accessible email and collaboration tools (e.g. Moodle) to enable new curriculum
Architecture	Although dated, federal dollars have increased computer inventory	Computer and web access is ubiquitous for teachers and students
People	IT staff focus on servers, hardware, and some classroom integration	IT needs a leader with strong planning skills – who maintains "a seat at the leadership table"

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Primary Challenges & Critical Success Factors

Challenges (in order)

- Resolve current operational issues
- Plan for future technology requirements

Critical Success Factors

- Cultural shift to proactive, planned operations
- New tools and technologies must always be backed by dedicated, ongoing professional development

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Solutions/Benefits

IT Dimension	Solutions	Benefits
IT Strategy	Establish and communicate IT strategy which aligns with educational goals	• Provides guidelines for decision-making (e.g. moral compass) • Ensures IT supporting educational goals
People	Hire an IT Director	The most critical aspect – enables educational and IT alignment and guides operational shift
Governance	Introduce improved decision-making (portfolio/project/personnel mgmt) along with the tools to enable it	• Makes the shift to proactive, planned operations sustainable • Provides strategic IT input
Operations	Improve IT support through enhanced processes; inclusion of LMC Directors and more professional development	• Reduce classroom "downtime" while reducing the "noise" of simple fixes • Allow IT staff to refocus on future rollouts
Applications	Leverage current portfolio while implementing new curriculum-supporting applications	• Provide cost-effective, consistent tools for classroom collaboration (Moodle, email, etc.) • Identify, communicate, and provide professional development on "best" current applications being used today
Architecture	Establish scalable, flexible long-term architecture strategy	Prepare for future classroom requirements (student email, one-to-one computing, etc.)

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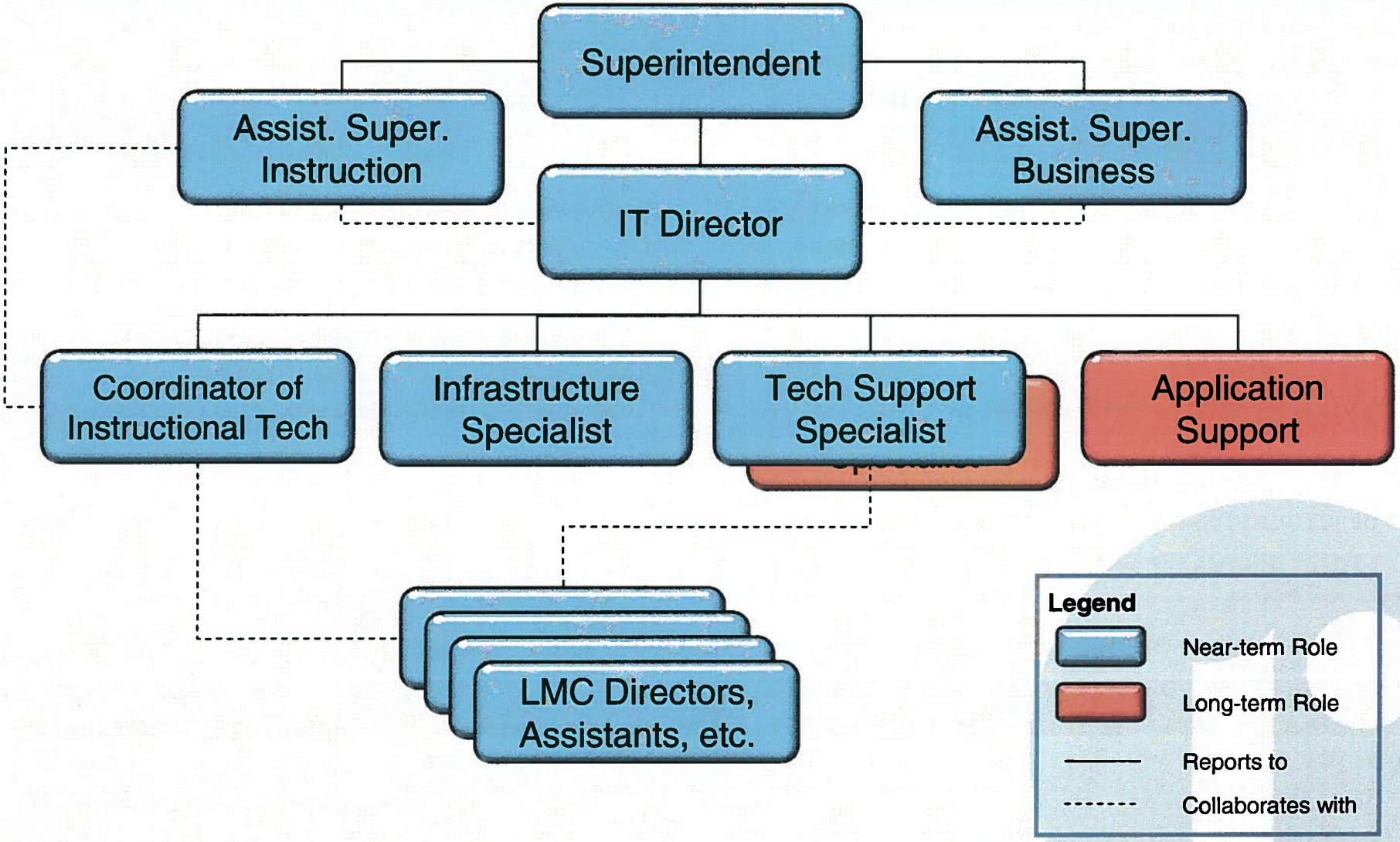
Future State D68 IT Organizational Model



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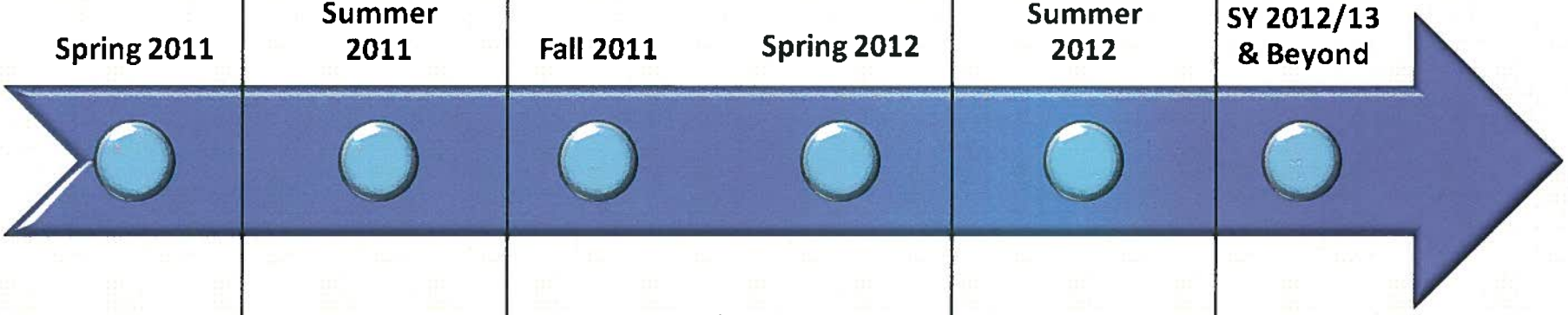
District 68 IT Roadmap Summary



Establish IT Disciplines

- IT Director
- IT Strategy
- Governance
- Support Improvements
- Communications

Stabilize

- Backups
- Security
- Facilities
- Applications
- Servers

Plan Future State Rollout

- Establish Arch Strategy
- Establish App Strategy
- Select solutions/vendors
- Develop rollout plan

Implement Future State

- E-mail Conversion
- LMS (e.g. Moodle)
- Doc Mgmt
- Faculty Laptops
- Professional Development

Future Planning

- New Curriculum Integration
- One-to-One Computing

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