

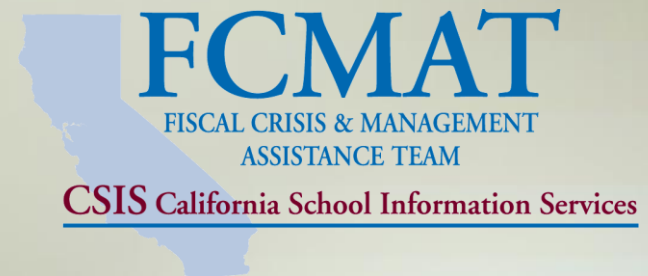
Milpitas Unified School District

Technology Services Review

Presented by:

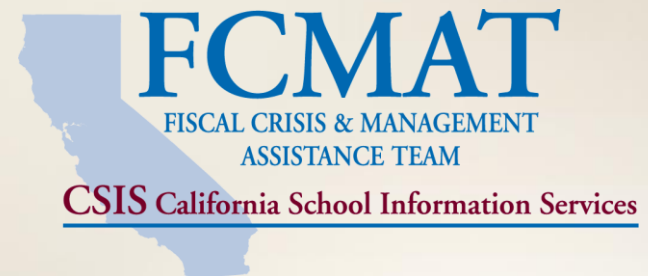
Laurel Krsek

FCMAT consultant



Fiscal Crisis & Management Assistance Team

- FCMAT was established by legislation in accordance with Assembly Bill 1200 in 1992 as a service to assist local educational agencies in complying with fiscal accountability standards.
- FCMAT provides both management assistance and fiscal crisis intervention.
- FCMAT is an independent, state funded agency. The Kern County Superintendent of Schools serves as the administrative agent.



FCMAT Team

- **Laurel Krsek***
 - Technology Director
 - San Ramon Valley Unified School District
- **Scott Sexsmith**
 - Management Analyst – Technology
 - FCMAT

*As members of this study team, these consultants were not representing their respective employers but were working solely as independent contractors for FCMAT. Each team member reviewed the draft report to confirm its accuracy and to achieve consensus on the final recommendations.

Summary of Scope of Work

- Conduct an analysis of the district's technology and review the processes or planning used to ensure that hardware and software assets are up to date.
- Conduct an organizational and staffing review of the technology department, including school site technology support staff.
- Analyze the status of:
 - Infrastructure replacement planning, deployment, and maintenance including timelines for each
 - Help desk system and ticketing process
 - Hardware installation and setup
 - Technology in the classrooms

Background on Fieldwork

- Prior to our visit FCMAT requested, and received dozens of documents including budgets, organization charts, technical documentation and technology staff job descriptions and their self-reported job duties.
- Onsite visit included interviews with technology staff, district and site administration, and teacher representatives.

Findings & Recommendations

- Overview of primary findings and recommendations
- Findings and recommendations are based on the circumstances in place at the time FCMAT conducted fieldwork (March 7-9, 2017)
- Exceptions based report
- FCMAT's observations and professional opinion are founded in the team's expansive breadth of experience in public education, state and local government and private industry
- Focus is on industry standards
- FCMAT recommendations should be used as a roadmap
- FCMAT recommendations are not binding, nor do they *require* action on behalf of the district

District and Classroom Technology

FCMAT Observations and Findings:

- School site staff are unclear on established formulas for device replacement cycles.
- The technology department determines and purchases equipment on behalf of schools, leaving some sites/staff feeling left out of the process.
- The absence of a current technology plan has contributed to uncertainty and lack of confidence among some staff about the decisions affecting technology at their schools.

District and Classroom Technology (cont.)

FCMAT Observations and Findings:

- Some staff indicated there were insufficient number of training labs for adequate staff professional development.
- Teachers on special assignment (TOSAs) are unable to provide the necessary PD for teachers given the broad scope of applications and new initiatives.
- Professional development being offered to staff is being done so without a clear understanding of current staff skill levels and subject areas for training.

District and Classroom Technology

FCMAT Recommendations:

- Establish a process and procedure for selecting technology programs and devices and for evaluating effectiveness.
- Establish a district technology committee.
- Develop a new district technology plan tied to goals and outcomes for students, describing hardware, software and systems, and professional development, and that includes the components described in AR 0440, District Technology Plan.
- Evaluate the possibility of furnishing additional training labs for staff professional development.
- Evaluate contracting with outside expert trainers to offer start-up and ongoing training when launching new systems.
- Conduct a survey of teacher technology skills and training needs.

Infrastructure

FCMAT Observations and Findings:

- Users report inconsistent wireless access with occasional impacts on classroom activities.
- School sites are required to purchase their own wireless access points resulting in financial burdens to sites and potential inequities in coverage.
- The district does not have an annual replacement cycle for a portion of the network infrastructure.

Infrastructure

FCMAT Recommendations:

- Assume financial responsibility for all wireless access points.
- Adopt an annual cycle of equipment replacement.

Help Desk

FCMAT Observations and Findings:

- All district staff can submit requests for support through the Zendesk online help desk system.
- The four computer technicians spend 40%-50% of their time resolving issues via remote access but may be missing minor requests and basic support tasks by not visiting the sites more often.
- Day-to-day support for users and devices often is provided by teacher technology leads who do not meet regularly with the technology department and do not always quantify their work in the helpdesk system.

Help Desk

FCMAT Recommendations:

- Establish a regular routine of meetings between teacher technology leads and district technology department staff to determine the full extent of the technology support issues and adjust practices as necessary.

Hardware Installation and Setup

FCMAT Observations and Findings:

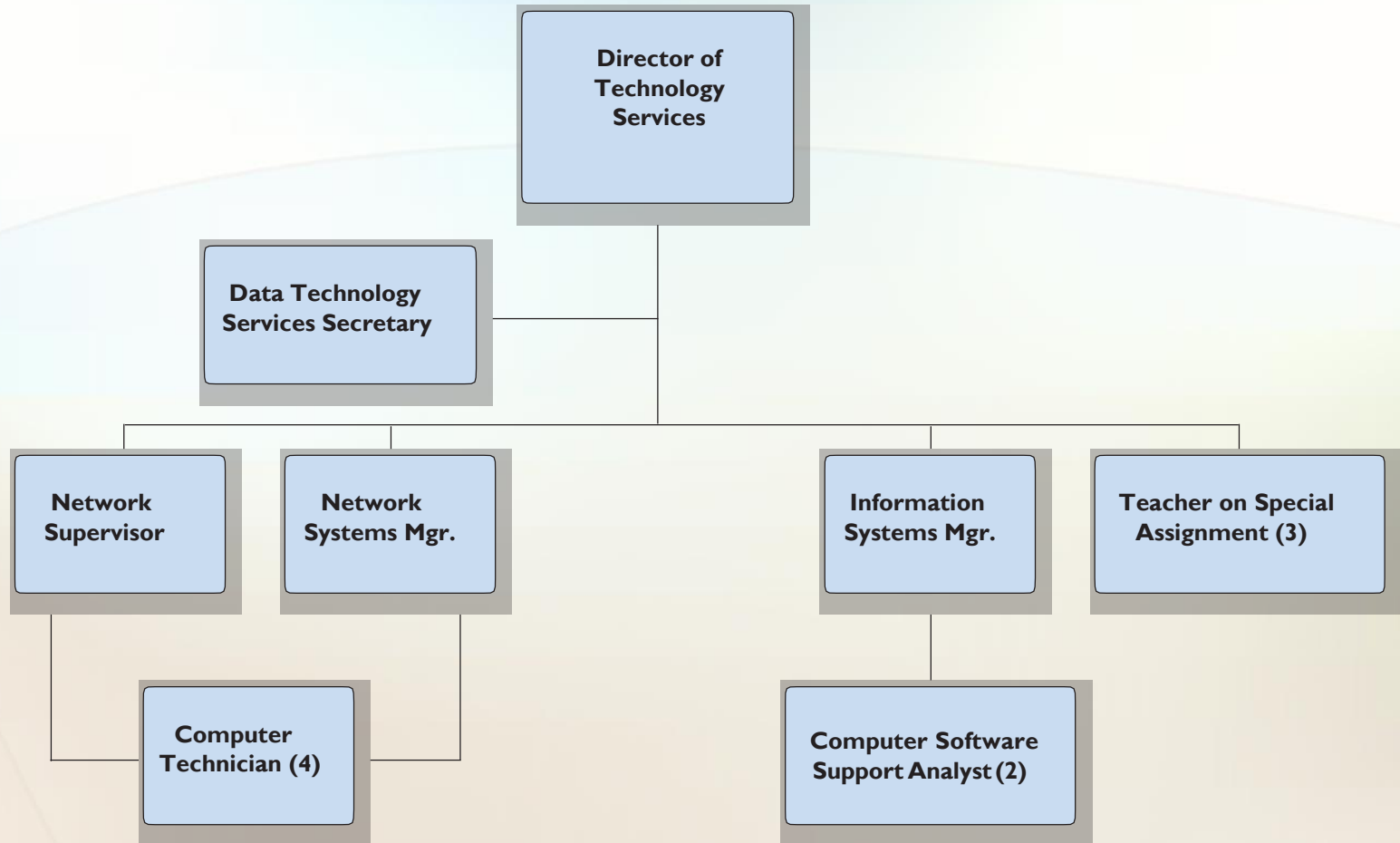
- The technology staff work and storage areas may be of insufficient size to adequately store and configure the large number (2,500-3,000) devices purchased each year.
- The district is not including/tracking assets of \$500 or less in the online QSS Control Center (QCC) Fixed Asset inventory system, leaving out a significant number of the approximately 12,000 devices. This results in uncertainty as to the location of these devices by the sites and the inability to inform the district and potential donors the actual number and location of all devices.

Hardware Installation and Setup

FCMAT Recommendations:

- Evaluate receiving and warehouse storage and work areas to create efficiencies and accommodate an increase in equipment purchasing.
- Evaluate an inventory management system to track the distribution of electronic devices and other equipment valued under \$500 and not accounted for in the QCC system.

Organization and Staffing



Organization and Staffing

- District staff generally felt confident that the technology director had a vision and a plan in regards to technology use but were unable to articulate those or how they would apply to their site or department.
- Sites would like to see more skilled technical support for the increasing amount of technology being placed into classrooms. FCMAT's estimate for adequate support would include a total of 7.5 FTE computer technician positions in the district. There are already 4.0 FTE computer technicians in the department.
- Sites and departments had benefited from the quality of custom reports and data analysis provided by a contracted outside data expert full time during the 2015-16 school year and part-time during the 2016-17 year. This contractor is no longer available and data requests/needs are being unfulfilled.

Technology Support Staffing

FCMAT Recommendations:

- Create more opportunities for all stakeholders to interact with the technology director and participate in technology planning and discussions.
- Evaluate the need to add up to 3.5 new computer technician positions.
- Conduct a needs assessment to determine how to fulfill site staff requests for data reports and analyses.

Questions