



Department  
of  
Technology Services

Technology Report

Winter 2018-19

John Krull, Chief Information Officer  
Seattle Public Schools

[jckrull@seattleschools.org](mailto:jckrull@seattleschools.org)  
<http://www.seattleschools.org/dots>

# Table of Contents

- Executive Summary..... 1
- Finances ..... 1
  - Buildings, Technology and Academics/Athletics Levy (BTA IV) ..... 1
  - Quarterly Budget Report ..... 3
  - 2018-2019 E-Rate Application Summary ..... 2
- Student Learning & Support..... 4
  - Technology to Support Teaching and Learning ..... 4
  - Classroom Audio Visual Technology Modernization ..... 5
  - Educational Application Onboarding, Integration, and Transparency..... 5
  - Professional Development..... 6
- District Systems & Data..... 7
  - Business Systems: ERP/SAP Modernization ..... 7
  - Business Systems: Budget Management ..... 7
  - Business Systems: Online Payments ..... 8
  - Student Systems: Update Student Information Systems..... 9
  - Student Systems: 504 Module ..... 10
  - Student Systems: College & Career ..... 10
  - Student Systems: Nurse Data System Replacement ..... 11
  - Digital Transformation: Collaboration and Knowledge Management..... 11
  - Digital Transformation: Electronic Records and Business Process Reengineering ..... 12
  - Digital Transformation: Human Resources Process Improvement..... 13
  - Digital Transformation: Website Governance and Customer Service..... 13
  - Data and Business Intelligence: Data Governance ..... 14
  - Data and Business Intelligence: Visualization with Dashboards ..... 15
- Infrastructure & Security ..... 16
  - Network: Wide Area Network (WAN) Modernization ..... 16
  - Network: Firewall ..... 16
  - Network: Local Area Network (LAN) Upgrades ..... 17
  - Network: Wireless ..... 17
  - Telecommunications ..... 18
  - Data Center & Cloud: Modernization ..... 18
  - Data Center & Cloud: Disaster Recovery and Business Continuity ..... 19
  - Physical Security: Security Systems Expansion..... 19
  - Staff Technology ..... 20
- The Office of the CIO..... 21
  - Portfolio Management and IT Governance ..... 21
  - Help Desk/TechLine..... 21
- Completed Projects..... 22
  - Modernize Reporting Tools / Launch Tableau Server..... 22
  - Website Mobile App Project ..... 22
  - ADA Accessibility Consent Decree Compliance ..... 23
  - Schoology Enhancement and Growth ..... 23

---

## Executive Summary

The Department of Technology Services (DoTS) Technology Report, a quarterly report developed by the Chief Information Officer (CIO), the management in DoTS, and the budget office, is an effort to report on technology projects that are funded by capital funds. Projects are listed under the program with its budget for the term of the BTA IV three-year budget, now in year two. All projects are listed in the context of the district goals. The technology report looks back on the previous three months on these and other projects.

Major work has been progressing this Winter. The Budget Management System was used in budget areas for central and school budgeting. Work still remains to get the new system fully functional for next year. Meanwhile, SAP, our enterprise finance systems, is getting a facelift to improve user experience. The implementation for Online Payments is complete across schools, and we are continued work on credit card readers.

Key stakeholders worked on the Gradebook and Elementary Report Card project which will bring a united platform for Elementary Report Cards and secondary gradebook using modern web technologies in PowerSchool.

Technology planning and reporting for the 2019-2023 Technology Plan and this quarterly Technology Report are divided into three components:

- **Student Learning & Support:** Hardware, software, services, and support for student learning
- **District Systems & Data:** Enterprise systems, data, and Business Intelligence
- **Infrastructure & Security:** Core technology to run and secure connectivity, applications, and data

The following sections are organized by major area of support: Student Learning & Support, District Systems & Data, and Infrastructure & Security. This report describes each project and gives a current status report. For full description and full context of each area please see the [2019-2023 Technology Plan](#).

---

## Finances

DoTS is funded from both the General Fund and levy funds, with the majority coming from levies. DoTS has annual funding that covers operational, project specific, and capital expenditures.

### Buildings, Technology and Academics/Athletics Levy (BTA IV)

The BTA IV Capital Levy was approved by voters in 2016 by more than 72 percent and supports the district's long-range plans to upgrade and renovate aging school facilities and address enrollment growth. This total investment includes both operational costs such as IT staffing and infrastructure and also strategic projects. Detailed financial reporting is included in the Capital Programs Semi-Annual Report. For technology levy, funds will be used to:

- Provide classroom technology equipment and instructional support to enhance student learning.
- Provide for academic projects to meet the educational requirements and needs of students.

The funding covers technology operating and project expenses from 2017 through 2020.

**BTA IV Investment for Technology: Total \$104.7 million**

Making strategic investments in technology supports learning and teaching in the classroom; delivers services to students, teachers, staff and families; and improves efficiency in business processes.

**Student Learning: \$29.3 million**

Upgrade and expand classroom/student technology equipment and services, mobile and stationary computer labs, and increase on-site technical support services for schools and student technology.

**Instructional Support and Delivery: \$27.2 million**

Modernize and expand classroom audio-visual presentation systems and faculty workstations, modernize network access, and provide state-of-the-art instructional services including online learning environments to help prepare students for life in the 21st century.

**Physical Safety and Security: \$8.4 million**

Modernize school safety and security systems including camera, threat alert, door access and communication services. Modernize the district's telecommunications system.

**Information/Data Security and Privacy: \$3.5 million**

Continue operations and improvements to the district's data security systems for the protection of personal (student and staff) sensitive and confidential information; implementation/expansion of critical data protection and recovery systems (disaster recovery, anti-virus, redundancy); and development of the district's first comprehensive business continuity plan.

**School and Instructional Support: \$30 million**

Continue to improve and enhance districtwide student and business systems, which support all schools and central offices with services such as payroll, purchasing, human resources, finances, budgeting, transportation, health, nutrition, Special Education, scheduling and attendance.

**Communication transparency and outreach: \$6.3 million**

Improve communication with families and community to increase transparency and outreach using website, parent contact, and other technology communication and collaboration tools.

**2018-2019 E-Rate Application Summary**

The Schools and Libraries (E-Rate) program, administered by the Universal Service Administrative Company, with the guidance of policy created by the Federal Communications Commission (FCC), collects and delivers funding focused on places where broadband and connectivity needs are critical. This program serves people in rural, underserved, and difficult-to-reach areas. It provides discounts to keep students and library patrons connected to broadband and voice services. Discounts are based on Free and Reduced Lunch percentages. Seattle Public Schools qualifies to receive a 60% discount on eligible services.

The 2018-2019 E-Rate 470 applications and associated RFP's are filed. There was a lot of work accomplished in a very short time and the process is continuing. The Category One and Category Two products and services support all our schools and apply to construction and infrastructure at our schools opening in the future as well as central infrastructure and security.

471 Form Identifier	Pre-Discount Cost	Dollars Requested
18-19 471 WAN Consortium Service	\$120,067.56	\$60,033.78
18-19 471 Switches Magnolia	\$94,862.16	\$47,431.08
18-19 471 WAPs Magnolia	\$25,731.67	\$12,865.84
18-19 471 Switches Lincoln	\$151,779.46	\$75,889.73
18-19 471 WAPs Lincoln	\$68,479.45	\$34,239.73
18-19 471 Switches Ingraham	\$37,944.86	\$18,972.43
18-19 471 WAPs Ingraham	\$19,506.26	\$9,753.13
18-19 471 Switches Queen Anne	\$56,917.30	\$28,458.65
18-19 471 WAPs Queen Anne	\$7,961.63	\$3,980.82
18-19 471 District Firewall	\$1,717,616.09	\$858,808.05
18-19 471 MAN Upgrade	\$1,524,009.03	\$762,004.51
18-19 471 Telecom Switches CDS	\$30,671.22	\$15,335.61
18-19 471 Districtwide Switches	\$1,748,084.02	\$874,042.01
18-19 471 WAPs Districtwide	\$1,919,703.60	\$959,851.80
18-19 471 Districtwide Cabling	\$3,326,380.00	\$1,663,190.00
	\$10,849,714.31	\$5,424,857.17

*List of E-rate Applications for 2018-2019*

## Quarterly Budget Report

2018-19 DEPARTMENT OF TECHNOLOGY SERVICES BUDGET								
as of 3/15/2019								
Category	Budget	Actual 11/19/2018	Actual 12/14/2018	Actual 1/10/2019	Actual 2/2/2019	Actual 3/15/2019	Balance	Where*
<b>BTA IV</b>								
Student Learning	\$8,867,050	\$677,966	\$1,115,862	\$1,644,087	\$1,952,278	\$2,405,837	\$6,461,213	School
Instructional Support	\$10,712,323	\$776,419	\$992,339	\$1,784,084	\$2,141,667	\$2,417,216	\$8,295,107	School
Physical Safety/ Security	\$4,224,880	\$112,030	\$166,248	\$754,944	\$838,574	\$905,030	\$3,319,850	Central
Information/Data Security	\$1,402,610	\$66,409	\$133,144	\$150,924	\$225,744	\$275,894	\$1,126,716	Central
School & Inst. Support	\$10,523,197	\$1,231,015	\$2,011,517	\$2,131,437	\$3,391,894	\$3,994,664	\$6,528,533	School
Comm. Transparency & Outreach	\$2,166,852	\$157,473	\$289,799	\$416,240	\$571,066	\$655,338	\$1,511,514	Central
TOTAL	\$37,896,912	\$3,021,312	\$4,708,909	\$6,881,716	\$9,121,223	\$10,653,979	\$27,242,933	
<b>BEX IV</b>								
Classroom Technology	\$3,158,689	\$458,754	\$477,821	\$468,798	\$482,986	\$1,708,901	\$1,449,788	School
Infrastructure	\$4,211,687	\$4,211,687	\$169,331	\$916,907	\$909,218	\$872,398	\$3,339,289	Central
Academic/Business Operations	\$1,062,087	\$536,666	\$536,227	\$648,937	\$648,937	\$817,537	\$244,550	Central
TOTAL	\$8,432,463	\$5,207,107	\$1,183,379	\$2,034,642	\$2,041,141	\$3,398,836	\$5,033,627	
						<b>\$1,357,695</b>		
<b>BTA III</b>								
Enhance technology-based tools for students and teachers	\$640,470	\$40,303	\$40,303	\$40,303	\$40,303	\$640,470	\$0	School
Upgrade school-based and district-wide technology systems	\$208,111	\$190,369	\$199,842	\$201,411	\$192,357	\$208,111	\$0	School
TOTAL	\$848,581	\$230,672	\$240,145	\$241,714	\$232,660	\$848,581	\$0	
<b>General Fund</b>								
<b>Technology Services Department Area</b>								
Instructional Technology Prog Admin	\$15,335	\$1,877	\$1,897	\$2,105	\$2,163	\$2,510	\$12,825	Central
Telecom/Utilities	\$1,369,633	\$126,206	\$186,629	\$230,705	\$532,376	\$666,778	\$702,855	Central
Technical Services Office	\$347,672	\$105,377	\$155,563	\$196,019	\$241,471	\$277,371	\$70,301	Central
Systems Operations	\$776,914	\$116,238	\$173,942	\$231,834	\$290,915	\$345,291	\$431,623	Central
Customer Support (TSS)	\$1,437,293	\$233,647	\$352,363	\$471,050	\$590,540	\$710,007	\$727,286	School
Systems and Programming	\$1,090,373	\$165,659	\$260,696	\$347,917	\$427,860	\$507,787	\$582,586	Central
Technology Training and Support	\$1,709,013	\$309,913	\$453,259	\$597,359	\$741,922	\$886,530	\$822,483	Central
Reporting and Data Analysis	\$451,550	\$70,016	\$107,150	\$142,115	\$177,301	\$212,427	\$239,123	Central
DOTS Information Security	\$1,500	\$0	\$0	\$0	\$0	\$0	\$1,500	Central
Library Services	\$152,769	\$24,523	\$36,265	\$47,957	\$59,734	\$71,466	\$81,303	Central
Library Svcs -Databases/Cataloging Sppt	\$136,545	\$36,583	\$45,625	\$60,225	\$69,857	\$78,959	\$57,586	Central
Total	\$7,488,597	\$1,190,040	\$1,773,389	\$2,327,285	\$3,134,140	\$3,759,126	\$3,729,471	
* includes staff and non-staff costs, breakdown between school & central not 100% accurate but highly reliable								

---

## Student Learning & Support

The Seattle Public Schools technology plan for student learning is based on two key documents: the research foundation outlined in “Principles of Effective Digital Learning” and the State of Washington “K-12 Educational Technology Learning Standards” published by the Office of the Superintendent of Public Instruction (OSPI). See a complete background on the plan for Student Learning & Support in the [2019-2023 Technology Plan](#).

### Projects

#### Technology to Support Teaching and Learning

Business Sponsor: Curriculum, Assessment, and Instruction (CAI)

Strategic Plan Priority: High-Quality Instruction and Learning Experiences

#### Project Goal:

Teachers and students need technology to support, amplify, and accelerate the processes of teaching and learning. Classroom technology is delivered through several means with a program developed over two years of engagement:

- Aligning technology to Teaching and Learning goals
- Provide a baseline of technology for all schools
- Eliminating the use libraries and computer labs for testing (have enough classroom devices)
- Schools receive a cart for each classroom as part as part of the Educational Specification
- Follow a technology plan, standards, and research
- Align and coordinate purchases of technology to future instructional materials adoptions

#### Project Business Value:

In coordination and collaboration with the Teaching & Learning division to directly support its core initiatives, these deployments support pedagogy and curriculum.

#### Technology Plan Objective: By August 2020

1.2 All schools meet their baseline device requirement and fulfil needs of site-based technology plan.

#### Project Status: **Percent Complete: 20%**

- 1,000 computers in 60 carts that were purchased to help implement site-developed plans as part of high school re-visioning have been delivered to schools.
- 300 iPads purchased and deployed for assistive technology.
- A thorough inventory was completed this winter to determine an equitable baseline of technology at schools for a purchase to be made in Spring/Summer.
- Testing i5 and i3 laptops for the new standard.
- Testing Chromebooks and Google Apps at John Stanford Elementary.
- Completed capability to update Windows laptops in carts overnight.
- Developing hotspot plan for take home laptops for students in need of home access.
- Kicked off project to simplify student login removing site code and underscore.
- Kicked off project to map students home drive to OneDrive eliminating local storage.

## Classroom Audio Visual Technology Modernization

Business Sponsor: Curriculum, Assessment, and Instruction (CAI)

Strategic Plan Priority: High-Quality Instruction and Learning Experiences

Strategic Plan Priority: Predictable and Consistent Operational Systems

### Project Goal:

Schools have outdated audio/visual (A/V) that do not meet the Educational Specification. Incorporating technology into the classroom when the equipment is outdated and has reached end of life is difficult. Current A/V technology expands the possibilities for innovative teaching and learning. Replacement of projectors/displays and document cameras, wireless display connectivity, sound, and installation are all included. The plan calls for the replacement of oldest (A/V) equipment at Weighted Staffing Standards (WSS) Tier 1-2 schools with current specification.

### Project Business Value:

Without modernizing the entire school, schools will have updated classrooms with the latest educational specification.

### Technology Plan Objective: By August 2020

1.4 A/V educational specification finalized and deployed at first set of schools.

### Project Status: **Percent Complete: 1%**

- A Request for Proposal (RFP) is in the early planning stages to purchase A/V equipment and installation services for all classrooms with Title I schools as priority.

## Educational Application Onboarding, Integration, and Transparency

Curriculum, Assessment, and Instruction (CAI)

Strategic Plan Priority: High-Quality Instruction and Learning Experiences

Strategic Plan Priority: Predictable and Consistent Operational Systems

### Project Goal:

The goal is to ensure that all educational software used in Seattle Public Schools purchased or acquired at the district or school level for use by students and families is fully compliant with state and federal law, district policy and other legal obligations including the district current agreements in Americans with Disabilities Act (ADA)-related consent decrees. To ensure this, DoTS is partnering with purchasing to develop a list of approved software and developing a process to add new software to an approved list. This program also will provide budget to purchase district-wide educational creative, operational, and supplemental software that are vetted supplementary materials and provide equity. Additionally, DoTS reviews student data requirements and, where possible, sets up single sign on (SSO) and rostering. Project will also renew and maintain student assessment system licenses.

### Project Business Value:

This project has two primary benefits to the district: ensuring students have access to safe, appropriate and secure educational software that enables their success by addressing their learning needs; and reducing liability and risk for the district by ensuring there is a clear and effective process to ensure compliance with state and federal law, district policy and other legal obligations.

There is a strong inequity of access to consistent educational technology software resources across the district because of a lack of central funding. This will allow DoTS to bring greater consistency to educational software

offerings across the district and allow integration with existing systems like the Schoology with centralized management of privacy, security and access.

**Technology Plan Objective: By June 2020**

1.8 All district and school-wide applications will be onboarded and indexed, meeting ADA, privacy, and security benchmarks, while providing equitable access.

**Project Status:**  **Percent Complete: 15%**

- The ADA consent decree forced the elimination of several programs including for typing and reading intervention. New ADA compliant software was deployed for typing while several reading programs are in test.
- Currently the team is working through the backlog of existing software and services and posting approved software online.
- The team is looking at a consortium that is forming with Washington school districts that will leverage other districts using a common model to review the hundreds of applications available.

**Professional Development**

Business Sponsor: Curriculum, Assessment, and Instruction (CAI)

Strategic Plan Priority: High-Quality Instruction and Learning Experiences

Strategic Plan Priority: Culturally Responsive Workforce

**Project Goal:**

Staff learn effective use of technology in their instructional practice aligned with state standards, district strategic goals, and building Continuous School Improvement Plans (CSIP's). The goal is to provide teachers with training and support for online tools to enhance their instruction with students and communications with families. Professional learning includes support with learning management systems (LMS's), assessment systems, reporting platforms, new gradebooks, digital resources. Professional Development beyond systems will focus on pedagogy aligned with the "[Principles for Effective Digital Learning](#)" and the [EdTech Standards](#) described earlier.

**Project Business Value:**

To get full value of the technology, it must be paired with strong professional development. Professional learning supports district strategic goals in assuring high quality, multi-tiered systems of support, closing opportunity gaps, improving systems, and fostering community and family engagement. Staff must engage in professional learning associated with the use of technology aligned with the "Principles for Effective Digital Learning" and the EdTech Standards. Professional development will be related to using data to improve instruction, using digital resources, managing instruction, leveraging technology for collaboration and communication, incorporating digital citizenship (using Common Sense Media materials or other approved materials), and/or another personal professional learning in support of district or building initiatives. Teachers can use digital tools to aid their students' learning inside and outside the classroom and to help parents support their child's growth.

**Project Status:**  **Percent Complete: 10%**

- 32-hour certificated Seattle Education Association (SEA) training program in place.
- Education Technology stipend position for each school under review.
- Virtual and On-Site Coaching with Advanced Learning Partnerships (author of Principles of Effective Digital Learning successful with Dearborn Park, John Stanford, John Hay, and North Beach elementary schools.



---

## District Systems & Data

District Systems & Data includes business systems, student data systems, business intelligence systems, and systems for collaboration and digital transformation. See a complete background on the plan for District Systems & Data in the [2019-2023 Technology Plan](#).

### Projects

#### **Business Systems: ERP/SAP Modernization**

Business Sponsor: DoTS/Finance/HR

Strategic Plan Priority: Predictable and Consistent Operational Systems

##### **Project Goal:**

The initial goal of the program is to upgrade the district's Enterprise Resource Planning (ERP) platform replacing SAP's existing unsupported physical servers with new VMware servers. The engineering team will then upgrade the operating system and database versions to 2016 which will enable the team to upgrade SAP to an in-memory system called high-performance analytic appliance (HANA). Additionally, the team will modernize the SAP UI with Fiori and Personas to standardize the look and feel of SAP comparable to other tools in the market.

##### **Project Business Value:**

Using virtual machines (VM's) instead of physical servers will enable an easy administration of the business system footprint. The VM's will also improve high availability and disaster recovery via VMWare tools. Once the team implements HANA, business users will experience much faster performance enabling larger data extraction, improved payroll processing, year over year reporting, and new functionality which was limited in a standard SQL system. Upgrading to HANA will also enable the ability to use Tableau reporting User Interface (UI) connecting directly to SAP.

Fiori is SAP's new UI to modernize SAP's User Interface. The new UI will give users a better screen "look and feel" while also improving UI performance. The Personas tool will also modernize individual transactions by reducing the number of steps to complete a process and to personalize the look of the screen to end users

##### **Technology Plan Objective: By June 2020**

2.2 All SAP servers upgraded and running on SAP HANA and user interface will implement Fiori and Personas.

##### **Project Status:** **Percent Compete: 50%**

- Fiori user interface in alpha.
- Working on Single Sign-On (SSO) across SAP systems and Fiori.

#### **Business Systems: Budget Management**

Business Sponsor: Finance/HR

Strategic Plan Priority: Predictable and Consistent Operational Systems

##### **Project Goal:**

The goal of the Budget Management Project is to replace the outdated, unsupported Budget Development System with the implementation of the Questica budgeting software that offers more functionality. However, to achieve full transformation, all business processes across the Finance and HR teams related to the

budgeting/staffing lifecycle, implement position budgeting and control capabilities, redesign the Personnel Change Request intake and workflow, and reporting abilities need to be fully redesigned.

The 2018-2019 central budget (operating and position) was fully developed in Questica. The school budget and staffing were developed in SPOT (legacy budget tool) and consolidated to Questica.

Phase Two activities will deliver fully developed processes and automated technical capabilities for preparing the base budget, budget entry with position and staffing management, budget finalization, position change requests, integrations and reporting.

**Project Business Value:**

The current system is on an unsupported version of Access with little integration with SAP & limited users. The current system also lacks functionality and would be difficult to modify to meet new state reporting requirements.

Currently, budget for staff is not maintained at the position level. By implementing position budgeting, discrepancies between actual and budget on full-time equivalent (FTE) and total dollars can be tracked, analyzed and controlled to provide more accuracy and salary savings.

**Technology Plan Objective: By June 2020**

2.4 New budget management system in full production.

**Project Status:**  **Phase Two Percent Complete: 80%**

- Budget and HR ran budget arenas successfully at schools and the central office using both the old and new software since the new system was not ready.
- The project team is refocusing on completing for next school year.

**Business Systems: Online Payments**

Business Sponsor: Finance

Strategic Plan Priority: Predictable and Consistent Operational Systems

**Project Goal:**

The goal is to implement an online payment system at the schools to improve cash collection processes. With a new online payment system, the district hopes to increase the use of credit card payments, automate more of the reconciliation processes, and reduce manual work performed in the school offices to free up more resources to focus on student achievement. School Pay was selected with an RFP process and was implemented at five pilot secondary schools in early fall 2017, followed by the rest of the secondary schools. Phase Three is to roll out the product to the rest of the schools to add secure credit card readers to the front offices at the comprehensive high schools.

**Project Business Value:**

School cash handling was done manually, including payments, receipts, and reconciliation. An Online Payment System automates these functions, reduces the amount work at the schools, improves reconciliation of funds and provides parents with more payment options.

**Technology Plan Objective: By June 2019**

2.5 All schools will have online payment items, receipts, and reconciliation and will receive payments online for 50% of student fees.

**Project Status:**  **Percent Complete: 90%**

- Dedicated computers have been ordered; encrypted scanners have been ordered.
- A full security audit and plan was developed with a consultant. We are waiting for the vendor to provide a timeline to certify the encrypted card reader.

### **Student Systems: Update Student Information Systems**

Business Sponsor: Curriculum, Assessment, and Instruction (CAI)

Strategic Plan Priority: Predictable and Consistent Operational Systems

Strategic Plan Priority: Inclusive and Authentic Engagement

#### **Project Goal:**

Phase One is to update all secondary schools from PowerTeacher Gradebook to PowerTeacher Pro by the fall of 2019 making it available to not only secondary teachers who used the previous version but also elementary teachers who, heretofore, have had no district gradebook. In addition, the elementary schools currently use a separate system for their progress reports. This system is going off support and the current plan is that PowerTeacher Pro will be the replacement for progress reports.

In addition, beginning in 2020, the district will begin an adoption of PowerSchool's Unified Classroom or an equivalent platform to integrate the teacher classroom experience between systems (PowerTeacher, HomeRoom, Schoology, and Illuminate) to be complete by 2023.

#### **Project Business Value:**

Staff sees this as an opportunity to improve the technical stability of the gradebook and for leaders in Teaching & Learning to provide greater guidance in grade configuration standards to support equitable practices across the district. By adding elementary progress reports to PowerSchool, parents can view progress online through The Source at the end of grading period.

All secondary schools will begin Fall 2018-19 with the current PowerTeacher gradebook. Engineers and project managers are developing a plan to migrate schools to the upgraded product, PowerTeacher Pro, and are evaluating the newer interface and portal. Changes will be communicated to schools and families.

The district has extended the Schoology contract for one-year. The district is only renewing the contract on a yearly basis to assess progress in fixing technical issues, compatibility with other systems, and adoption. The district will consider consolidating under PowerSchool to both improve integration and save money.

#### **Technology Plan Objective: By June 2020**

2.6 All teachers K-12 will use PowerTeacher Pro as the official gradebook with PowerSchool holding official grades. Learning Management System (LMS) will be fully functional and integrated with PowerSchool and PowerTeacher Pro and used by 80% of secondary schools.

**Project Status:**  **Percent Complete: 70%**

- This project is currently completing the configuration phase of the effort, where both the K-5 and 6-12 versions will be customized to enable the grading and progress needs of our teachers.
- Communications have been started to inform the schools of the upcoming changes.
- The team has worked with CAI and the content managers to ensure that progress towards standards can be captured accurately based on the requirements.
- The training plan for the schools, including teachers, principals and registrars is being finalized.
- Reporting options are being analyzed for needs of both parents and teachers.

## Student Systems: 504 Module

Business Sponsor: Special Education

Strategic Plan Priority: Predictable and Consistent Operational Systems

### **Project Goal:**

Students with disabilities under Section 504 of the Rehabilitation Act of 1973 receive specific supports from Seattle Public Schools. The goal of the project is to implement PowerSchool 504 module and move all 504 coordinators, nurses, teachers and other groups who need access to a student's accommodation, to this new tool. Previously, 504 processes and accommodations were paper based which made storage and retrieval of accommodations difficult.

### **Project Business Value:**

Keeping paper copies of accommodations is expensive and inefficient. The PowerSchool 504 module automates and digitally stores all documents associated with a 504 accommodation. Additionally, parent consent for a 504 accommodation will be handled electronically through encrypted emails allowing the district to be compliant with Family Educational Rights and Privacy Act (FERPA) student privacy.

### **Project Status:** **Percent Complete: 70%**

- 504 module has been configured and is currently being used by 504 coordinators.
- Majority of remaining effort is training different groups on how to access an accommodation.
- Parents will have home access to their student's accommodations beginning at the start of school 2019-2020; parents will access the 504 module through The Source, PowerSchool's parent's portal.
- DocuSign (electronic Signatures) will be available in April 2019, eliminating the need to send unencrypted consent forms to parents avoiding a FERPA privacy violation.
- This is an example of an unplanned project and the flexibility of DoTS to meet the needs of the district to add this project.

## Student Systems: College & Career

Business Sponsor: Curriculum, Assessment, and Instruction (CAI)

Strategic Plan Priority: High-Quality Instruction and Learning Experiences

Strategic Plan Priority: Inclusive and Authentic Engagement

### **Project Goal:**

The program goal is to provide tools to support secondary schools in helping students meet the new state 24-credit graduation requirement and supporting the student achievement. Key recommendations of the 24-credit planning task force were to adopt and deploy a districtwide, electronic High School and Beyond planning (HSBP) platform, and to provide Counselors with online tools to support their career and college readiness coaching with all students.

### **Project Business Value:**

The current student-to-counselor caseload is now over 400:1, whereas the American School Counselor Association (ASCA) recommends a student-to-counselor ratio of 250:1. Counselors and Registrars currently do manual work to support students in reaching graduation. This project adds online tools for HSBP, Graduation Planner, Career & College Readiness planning, and Course Requests. Information about Naviance can be found at [https://www.seattleschools.org/academics/college\\_career\\_readiness/naviance](https://www.seattleschools.org/academics/college_career_readiness/naviance).

### **Technology Plan Objective: By June 2019**

2.8 All secondary students have access to Naviance and have established regular usage.

**Project Status:** ● **Percent Complete: 95%**

- The project is now live for grades 6-12; currently no other grades are being considered to use Naviance.
- The next phase of the project will be to allow parents and teachers access to Naviance starting at the beginning of the 2019-20 school year. Parents will have view only access, allowing them the ability to monitor their student's progress and the college application process.
- Families will be able to opt their students in/out of Naviance during the same time-frame as the Family Educational Rights and Privacy Act (FERPA) opt-out window, held at the beginning of this school year.
- Information collected by Naviance will allow school administrators to discover and address gaps in matriculation, persistence, and graduation. Teachers will be able to write and send electronic letters of recommendation for students which should provide significant time savings.

### **Student Systems: Nurse Data System Replacement**

Business Sponsor: Health Services

Strategic Plan Priority: Predictable and Consistent Operational Systems

**Project Goal:**

The goal is to replace the current NED system for use of school nurses. The new system offers more functionality and streamline nurses' processes. The district's new student electronic health record (EHR) system, CareHub, launched in 2017-2018 for use of school nurses. Phase Two of the project is to provide access to parents to see their children's records and provide updates.

**Project Business Value:**

NED was an outdated, unsupported Access application that nurses used to track their student health contacts. This work is required by the state and cannot be done manually by the small number of nurses in the district. In addition, the parent portal will allow parents to review their children's medical status, including nurse visits and medication administration, to provide updates and to receive alerts for low inventory of medications.

**Technology Plan Objective: By June 2019**

2.9 All parents will have the opportunity to securely access their children's medical status and provide updates online and to increase their interactions with the nurses assisting their children.

**Project Status:** ● **Percent Complete: 95%**

- Working with nurses on how to safeguard sensitive student data.
- Health Services has spent three months working with nurses on how and why to record office visits so that they maintain a student's legal rights.
- Parent Portal will be opened up to new families again beginning on May 1, 2019.
- Remaining project work streams reside around Single Sign-On for staff and parents and finishing up the last gaps between the original project requirements and how the CareHub application works.

### **Digital Transformation: Collaboration and Knowledge Management**

Business Sponsor: DoTS

Strategic Plan Priority: High-Quality Instruction and Learning Experiences

Strategic Plan Priority: Predictable and Consistent Operational Systems

Strategic Plan Priority: Inclusive and Authentic Engagement

**Project Goal:**

The goal is to facilitate communications within departments, project teams, and schools. Employees need to have a common place to store documents for collaboration and reference in their teams.

### **Project Business Value:**

The newly designed SharePoint sites are easy to navigate and offer visible, easily managed areas for collaboration within and among departments, schools, and project teams. Documents are currently stored in a number of places that can be hard to find. The new SharePoint sites pull all documents together for easy reference and retention classification. In addition, adding the use of Microsoft Teams as a front end to SharePoint sites will increase the ease of collaboration within work groups, departments and cohorts, across project teams and potentially within classrooms between students and teachers.

### **Technology Plan Objective: By June 2020**

2.10 All schools will use online collaboration effectively as measured by survey.

### **Project Status:** **Percent Complete: 70%**

- School sites have been created for all schools and are being activated for administrators archiving materials and for schools when they are ready. Our goal is for the rest of the school staff to actively use their sites by the end of 2019.
- DoTS staff has been trained on Microsoft Teams which we are envisioning as a collaborative front end to SharePoint.
- We are partnering with Microsoft to do a deep dive into Teams for faculty collaboration and classroom use and measuring efficacy of using Team with students at five schools (West Seattle HS, Rainier View, Eckstein MS, Aki Kurose, and Garfield). We will evaluate progress before continuing with supported student use for next school year.
- We are piloting Google Classroom at John Stanford International School.

## **Digital Transformation: Electronic Records and Business Process Reengineering**

Business Sponsor: DoTS

Strategic Plan Priority: Predictable and Consistent Operational Systems

### **Project Goal:**

The goal is to provide central platforms for digital content management and automated digital workflows. The initiative includes processes and a platform for the digitization, categorization, and retention of documentation, both legacy (i.e. paper) and go-forward (all digital processes). Project funds establish a base platform for School Board legislative meetings. Phase Two initiates the further development the OpenText platform for the entire organization for workflow automation and document management. Also included are continued development of specific platforms for email and document retention.

### **Project Business Value:**

The organization needs to move from paper-based manual workflows, forms, document storage, and case management to improve efficiency and reduce cost. Initial implementation will streamline several departments: Board Office, HR, Contract Services, Legal, Office of Student Civil Rights, Finance, and Archives. Implementing OpenText content server will manage long-term document retention for specific processes particularly in HR and accessibility for data and documents where data is collected and automated through OpenText. The project will include the capacity to scan to file for legacy documents.

### **Technology Plan Objective: By June 2020**

2.11 Business Process Automation platform will be available for all departments and archiving practices meet policy requirements.

### **Project Status:** **Percent Complete: 50%**

- Americans with Disabilities Act (ADA) staff process application request form deployed successfully.
- Contract processing application deployed successfully.
- Records moved to a four-year retention of email for most employees and departments. Superintendent Procedure 4070 will eventually move to a two-year retention policy for untagged emails.
- Rational Retention is indexing, searching and providing legal hold support for SharePoint, Teams, OneDrive, email, file shares, and staff home-directories.
- eScribe board document automation on hold until summer.

## Digital Transformation: Human Resources Process Improvement

Business Sponsor: Human Resources

Strategic Plan Priority: Predictable and Consistent Operational Systems

Strategic Plan Priority: Culturally Responsive Workforce

### Project Goal:

The goal is to streamline HR processes to eliminate rework and improve throughput and data quality. This includes several projects to automate and streamline processes and systems.

### Project Business Value:

HR functions do not follow consistent processes or employ systems efficiently, resulting in a large amount of time-consuming manual work, bottlenecks and rework. This makes it difficult for the HR team to provide the level of service they know is needed by the schools and the district.

### Technology Plan Objective:

2.13.a By June 2019, integrations complete between SAP and NeoGov to streamline onboarding for the 2020 school year.

2.13.b By July 2019, OpenText architecture built, providing necessary functionality to build Labor and Employee Relations (LER) workflows and HR document repository.

### Project Status: **Percent Complete: 70%**

- Migrated paper payroll renumeration statements to e-mail PDF forms. Include an electronic time statement after each payroll run.
- Connecting NeoGov with more interfaces with SAP to automate new-hire information for staffing process will go live with new hires in April.
- Labor Retracking behind schedule due to technical and scope issues.

## Digital Transformation: Website Governance and Customer Service

Business Sponsor: Public Affairs

Strategic Plan Priority: Inclusive and Authentic Engagement

Strategic Plan Priority: Predictable and Consistent Operational Systems

### Project Goal:

Website governance will improve user experience (UX), accuracy, timeliness, accessibility, credibility, and value for the Seattle Public Schools "seattleschools.org" website domains, which include the district public website, all school websites, and the staff-only MySPS website.

### **Project Business Value:**

The district website domains offer exceptional opportunity to communicate with our communities: conveying and amplifying strategic goals and work; reduce risk and improve transparency; and help users (families, staff and the community) find needed information and complete tasks.

Currently, the district does not have a website governance framework that provides strategy, process, and standards. Without governance, the district websites will continue to offer an increased risk, ambiguous goals and ownership, and unreliable user experience. Website governance will further existing efforts to provide mobile-first, useful, and usable district website domains that maintain an optimal user experience.

### **Technology Plan Objective: By June 2020**

2.17 Website governance framework with supporting sponsor, governance development and steward group, staffing and implementation plan in place.

### **Project Status:**



- CSIP creation moved to a nifty plan so principals can easily create their 2019-20 plans.
- Working with Ethnic Studies to create an integrated website and database for materials for June delivery.

## **Data and Business Intelligence: Data Governance**

Business Sponsor: DoTS

Strategic Plan Priority: Predictable and Consistent Operational Systems

### **Project Goal:**

Data Governance will improve accuracy, timeliness, quality, and accessibility for reporting and processes to improve data quality and data exchange.

### **Project Business Value:**

There is a need to standardize district data definitions, as common data definitions do not exist among various departments in central office. For example, enrollment numbers, school lists, list of teachers, and equity definitions are inconsistent. The district needs to establish common definitions through master data management. Likewise, the district needs standards of data ownership. Once the first stage is complete, standards of data exchange will be established following accepted standards.

In standardizing data definitions and processes, successful completion of this project will reduce data inaccuracies and eliminate costly redundancies that occur when the organization relies upon multiple, conflicting sources of information. Having multiple sources of information is a widespread problem and the impacts and costs can be very high.

### **Technology Plan Objective: By August 2020**

2.18 Data quality improvements will be operationalized within high leverage domains to support the district's key performance indicators (KPI's). Existing district processes will be refined to include a data audit step to support this work.

### **Project Status:**



**Percent Complete: 95%**

- Special Education - Continuous Improvement & KPIs developed and posted
- Data Leadership committee had first meeting and defined the purpose as agreement on business rules for metrics, how the data nests underneath the strategic plan goals, top line metrics, sub metrics, etc.



## Data and Business Intelligence: Visualization with Dashboards

Business Sponsor: DoTS

Strategic Plan Priority: High-Quality Instruction and Learning Experiences

Strategic Plan Priority: Predictable and Consistent Operational Systems

Strategic Plan Priority: Inclusive and Authentic Engagement

### Project Goal:

Modern reporting tools are needed for data visualization, exploration, and integrating data sets. Over several years, many SPS users had already purchased Tableau desktop licenses and were using the desktop version to perform queries and create data visualizations. The project goal for implementing Tableau Server is for scalability; to centrally manage collaboration, approved data sources, security, governance, and performance.

Further development of a suite of district-wide dashboards for performance management and departmental operational dashboards to improve using data to improve student outcomes. This will include continued support of the continuous improvement program and related dashboards and Balanced Scorecard.

### Project Business Value:

New usage dashboards, data exploration, advanced ad hoc analysis will empower leadership and data analysts. Tableau as an analytics tool will enable the business to better visualize data and gain new insights. Also, business users can self-serve more easily on data needs rather than making a request and waiting in line. Tableau Server efficiently manages access to data sources and provides a collaborative platform for reporting.

Legacy reporting is static and outdated. Investing in reporting modernization using interactive dashboards will be a critical tool in helping drive a culture of data driven decision making in schools and central office departments. This project will help drive culture of data usage, allow for easier data analysis, and accompany the data strategy of self-service to make data-based decisions to improve teaching and learning and eliminate opportunity gaps.

### Technology Plan Objective: By June 2020

2.20 Further development of a suite of district-wide dashboards for performance management and departmental operational dashboards to improve using data to improve student outcomes. This will include continued support of performance management program and related dashboards, School Reports, and Balanced Scorecard.

### Project Status: **Percent Complete: 50%**

- Progress monitoring dashboard: Working with team to advise on business rules, check data quality, and ensure the views created meet the users' needs. Adding high school measures next quarter.
- Data Profile – refresh with most recent year's data in progress and will be posted in April.

---

## Infrastructure & Security

Infrastructure & Security includes the foundation for running the Information Technology for the district. The infrastructure team supports the district's enterprise internal and external network, phone system, architecture, data center, and core IT services to all staff and students. The cybersecurity team provides incident response for cyberattacks, facilitates cyber safety training, and provides digital forensic support to the legal, HR, and safety teams. See complete background for Infrastructure & Security in the [2019-2023 Technology Plan](#).

### Projects

#### **Network: Wide Area Network (WAN) Modernization**

Business Sponsor: DoTS

Strategic Plan Priority: Predictable and Consistent Operational Systems

##### **Project Goal:**

Modernization and replacement of 17-year old Fujitsu sonnet network keeps the network backbone for all sites functional, reliable, and robust. It is beyond End of Service and unable to get the latest features and productivity improvement tools.

##### **Project Business Value:**

This program is a key security and infrastructure need as all schools are connected to the WAN for internet connectivity that is used for everything from taking attendance to teaching a lesson.

##### **Technology Plan Objective: By August 2020**

3.2 All district sites have higher bandwidth with elementary school sites upgraded to 10 gigabytes (GB) shared. High schools and middle schools upgraded to 10GB dedicated.

##### **Project Status:** **Percent Complete: 5%**

- Final paperwork for project start completed.
- The bid process for the second E-Rate phase is currently being conducted.

#### **Network: Firewall**

Business Sponsor: DoTS

Strategic Plan Priority: Predictable and Consistent Operational Systems

##### **Project Goal:**

The goal is the modernization and replacement of network hardware which is beyond End of Service and unable to deploy the latest features and productivity improvement tools. The project will improve network connectivity at schools and support improved wireless connectivity.

##### **Project Business Value:**

New firewalls will ensure the district is protected against threats from outside and inside the district. The protection of end users and data center servers by using the proper firewall with latest next generation engines to catch and block malicious attacks will save the district time and money.

##### **Technology Plan Objective: By August 2020**

3.4 Complete install a new core network set of firewalls to give more redundancy and increase capabilities to protect and inspect traffic in and out of the district.

**Project Status:**  **Percent Complete: 5%**

- Board Action Report approved by board at the March 13, 2019 regular meeting. E-Rate reimbursement will be applied as a re-imbusement instead of discount because it is still awaiting official approval.
- Final paperwork for project start completed.

### **Network: Local Area Network (LAN) Upgrades**

Business Sponsor: DoTS

Strategic Plan Priority: Predictable and Consistent Operational Systems

#### **Project Goal:**

Modernization and replacement of network hardware which is beyond End of Service and unable to deploy the latest features and productivity improvement tools.

#### **Project Business Value:**

Ensure the district is protected against threats from outside and inside the district. Ensure the protection of our end users and Data Center Servers by using the proper switches to manage traffic.

#### **Technology Plan Objective: By August 2020**

3.5 All installed End-of-Service-Life district switches have been upgraded to new equipment based on Request for Proposal (RFP) and increase power to support more equipment needed as the capital and facilities departments increase network-based cameras, locks, and building management.

**Project Status:**  **Percent Complete: 5%**

- In planning phase in coordination with wireless, WAN, and firewall projects.

### **Network: Wireless**

Business Sponsor: DoTS

Strategic Plan Priority: Predictable and Consistent Operational Systems

#### **Project Goal:**

Modernization and replacement of wireless hardware will keep up with the growing demand of users and bandwidth needed to support student learning.

#### **Project Business Value:**

To ensure the district has enough wireless connectivity at all locations of the schools and remove dead spots will increase access in general use areas to allow large public events and other school activities to aid in the student outcomes.

#### **Technology Plan Objective: By August 2020**

3.7 Evaluate all secondary schools for general use areas, such as gyms, auditoriums, and lunchrooms for wireless access. Design and implement a solution that allows for a high wireless density. Start a new RFP for future wireless plan across the district to get to higher bandwidth and higher density of devices in classrooms.

**Project Status:**  **Percent Complete: 10%**

- Wireless access points added to most urgent multi-function areas to add throughput.
- Site surveys done at 3 schools during Spring Break.

## Telecommunications

Business Sponsor: DoTS

Strategic Plan Priority: Predictable and Consistent Operational Systems

### Project Goal:

The goal is the complete modernization and replacement of 17-year old SPS phone system, which is beyond End of Service and unable to deploy the latest features and productivity improvement tools. All staff areas will get new phones and modern features. Key is implementing safety features that work in our infrastructure and remain available during emergency situations.

### Project Business Value:

Stationary phones are a key security need as phones provide reliable service in an emergency because they will work in a disaster with power backup systems, are part of the e911 system, and are integral to communication.

### Technology Plan Objective: By August 2021

3.9 All schools and central office will be on the new phone systems and all handsets in district have been upgraded to the new versions that did not get new phones recent Capital projects. New features implemented and leveraged like cell phone apps for district phone and PC-based applications.

### Project Status: **Percent Complete: 15%**

- Core Private Branch Exchange (PBX) switches are being installed at all hub sites.
- JSCEE cut of Automatic Call Distribution (ACD) phone systems to new PBX during Winter Break.
- West Seattle High School and Franklin High School cut over during March.

## Data Center & Cloud: Modernization

Business Sponsor: DoTS

Strategic Plan Priority: Predictable and Consistent Operational Systems

### Project Goal:

The goal is to create and maintain a modern data center with a balance of on-site and cloud resources to meet business requirements. The district will update and improve existing servers and appliances used to support the day to day business needs and add new software or hardware that helps manage environments. The plan will identify workloads, services and capabilities that can be more efficiently, inexpensively, and securely be migrated to the cloud.

### Project Business Value:

District systems and digital resources require both local and cloud resources. The data center establishes a secure foundation for access and redundancy to protect data and to recover from hardware issues. The cloud may be a better solution for some cases. DoTS will work with stakeholder to determine the best solutions to provide the best value

### Technology Plan Objective: By August 2020

3.10 All hardware and software that is end of service life has been replaced with newer updated equipment or software locally and targeted workloads moved to cloud.

### Project Status: **Percent Complete: 5%**

- Studying cloud and data center architectures.

## Data Center & Cloud: Disaster Recovery and Business Continuity

Business Sponsor: DoTS

Strategic Plan Priority: Predictable and Consistent Operational Systems

### Project Goal:

The goal is the implementation of the most critical recommendations and needs as identified in the BTA IV and BEX V Disaster Recovery Plan and Fit/Gap Assessment. The district will provide protections against data exfiltration and cyber exploits. Projects will include the implementation of an external recovery function, implementation of redundancy in critical locations, and systems and processes to secure and protect data.

### Project Business Value:

True value will be achieved with the reduction in risk profile for district with possible decreased insurance premiums, protection of key district data assets, and reduction of data loss risk to students and staff.

### Technology Plan Objective: By August 2020

3.12 All systems are resilient to withstand unforeseen outage of production systems so that employees can resume work next business day.

### Project Status: **Percent Complete: 75%**

- Payment Card Industry (PCI) support. PCI support complete for credit card transaction.
- Two Information Security Audits complete. Prioritizing work based on results.
- Backup Disk replication: Over 300 servers in the cloud.
- Multi-Factor Authentication live in central groups and selected staff, and all secondary site staff.
- Advanced Threat Mitigation rolled out to all email users to better protect against phishing attacks.
- Replacing/upgrading the core web filtering hardware to cloud based with same vendor.
- Table talk session executed to test cyber security, incident management and credit card controls.
- Encryption of laptops globally deployed for staff and student devices.

## Physical Security: Security Systems Expansion

Business Sponsor: DoTS

Strategic Plan Priority: Predictable and Consistent Operational Systems

### Project Goal:

The Phase One goal is to assist the Security department in getting high risk schools that need security setup with door entry systems with cameras that protect entrances and expanded camera coverage to protect the most critical need not yet covered. Additionally, DoTS will expand its infrastructure to receive and store video footage making it available when needed by maintaining proper retention.

Phase Two, beginning in 2020, will initiate the upgrade and expansion of security systems including our fingerprinting and security badge systems.

### Project Business Value:

The ultimate value is the safety and security of students and staff in our buildings.

### Technology Plan Objective: By August 2020

3.14 All school buildings will have security cameras covering outside access to all entry points of the building.

**Project Status:**  **Percent Complete: 85%**

- Current schools being worked on are Fairmount Park, Blaine, North Beach, Viewlands, and McDonald International School.

## **Staff Technology**

Business Sponsor: DoTS

Strategic Plan Priority: High-Quality Instruction and Learning Experiences

### **Project Goal:**

The district will fund computers for all employees centrally as part of operating costs instead of depending on departments to cover the cost. This would ensure that every department has the same level of technology at the best price.

### **Project Business Value:**

Staff computers at central office and school offices will be put on a four-year replacement cycle to improve efficiency and accountability. Previously purchases were managed by schools and departments using general fund and manager discretion. Centrally managing will save money, increase employee productivity, and improve efficiency and accountability to provide additional business value.

### **Technology Plan Objective: By June 2023**

3.18 All staff computers (central and school offices) will be upgraded and on a four-year replacement cycle.

**Project Status:**  **Percent Complete: 80%**

Refresh administrative staff workstations and update auditorium at John Stanford Center for Educational Excellence (JSCEE)

- Completed Principal and all Partner Alliance for Safer Schools (PASS) member commuters.
- New computers for school office staff scheduled for completion by end of Summer 2019.
- Completed Auditorium refresh at JSCEE.
- Completed updating all JSCEE Professional Learning Center rooms with new Audio/Visual equipment.

---

## The Office of the CIO

The Office of the CIO (Chief Information Officer) provides administration and support that includes project management, help desk services, management of the division and departments, and collaboration with cabinet leaders, the school board, and stakeholders. The Office of the CIO works closely with budget and finance. It manages all major software applications and site/enterprise licensing for district-wide systems including Microsoft Enterprise Agreement, SAP, PowerSchool, anti-virus, infrastructure support licensing, and district-wide education applications. Besides leading DoTS operations and programs, the Office of the CIO works on digital equity initiatives in partnership with the City of Seattle.

### Portfolio Management and IT Governance

The program management function develops the processes and procedures to be the technology Portfolio Management Office (PMO), which works closely with business owners (district departments and leadership) to deliver on key initiatives district-wide where information technology is a major lever to success.

#### Project Goal:

The district will have a process for using Information Technology (IT) for programs and projects to achieve district goals. It will include using executives to vet and approve strategic initiatives that use IT as a major lever to achieve success. People, processes and systems will be used to initiate, track, communicate, collaborate, measure, and report on the IT portfolio.

#### Project Business Value:

IT is a limited resource, so people, processes, and systems need to be in place to properly govern this valuable resource. By aligning the resources, demand and delivery of strategic goals into programs with financial portfolio management, a more comprehensive view based upon real time data will be available to make critical decisions.

#### Technology Plan Objective: By June 2020

4.1 IT Business Management and IT Service Management implemented.

#### Project Status: **Percent Complete: 50%**

- A template was created to upload demands and projects into Service Now.
- Beta site now live for management review.

### Help Desk/TechLine

The TechLine supports most technical systems and services that are used by staff throughout the district such as: PowerSchool/PowerTeacher, SAP/ESS/MSS, Marketplace, Office 365 (i.e. Exchange, OneDrive), as well as networking issues, hardware issues, basic instruction, etc.

#### Operating Status:

- Implemented plan to block email attacks from outside US
- Single Sign-On for MySPS site went live during Spring Break
- Statistics for this quarter 1/1/19-4/1/19
  - Total tickets resolved: 15,806
  - First call Resolution: 77%
  - Survey results with either a 9 or 10: 93%

---

## Completed Projects

### Modernize Reporting Tools / Launch Tableau Server

Business Sponsor: DoTS

#### Project Goal:

Modern reporting tools are needed for data visualization, exploration, and integrating data sets. Over several years, many SPS users had already purchased Tableau desktop licenses and were using the desktop version to perform queries and create data visualizations. The project goal for implementing Tableau Server is for scalability; to centrally manage collaboration, approved data sources, security, governance, and performance.

#### Project Business Value:

To support new usage dashboards and data exploration/advanced ad hoc analysis (primary users: leadership & power analysts). Tableau as an analytics tool will enable the business to better visualize data and gain new insights. Also, business users can self-serve more easily on data needs rather than making a request to IT and waiting in line. Tableau Server efficiently manages access to data sources and provides a collaborative platform for reporting.

#### Project Status: **Percent Complete 100%**

- Student at a Glance deployed to support Community Based Organizations (CBO)'s
- Formula for Success Dashboard for released on August 8, 2018 at School Leader Institute (SLI) which shows annualized data comparing the recent most 3 years.
- A Progress Monitoring dashboard was released November 1 to show progress monitoring (leading indicators).

### Website Mobile App Project

Business Sponsor and Implementation: Communications

#### Project Goal:

The goal is to create a mobile app for district and school websites that will enable users to customize the content delivered to their smart phone. When polled in Fall 2017, 61% of users said they would use a district mobile app if available.

#### Project Business Value:

The School Messenger website app development has been based on survey and website analytics research to provide most popular content to users.

#### Project Status: **Percent Complete: 100%**

- The app went live in August 2018.
- The app has been downloaded approximately 4,000 times by Apple and android users since August 1, 2018. Next step is ongoing maintenance and exploring push notification training for school communicators.



## ADA Accessibility Consent Decree Compliance

Business Sponsor: Deputy Superintendent/Office of Legal Counsel

### Project Goal:

SPS is committed to making all content located on external district sponsored websites and educational software programs accessible for persons with disabilities. SPS is required to meet the guidelines in Section 504 of the Rehabilitation Act, Web Content Accessibility Guidelines (WCAG) 2.0 AA, and the components of a court Consent Decree (CD) the district entered into in October 2015. Assuming all guidelines are met, the CD expires April 5, 2019.

### Project Business Value:

By meeting ADA accessibility standards, all students, families and community members are provided quality communications and instructional resources needed to ensure student achievement and the mandates of the Consent Decree are met.

### Project Status: **Percent Complete: 100%**

- Programs that were not ADA compliant were removed from use and replacements named.
  - Typing Club is replaced with Typing Pal
  - Read 180, System 44, and Reading Inventory replaced with other software
- External website remains ADA compliant
- Audio Eye continues to provide a good experience to users who need assistance.

## Schoology Enhancement and Growth

Curriculum, Assessment, and Instruction (CAI)

### Project Goal:

The goal is to provide teachers with online tools to enhance their instruction with students and communications with families, supporting the District Goals of Student Achievement and Strengthening School, Family and Community Engagement. Enhancements include LTI integrations, implementation of an assessment tool and the improved Schoology OneDrive assignment tool.

### Project Business Value:

Teachers can use Schoology to post assignments, videos, web materials, links and assessments to aid their students' learning inside and outside the classroom and to help parents support their child's growth. Materials and lesson plans can be more current, engaging and shared among teachers across the district and the country.

### Project Status: **Percent Complete: 100%**

- The district ran trainings for Turnitin, English Language Arts supplemental software, for high schools and middle schools which is integrated with Schoology. See <https://www.turnitin.com/>.
- The district extended its commitment to Schoology for the 2019-2020 school year.
- Project considered complete, but staff will continue on promoting usage.