



IT Services

Partnering with Divisions to Transform HCDE Processes

Lowell Ballard | Director of IT | August 17, 2022



Harris County
Department of
Education

IT Services Division



Who We Are

IT SERVICES | A DIVISION OF HARRIS COUNTY DEPARTMENT OF EDUCATION

Accomplishments

- Process Enhancements (Laserfiche/Promapp)
- Decision Support (Power BI)
- IT Project/Portfolio Management
- IT Peer/Customer Collaboration
- Employee Knowledge Transfer
- Employee IT Onboarding
- IT Security Enhancements
- Network Capital Improvement

IT SERVICES | A DIVISION OF HARRIS COUNTY DEPARTMENT OF EDUCATION

Strategic Direction

IT SERVICES | A DIVISION OF HARRIS COUNTY DEPARTMENT OF EDUCATION

IT Governance

- Discussions with Division Leadership
- Ranked Potential IT-related Projects
 - 358 Potential HCDE Organizational Projects
 - 184 Potential IT "Internal" Projects
- ELT Affirmed FY23/FY24 IT Plan
 - 59 Projects included in IT Plan
 - 10 "IT Incubator" projects

IT SERVICES | A DIVISION OF HARRIS COUNTY DEPARTMENT OF EDUCATION

Who We Are



IT Leadership



Division Structure

Lowell
Ballard
Director



Process
Improvement



Info Security



IT Trainer



Assistant

▶ Tim Davis
Application Services

Systems Analysts & Developers



▶ Chris Hoesel
Operations Services

Network & Systems Engineers



▶ Jaime Salinas
Service Desk

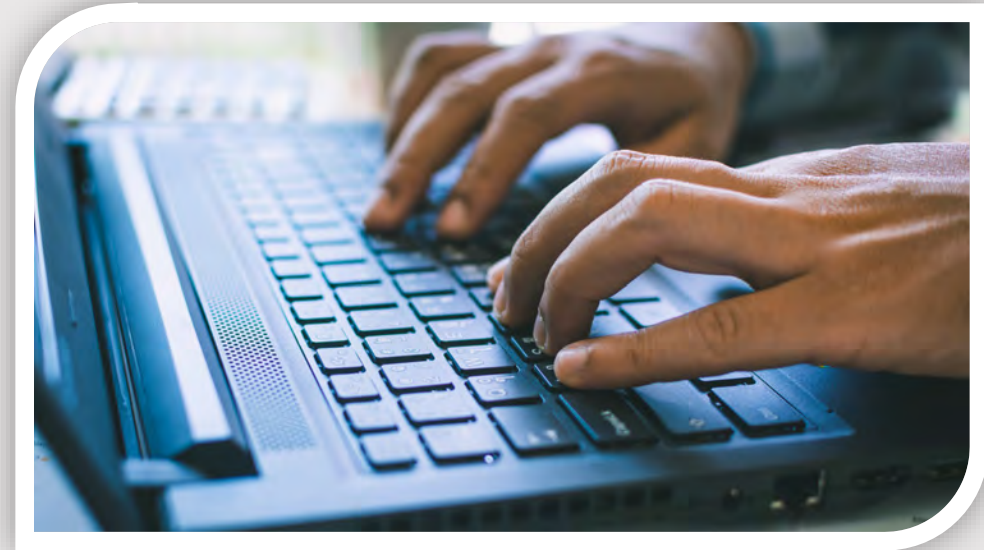
Service Desk Analysts & Field Technicians



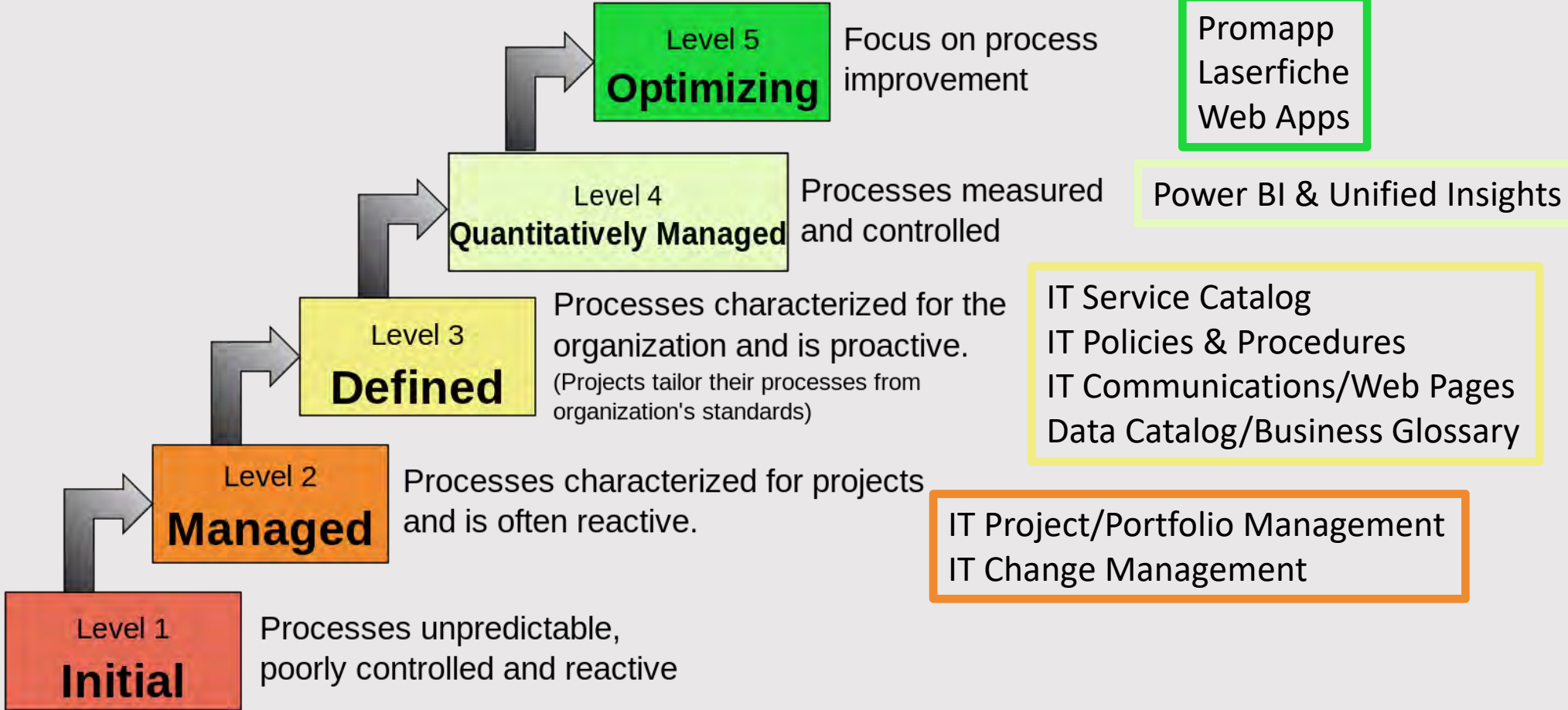
Three Teams, 25 Staff

Accomplishments

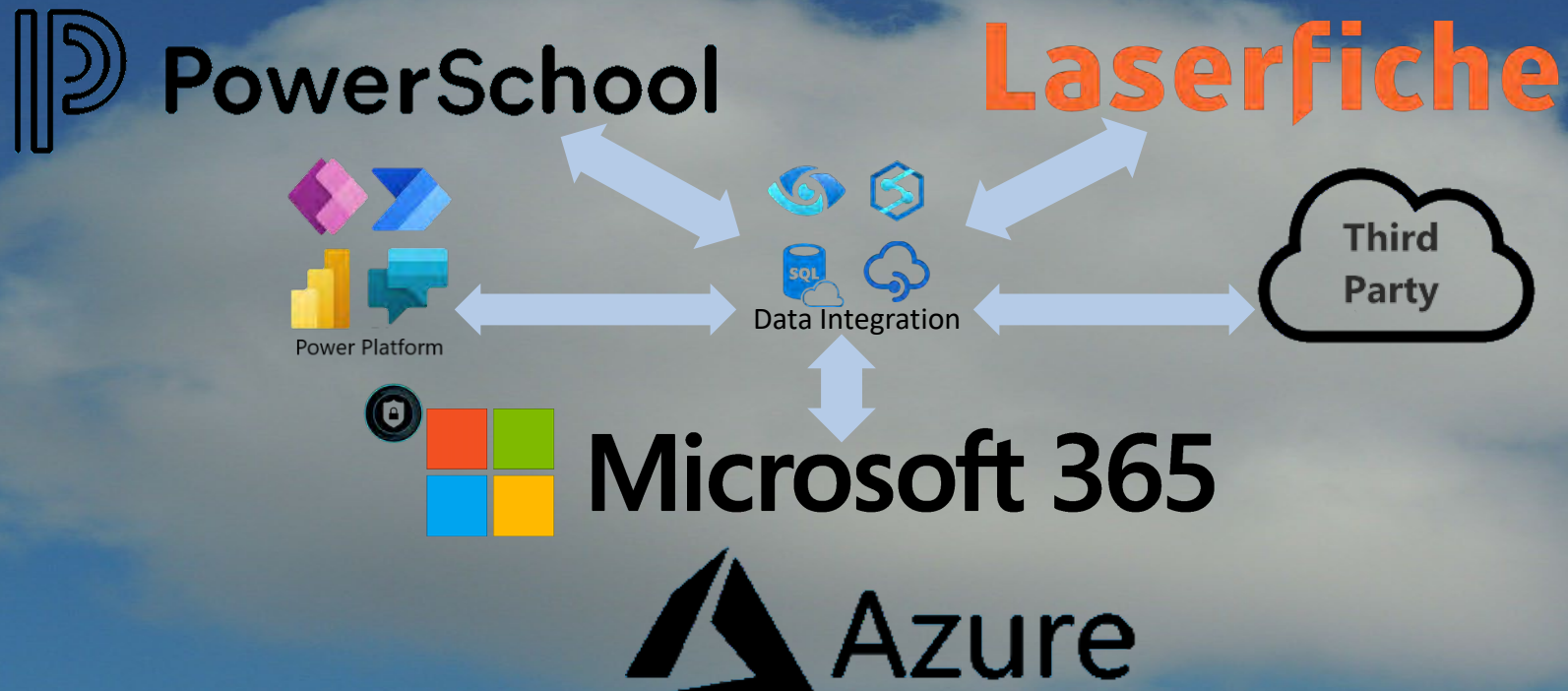
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Strategic Direction



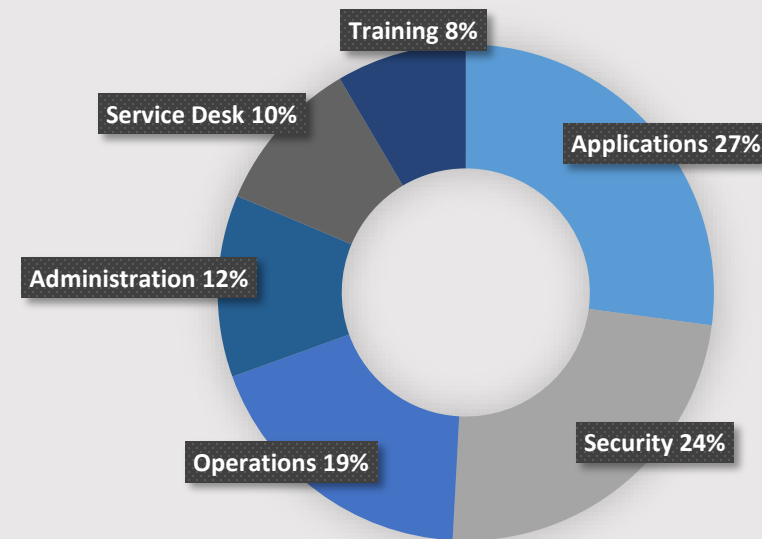
Strategic Platform



IT Governance

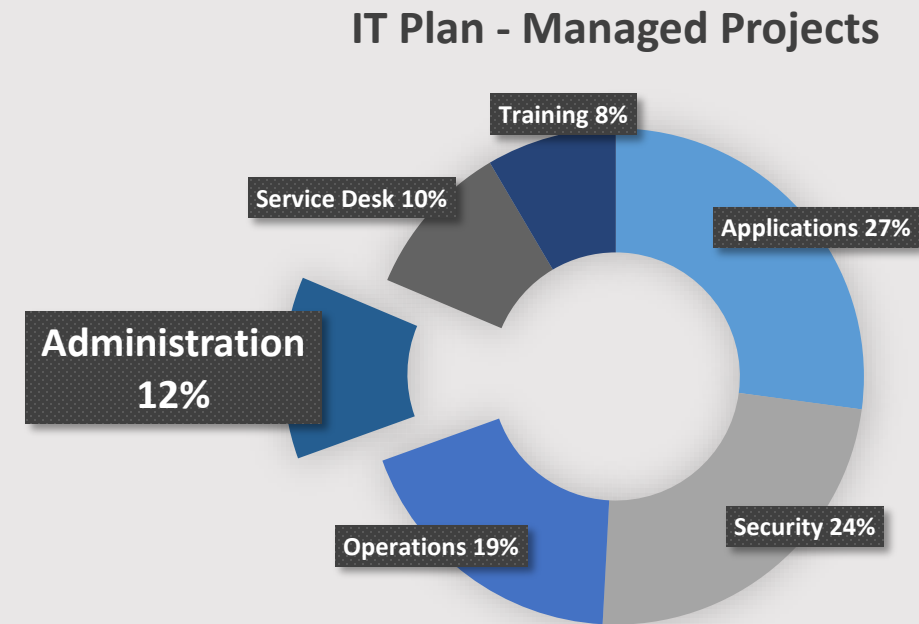
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IT Plan - Managed Projects






IT Administration Projects (7)

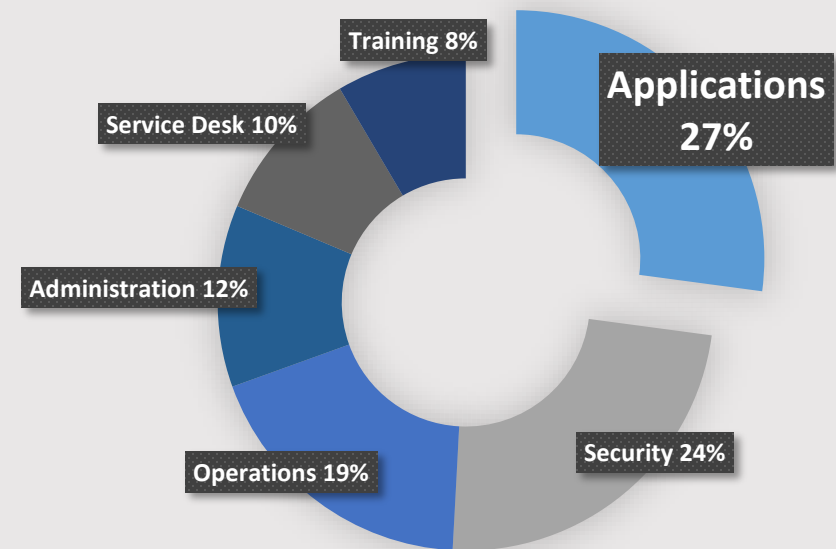
- IT Project Management Standards
- IT Dashboard
- IT Contract Calendar
- IT Standards Updates
- IT Position Description Updates
- Enterprise-wide IT Cost Analysis
- IT External Benchmarking by Gartner**



IT Applications Projects (16)

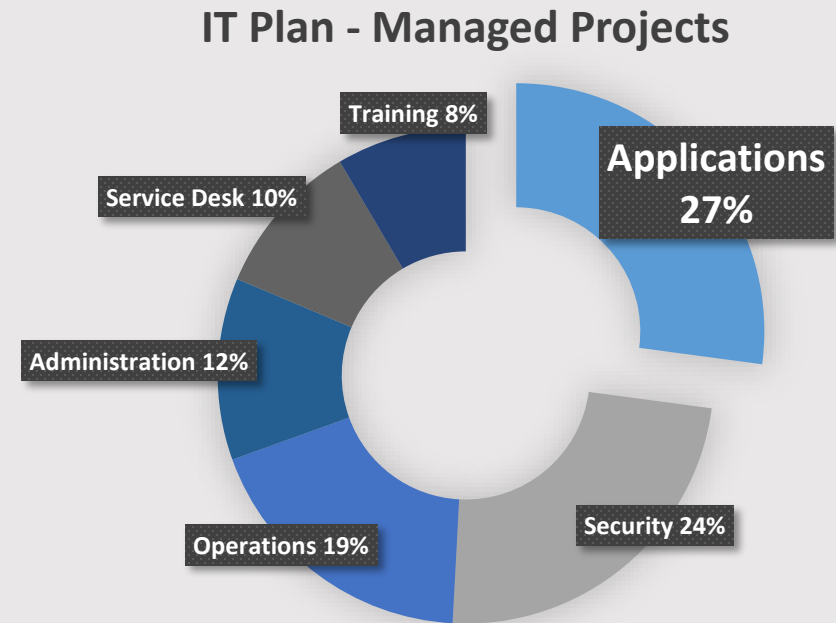
- Cloud Cost Management Enhancements
- Facilities Workorder Self-Service Enhancements
- HVAC Room Scheduling Integration
- Analytics System Upgrade (*Logi Analytics*)
-  Application Virtualization Evaluation (*Containers*)
-  Advanced Integration Services Testing
-  Customer-Facing Platform Enhancements
-  Application Management Tools Evaluations

IT Plan - Managed Projects





IT Applications Projects (16)

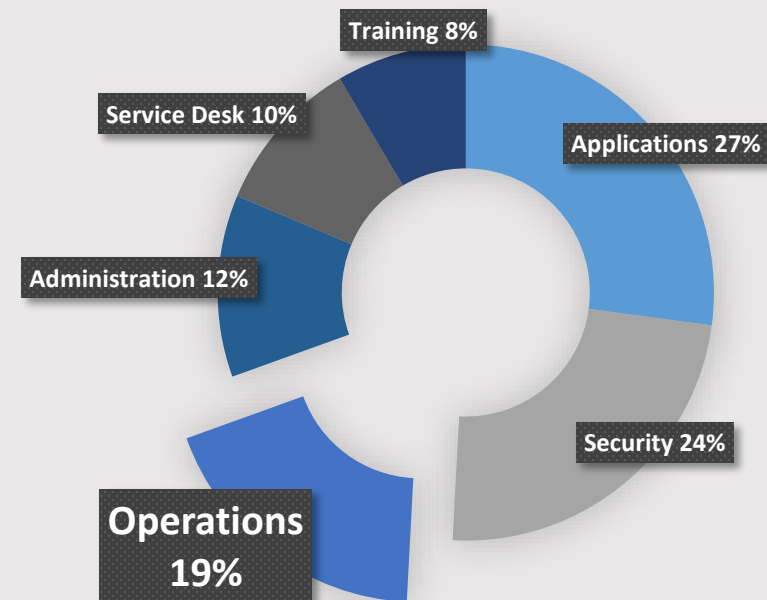
- Employee Records**
- Budget Planning System Update
- School Dashboards (*Unified Insights*)
- Contract Management System
- Performance Appraisal System Enhancement
- Student Forms (*PowerSchool*)
- Vendor Packet Online System
- Unified Insights - Data Integrations



IT Operations Projects (11)

- Cloud Phone System Backup (*Teams Voice*)
- Workstation Application Management
- Backup System Internal Review
- Local Backup Storage
-  Cloud Managed Data Center (*Azure Stack*)
-  Enhanced Customer Integration & Collaboration

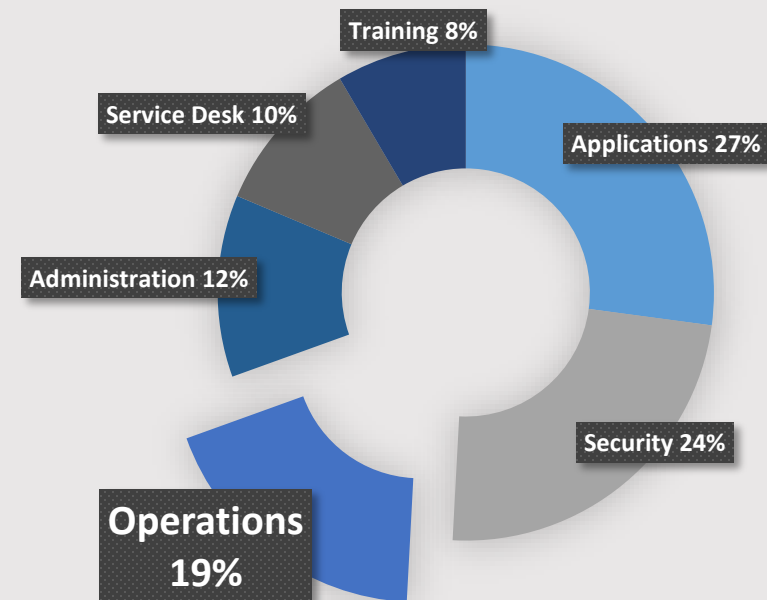
IT Plan - Managed Projects




IT Operations Projects (11)

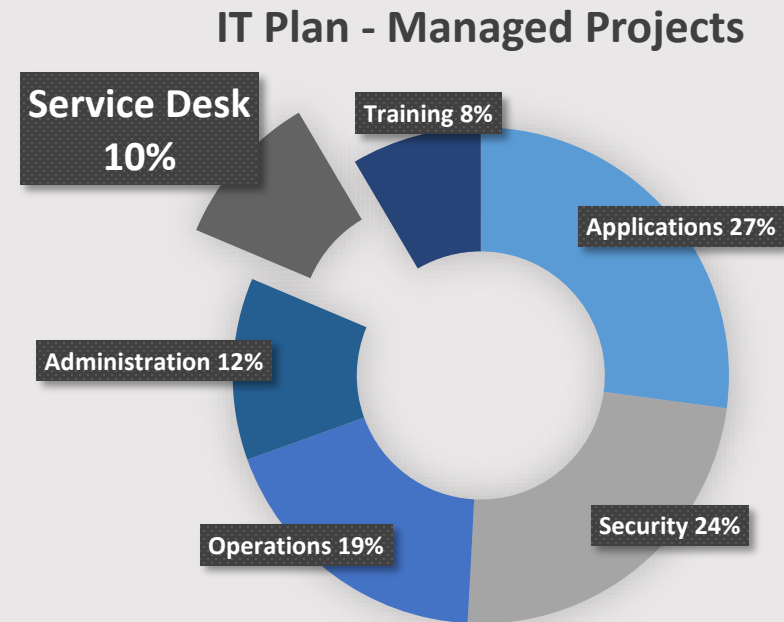
- “Passwordless” Account Login**
- Enhanced Firewall Implementation
- Data Center Failover
- Remote Site Network Backup (5G)
- Office 365 "My Applications" Portal

IT Plan - Managed Projects




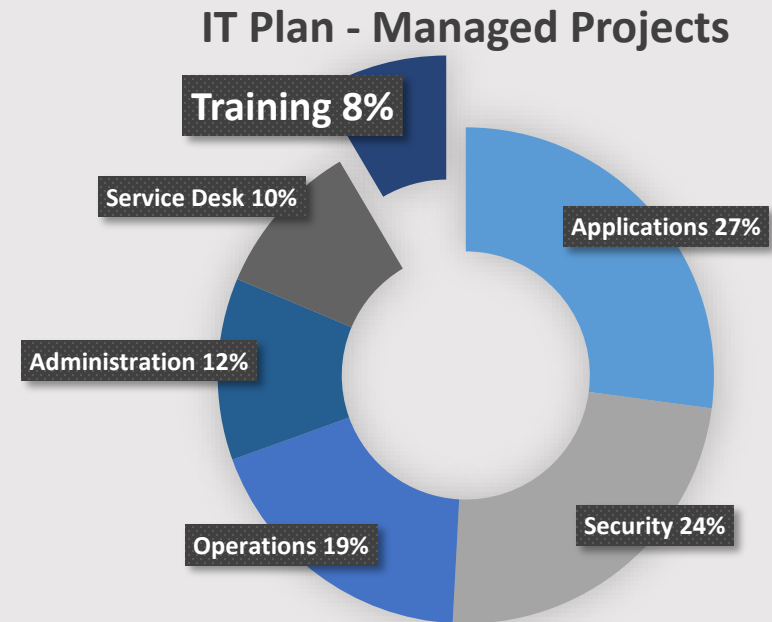
IT Service Desk Projects (6)

- IT Service Desk Portal**
- Computer Lab Management (*Deep Freeze*)
- IT Staff Rotations to/from IT Service Desk
- Division Power Users Enablement
- IT Assets Synced to IT Service Mgmt
-  Virtual/Augmented Reality Labs



IT Training Projects (5)

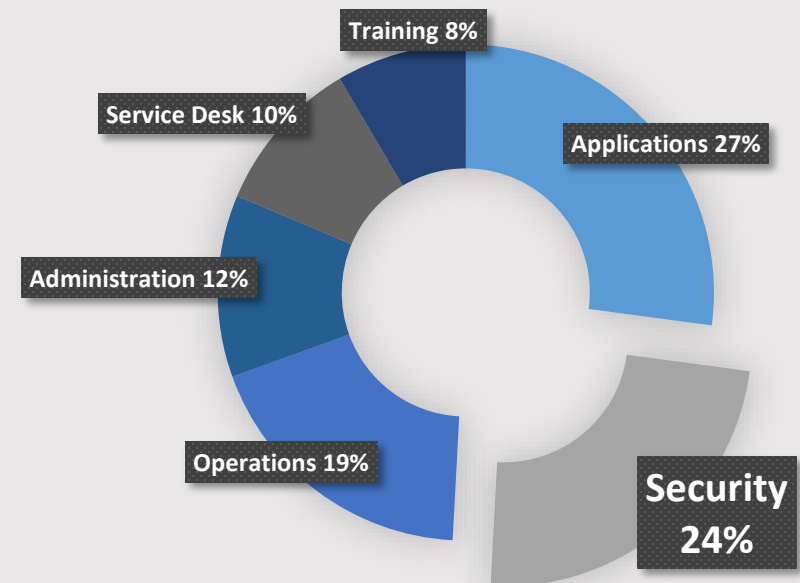
- Employee Knowledge Management
- Process Documentation & Training
- Cross-Division Team Hubs**
- RFP Team Collaboration
-  Portfolio & Badging Evaluations



IT Security Projects (14)

- Identify & Secure Unmanaged Applications
- Account Rights Yearly Review
- Workstation Firewalls
- Workstation Encryption
- Workstation Security Policy Enforcement
-  Digital Certificate Auto-Update
-  Microsoft Phishing Simulator Migration

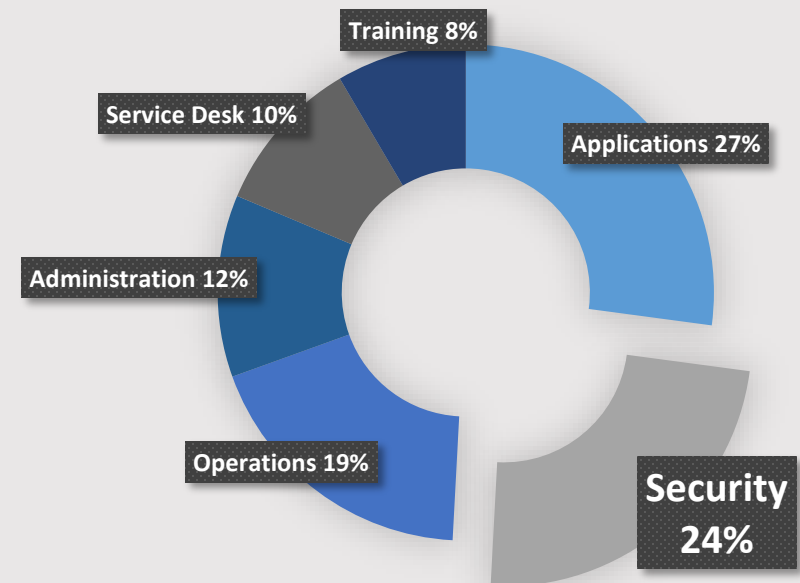
IT Plan - Managed Projects



IT Security Projects (14)

- IT Risk Assessment Update
- IT Security Standards Update
- Incident Response Vendor Contract
- Security Orchestration, Automation and Response (SOAR)**
- Disaster Recovery Plan - Update and Test
- Privileged Account Management System
- Multi-Platform Security Management

IT Plan - Managed Projects





Questions?

