



IT Services

Board Presentation

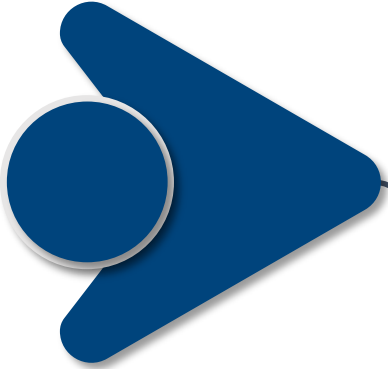
August 21st 2024

SEE THE IMPACT



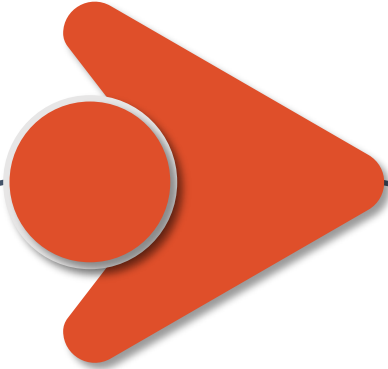
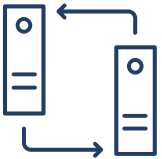


WHO WE ARE



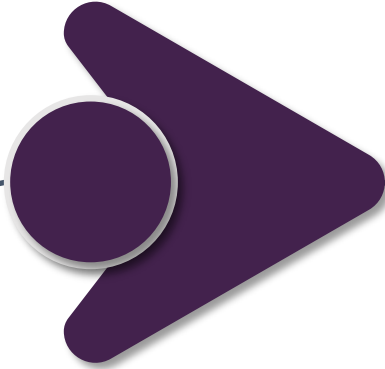
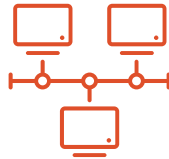
JAIME SALINAS

SERVICE DESK



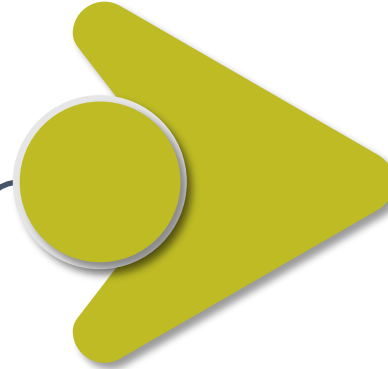
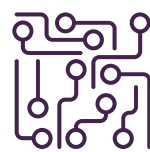
GEORGE HEMBREE

OPERATIONS SERVICES



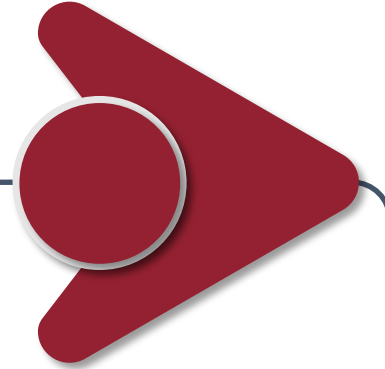
TIM DAVIS

APPLICATIONS



JOHN KRACHT

INFORMATION
SECURITY



TANEEKA HENDERSON

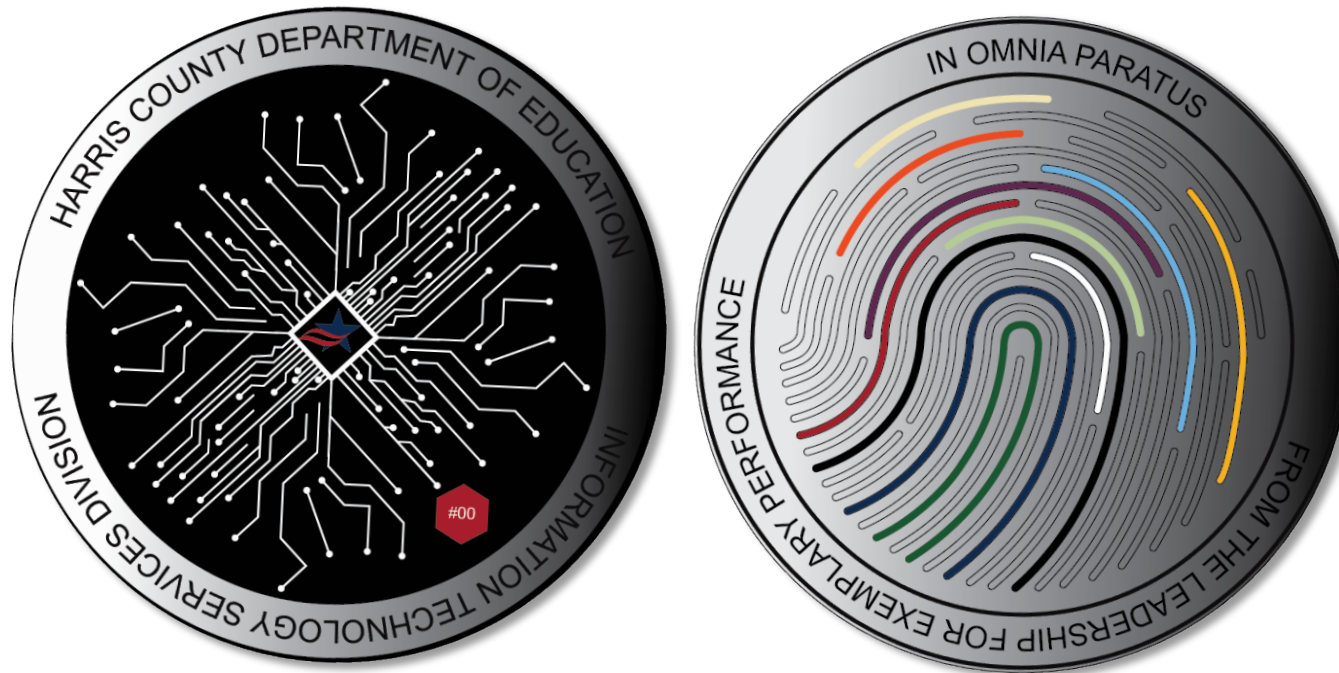
PROJECT MANAGEMENT
OFFICE (PMO)



WHO WE ARE

IT'S EASY TO PRIORITIZE TECH, APPS, AND GADGETS WHEN THINKING ABOUT INFORMATION TECHNOLOGY. HOWEVER, I.T. IS MAINLY ABOUT THE PEOPLE WHO DEVOTE THEIR LIVES TO BUILDING, DEPLOYING, AND MAINTAINING THE VAST ACCUMULATION OF TECH THAT ENABLES US TO DO EXCELLENT WORK. WE RECOGNIZED THAT PEOPLE ARE THE KEY TO OUR SUCCESS. WE REALIZE THAT DEVELOPING STAFF, BUILDING TRANSFORMATIONAL LEADERSHIP, PROMOTING FROM WITHIN, AND PROVIDING MEANINGFUL RECOGNITION HELP TO BOLSTER OUR APPRECIATION FOR OUR DEDICATED I.T. STAFF.

IN ADDITION TO THOSE THINGS, WE HAVE COMMISSIONED A NUMBERED AND SERIALIZED CHALLENGE COIN TO CELEBRATE EXCELLENCE WITHIN OUR DIVISION. THESE ARE ONLY AWARDED FOR OUTSTANDING WORK ABOVE AND BEYOND DAILY DUTIES. IN 2023 AND 2024, WE AWARDED 20 COINS TO INFORMATION TECHNOLOGY STAFF SO FAR.



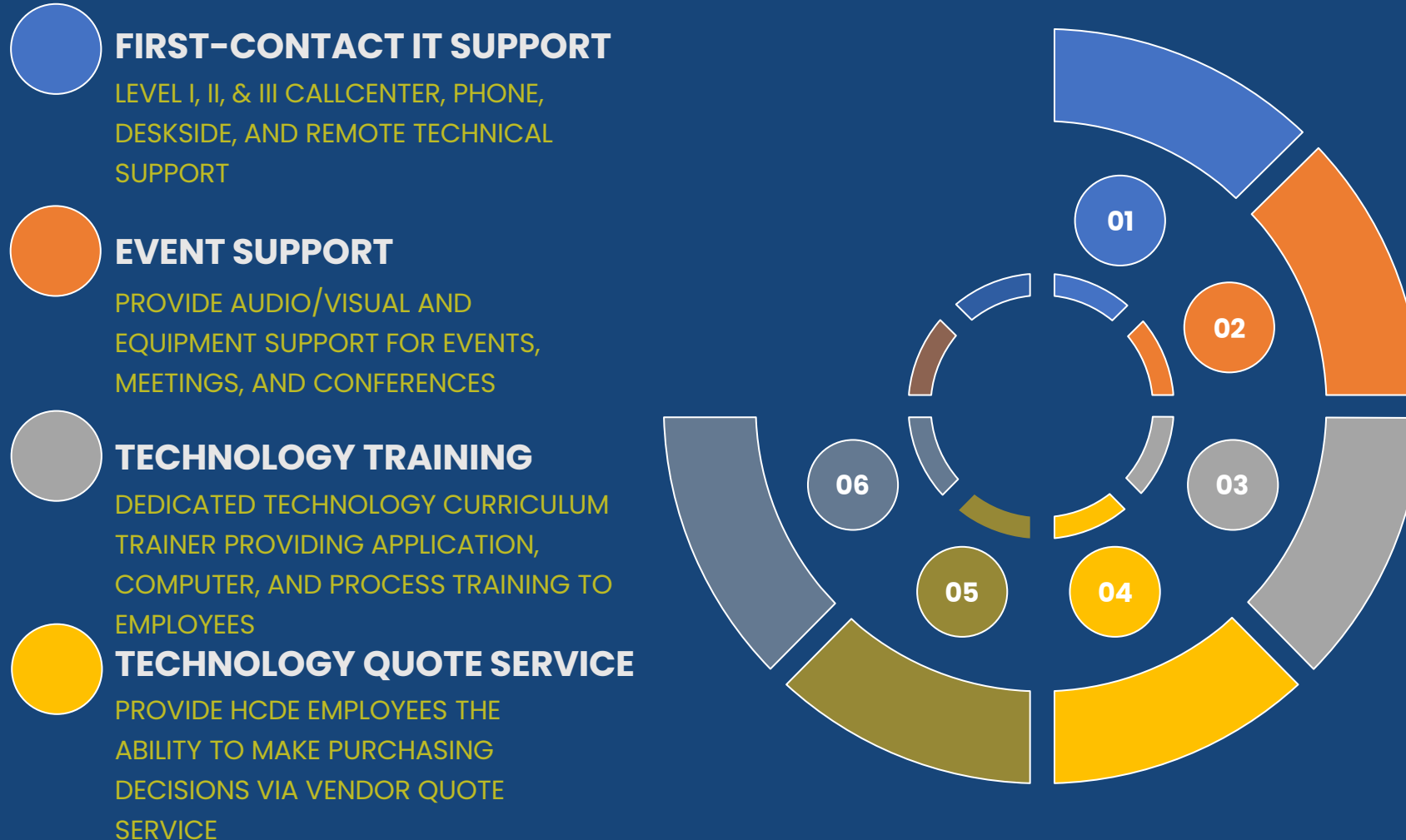


SERVICES PROVIDED

- Identity Management (UserID, Email, Permissions, Role-based Access control)
- Internet access, local and metro-area-networks (IA, LAN, MAN)
- WiFi and 5G networks
- Facility technology support (Meeting and conference room Audio/Visual prep and event support)
- Construction support and coordination
- In-house application development and off-the-shelf software customization, electronic form creation, workflow improvements, deployment, and support
- LMS and ERP support (Learning Management Systems, Enterprise Resource Planning, custom reports, dashboards)
- In-house, custom technology training curriculum provided to all staff, in addition to focused professional development and certifications for IT personnel
- Phone, remote, and deskside support
- Endpoint Management (Computer and device provisioning, support, security, configuration, and policy management)
- Information Security (Data Governance, Compliance, Security, and Policy)
- Process Improvement services to Divisions using industry-leading methodologies
- Structured IT project management and process improvement via our newly-established Project Management Office (PMO)

SERVICES PROVIDED

SERVICE DESK



ENDPOINT MANAGEMENT

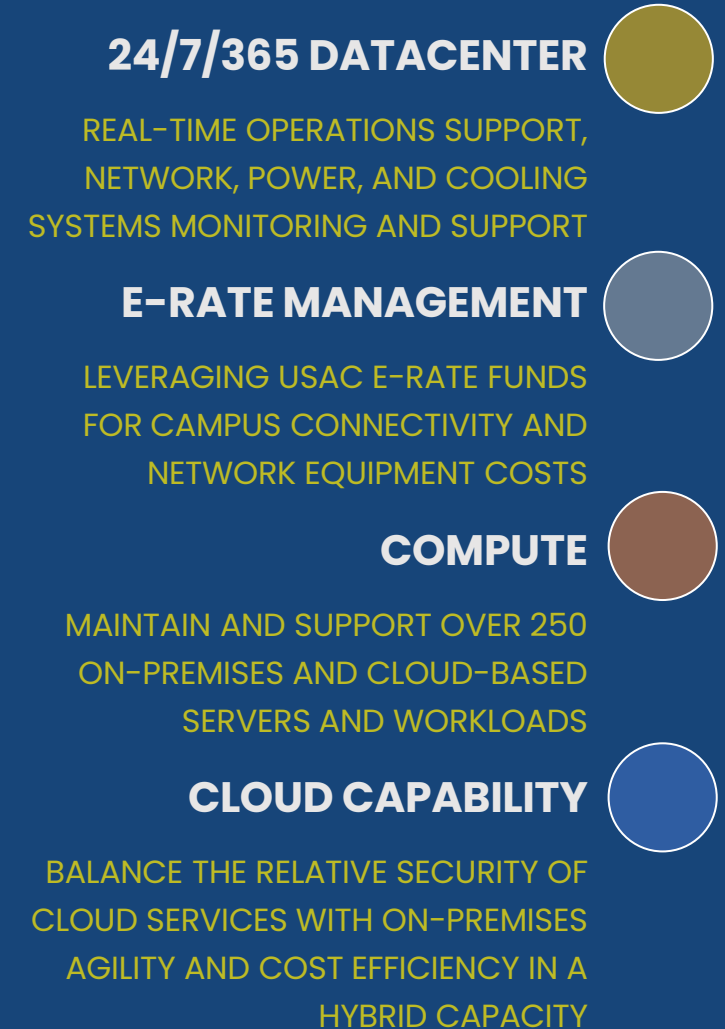
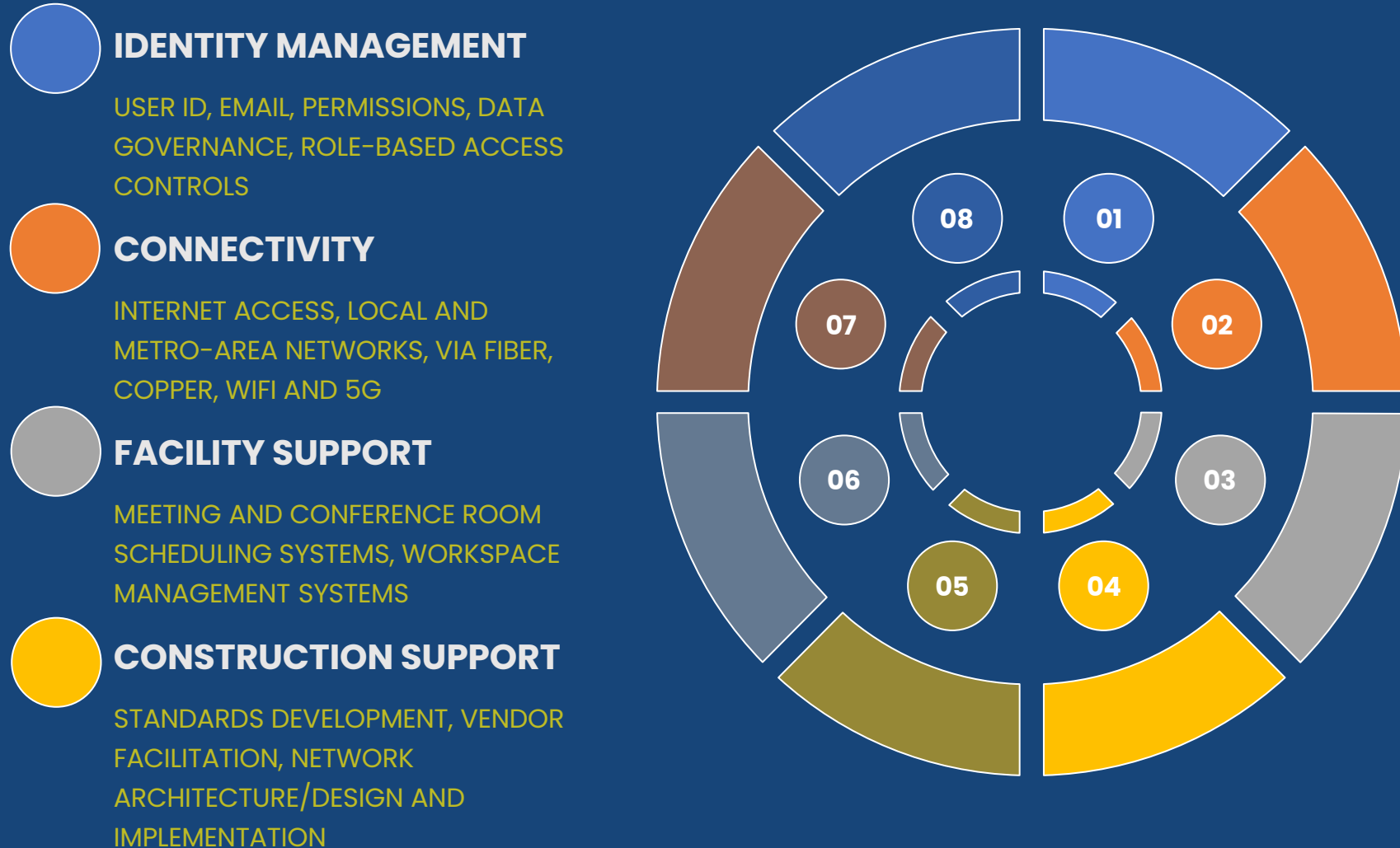
SUPPORT, PROVISION, DEPLOY, AND REMEDIATE ENDPOINT COMPUTERS AND DEVICES

FACILITY MOVE SUPPORT

FACILITATE THE MOVEMENT OF TECHNOLOGY ASSETS DURING PHYSICAL MOVES

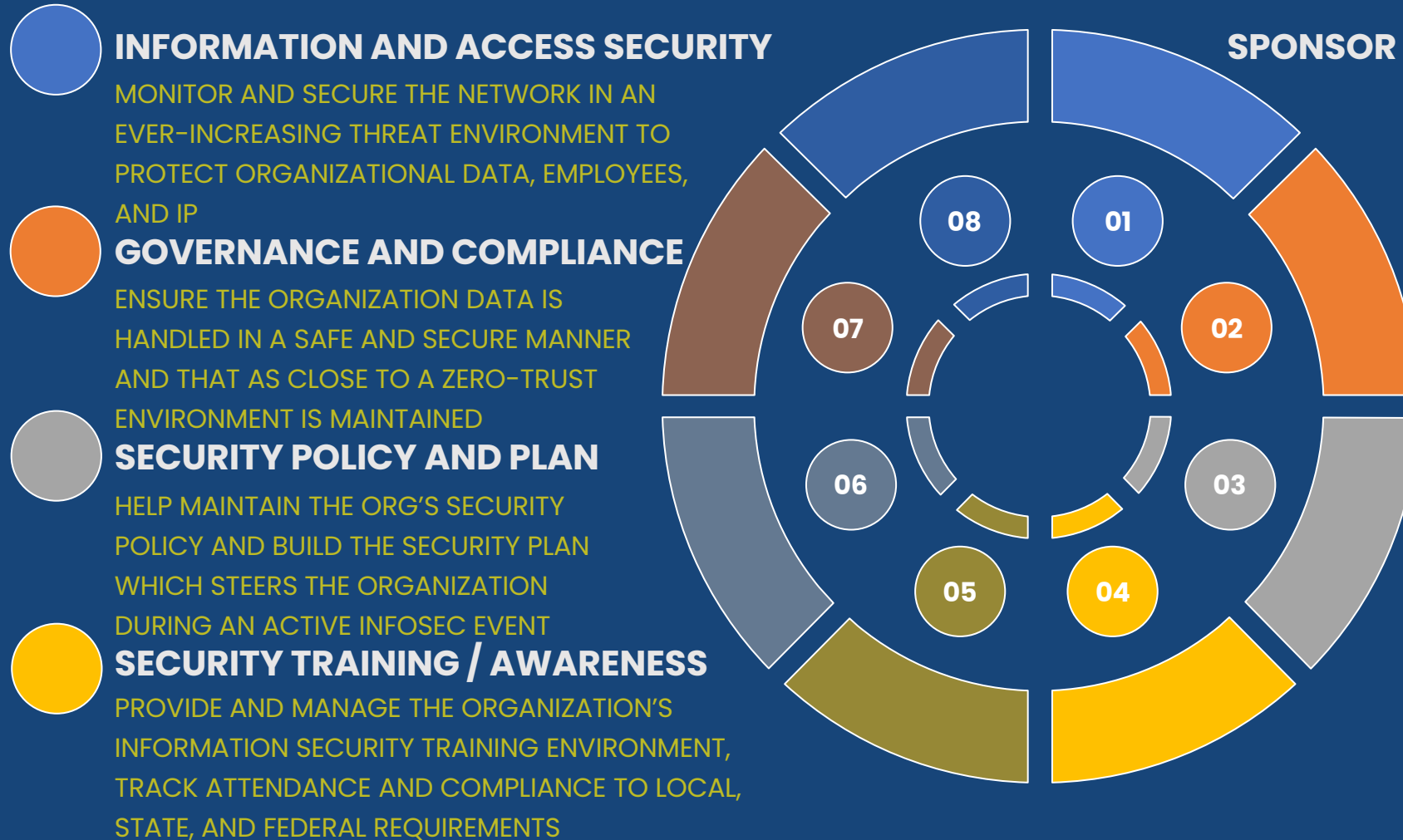
SERVICES PROVIDED

OPERATIONS & INFRASTRUCTURE



SERVICES PROVIDED

INFORMATION SECURITY



SERVICES PROVIDED

APPLICATIONS

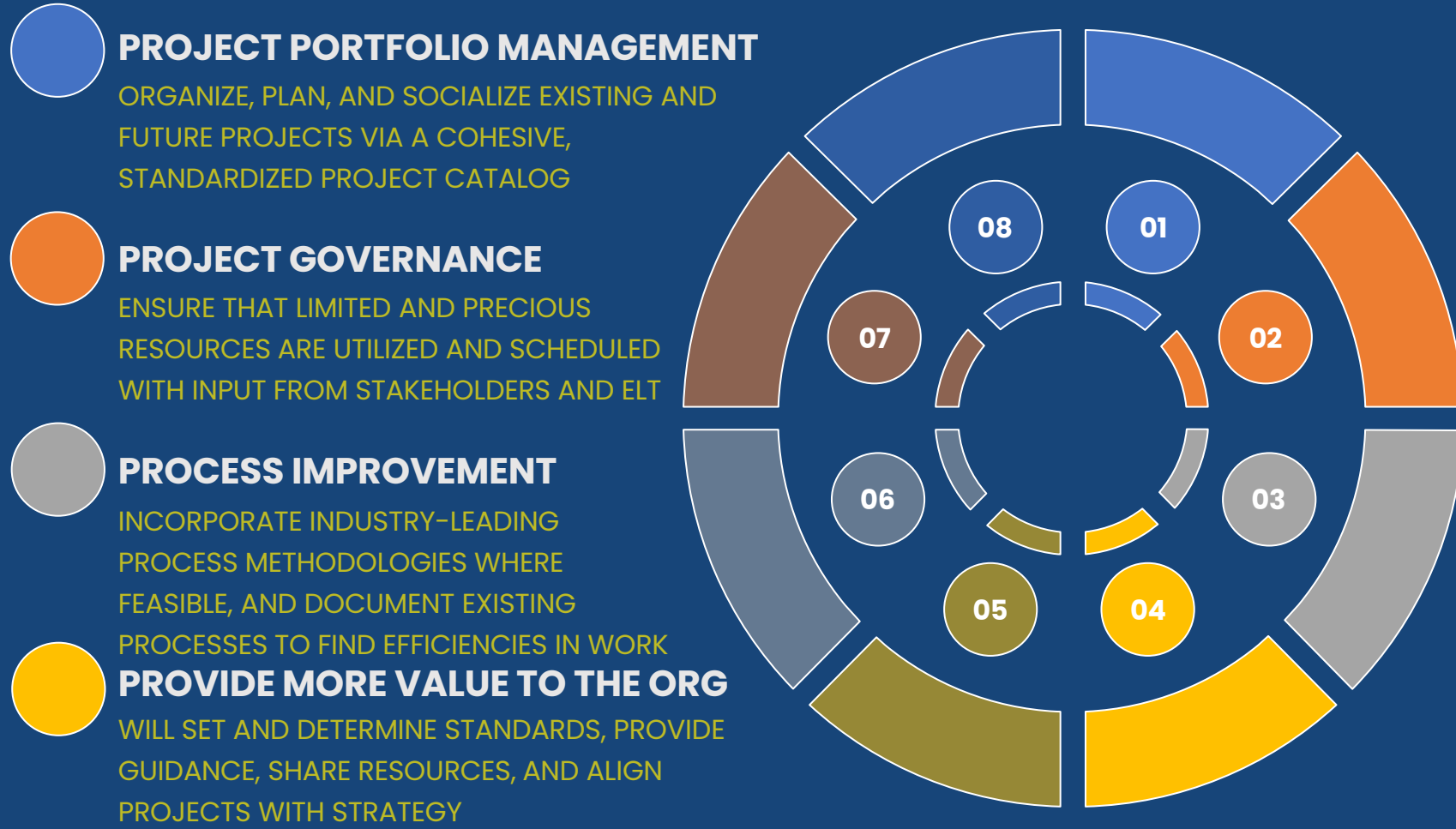
-  **APPLICATION DEVELOPMENT**
WHEN FEASIBLE, DESIGN, BUILD, IMPLEMENT, AND SUPPORT CUSTOM APPLICATIONS
-  **ERP (E-FINANCE) SUPPORT**
DEDICATED SUPPORT FOR THE ORGANIZATION'S ENTERPRISE RESOURCE PLANNING TOOL
-  **SOLUTIONS DELIVERY**
WHERE FEASIBLE, CUSTOMIZE OFF THE SHELF APPLICATIONS TO SUIT A DIVISION'S NEEDS AND PROVIDE SUPPORT
-  **HR INFORMATION SYSTEM (HRIS)**
PROVIDE DEDICATED HUMAN RESOURCES SYSTEMS SUPPORT



- LEARNING MANAGEMENT SYSTEM (LMS)**
IMPLEMENT AND SUPPORT THE VARIOUS LMS IN THE ORGANIZATION, PROVIDING INTERNAL AND EXTERNAL VALUE TO LEARNERS AND EDUCATORS
- DATABASE MANAGEMENT**
MAINTAIN AND SAFEGUARD THE ORGANIZATION'S VARIOUS DATASETS, DATABASES, AND DATA LAKES
- WEB APP MANAGEMENT**
BUILD AND DEPLOY STANDARD AND CUSTOM WEB APPS IN THE CLOUD FOR DIVISIONS

SERVICES PROVIDED

PROJECT MANAGEMENT OFFICE



DATA HIGHLIGHTS – SERVICEDESK



SERVICEDESK INCIDENT TICKETS RECEIVED LAST 365 DAYS

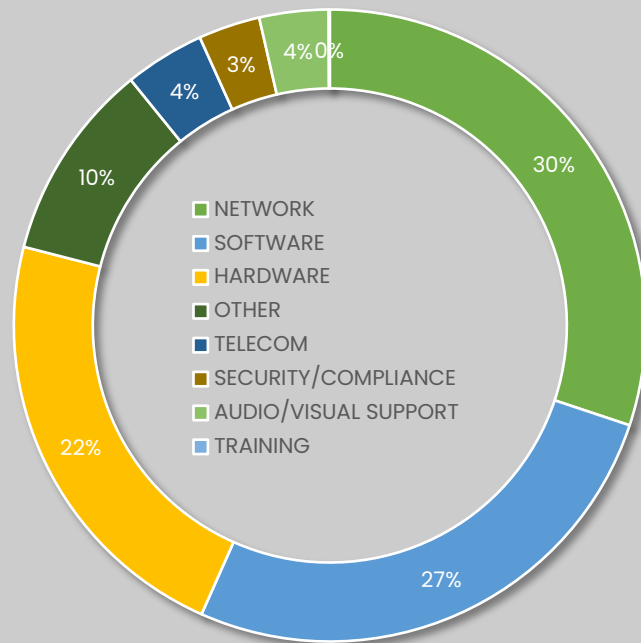
7475



CUSTOMER SATISFACTION BASED ON 146 RESPONSES

97.9%

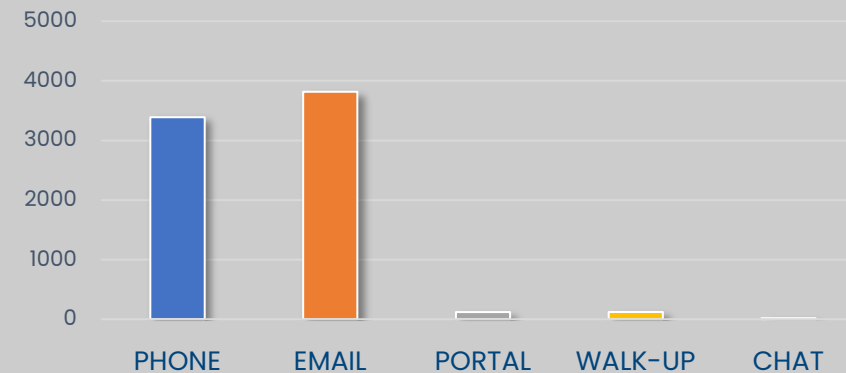
TICKETS BY CATEGORY



FIRST CONTACT RESOLUTION RATE

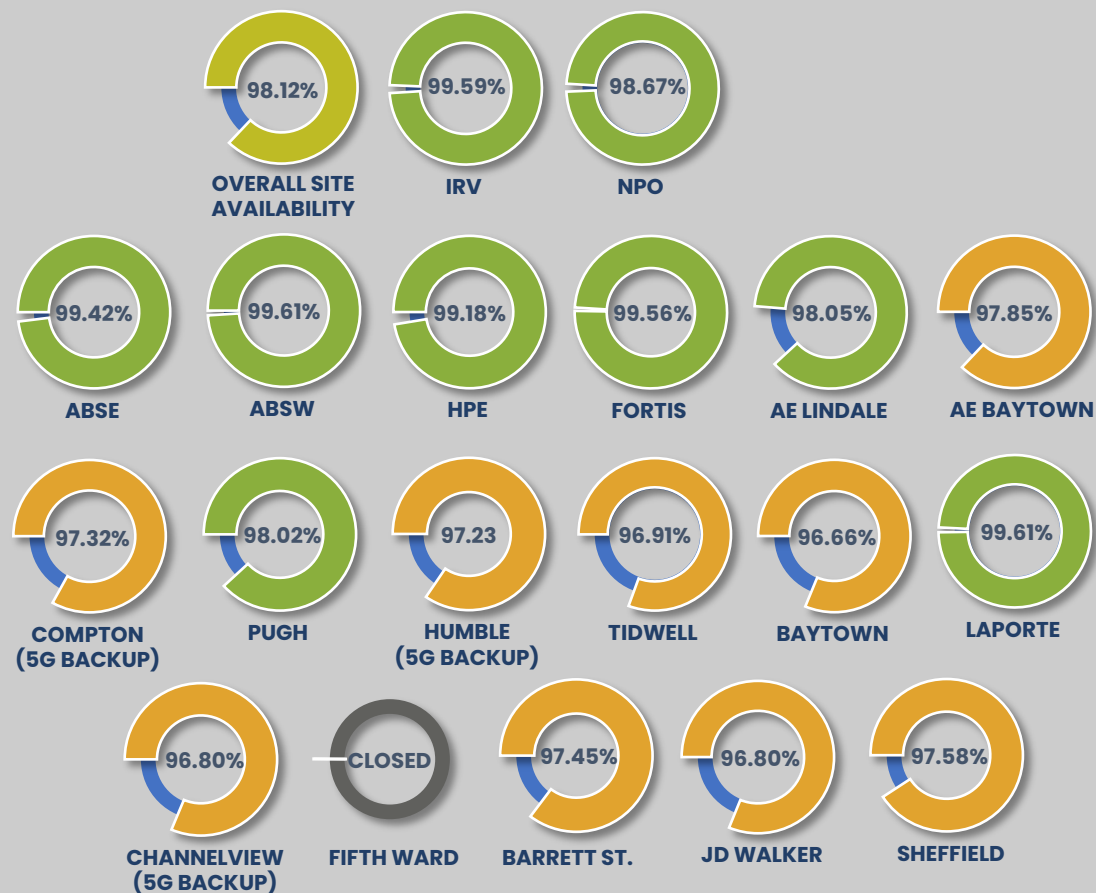
90.43%

TICKETS RECEIVED BY SOURCE

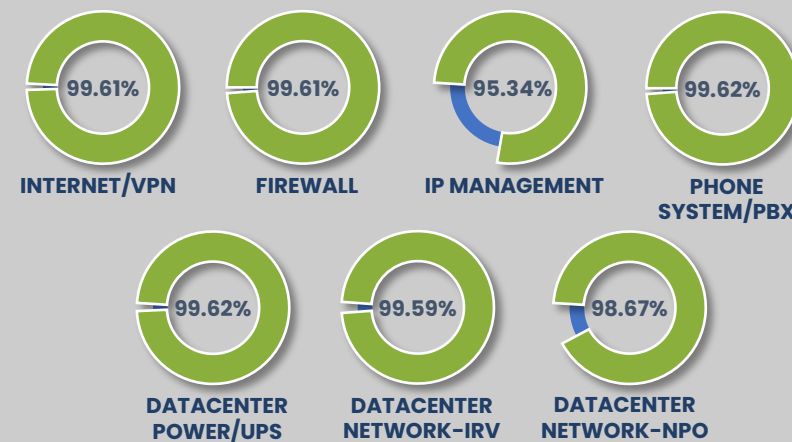


DATA HIGHLIGHTS – OPERATIONS & INFRASTRUCTURE

NETWORK AVAILABILITY BY SITE LAST 365 DAYS (WITH OUTAGES DUE TO HURRICANE BERYL)



CRITICAL SYSTEMS AVAILABILITY LAST 365 DAYS



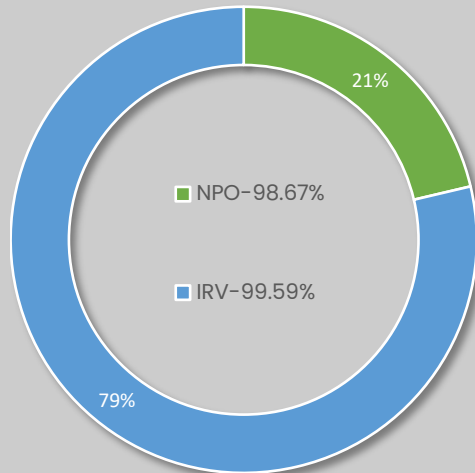
AVAILABILITY ASSUMPTIONS:
ASSUME 24X7X365 REQUIREMENT
THEN WORST PERFORMING SITE:
96.66% =
DAILY: 48M 5.8S
WEEKLY: 5H 36M 40S
QUARTERLY: 3D 35M 36S
YEARLY: 12D 2H 22M 25S

VS

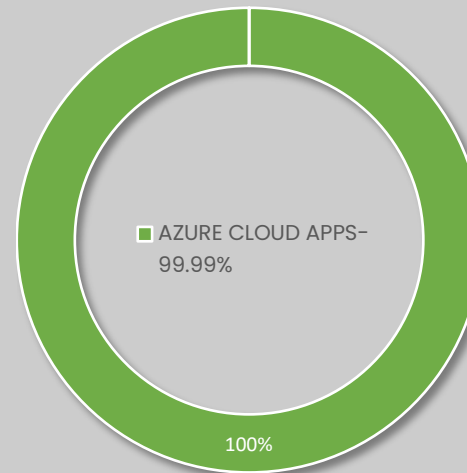
AVAILABILITY ASSUMPTIONS:
ASSUME 24X7X365 REQUIREMENT
AVAILABILITY GOAL:
99.99% =
DAILY: 8.6S
WEEKLY: 1M .48S
QUARTERLY: 13M 2.4S
YEARLY: 52M 9.8S

DATA HIGHLIGHTS – OPERATIONS & INFRASTRUCTURE

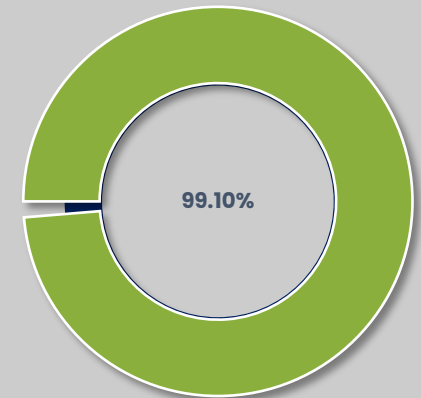
ON-PREMISES SERVER UPTIME



CLOUD-BASED SERVER UPTIME



E-FINANCE UPTIME



HIGHEST NUMBER OF CONCURRENT
WIFI –CONNECTED GUESTS

835



WIFI AVERAGE THROUGHPUT
SPEEDS

128 Mbps



NETWORK DATA USAGE:
ETHERNET (LAST 30 DAYS)

17.9 TB

AVAILABILITY ASSUMPTIONS:
ASSUME 24X7X365 REQUIREMENT
THEN WORST PERFORMING:
99.20% =
DAILY: 121M 58S
WEEKLY: 1H 30M 43S
QUARTERLY: 19H 33M 40S
YEARLY: **3D 6H 14M 40S**

DATA HIGHLIGHTS – PROJECT MANAGEMENT OFFICE (PMO)



2024 –2025 PMO INITIATIVES

ESTABLISH COMPREHENSIVE PROJECT GOVERNANCE

- ✓DEVELOP AND IMPLEMENT STANDARDIZED PROJECT MANAGEMENT PRACTICES.
- ✓ENSURE CONSISTENT AND EFFICIENT PROJECT EXECUTION

STANDARDIZE DATA COLLECTION AND REPORTING

- ✓CREATE UNIFIED DATA COLLECTION PROTOCOLS FOR ALL IT PROJECTS.
- ✓IMPLEMENT REGULAR REPORTING MECHANISMS TO TRACK PROJECT PROGRESS AND OUTCOMES.

ENHANCE STAFF TRAINING AND DEVELOPMENT

- ✓EXPAND THE SCOPE OF LUNCH AND LEARN TRAINING SESSIONS TO INCLUDE CURRENT AND NEWLY IMPLEMENTED SYSTEMS
- ✓IMPLEMENT IT TRAINING FOR ALL NEW HIRES AND REINFORCE KNOWLEDGE AND SKILLS FOR ALL STAFF THROUGH CURATED TRAINING LABS AND WORKSHOPS

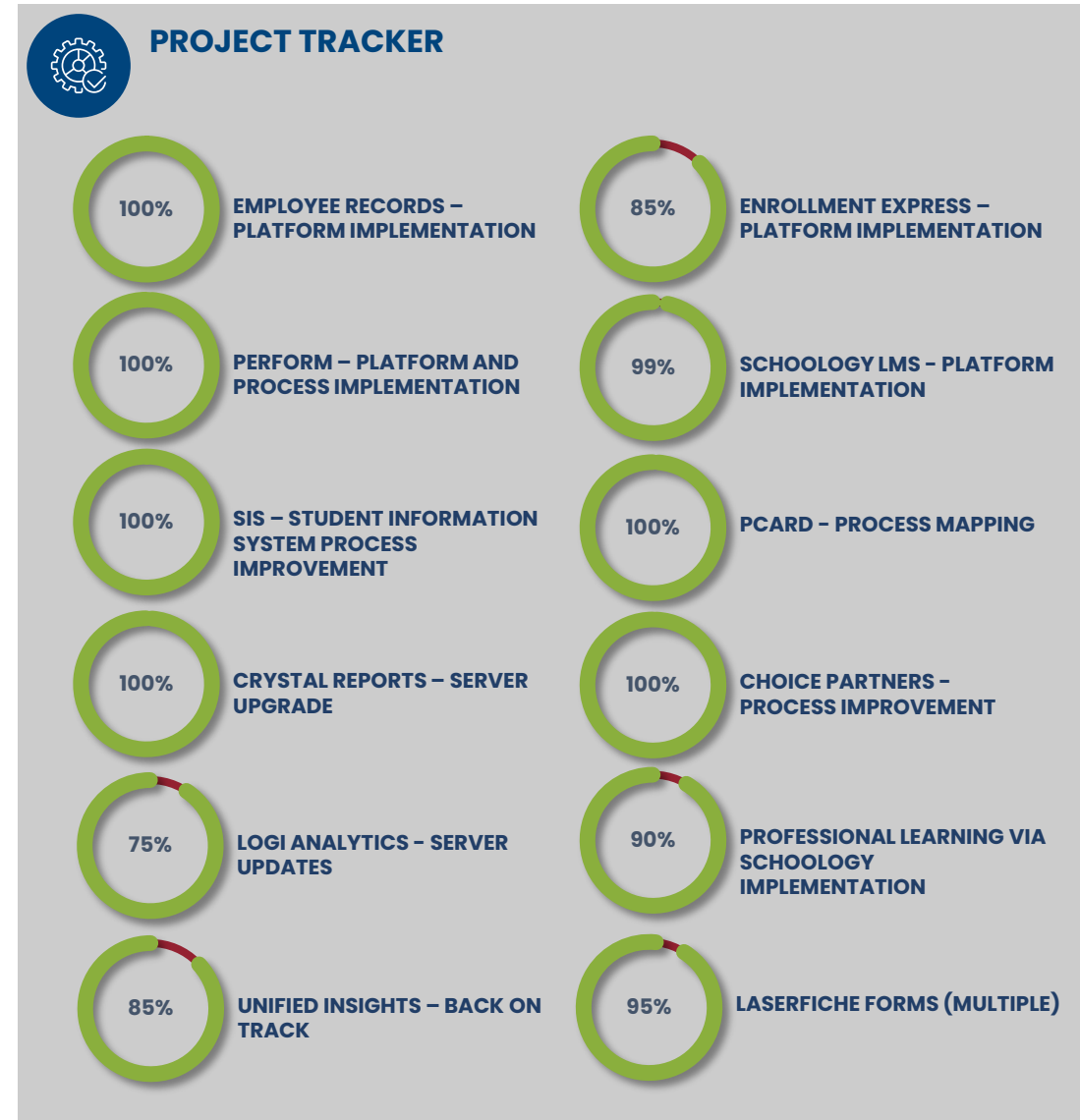
CONTINUOUS IMPROVEMENT INITIATIVES

- ✓IDENTIFY AND IMPLEMENT PROCESS IMPROVEMENTS INTERNALLY
- ✓STREAMLINE WORKFLOWS AND ENHANCE EFFICIENCY

STRENGTHEN COLLABORATION AND COMMUNICATION

- ✓ESTABLISH A COMMUNICATION FOR ALL PROJECTS
- ✓SUPPORT THE ORGANIZATION THROUGH TRANSITIONS WITH STRUCTURED CHANGE MANAGEMENT

DATA HIGHLIGHTS – APPLICATION PROJECTS*

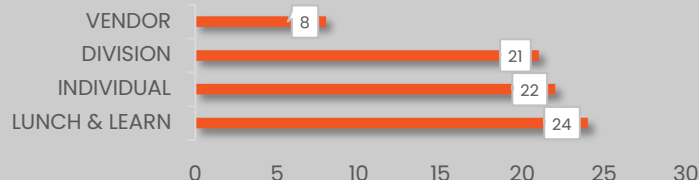


DATA HIGHLIGHTS – TECHNOLOGY TRAINING



TECHNOLOGY TRAININGS & REQUESTS

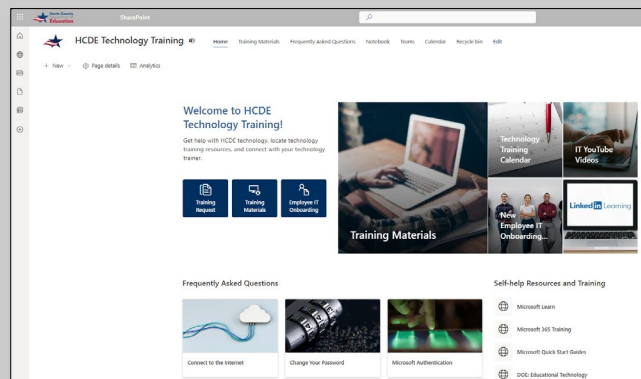
75



CURRENTLY ACTIVE TRAINING PROJECTS



TECHNOLOGY TRAINING SHAREPOINT SITE



LINKEDIN LEARNING STATISTICS



699

ACTIVATED
USERS

200

USER LOGINS

4,217

VIDEOS
WATCHED

298

HOURS OF
LEARNING

129

COMPLETED
COURSES



NEW EMPLOYEE ORIENTATION IT ONBOARDING

37

ORIENTATION
SESSIONS

200+

NEW
EMPLOYEES



INFORMATION TECHNOLOGY
ONBOARDING GUIDE



DATA HIGHLIGHTS – TECHNOLOGY TRAINING



TOTAL TECHNOLOGY LUNCH & LEARN TRAININGS THIS YEAR

24



SATISFACTION RATE

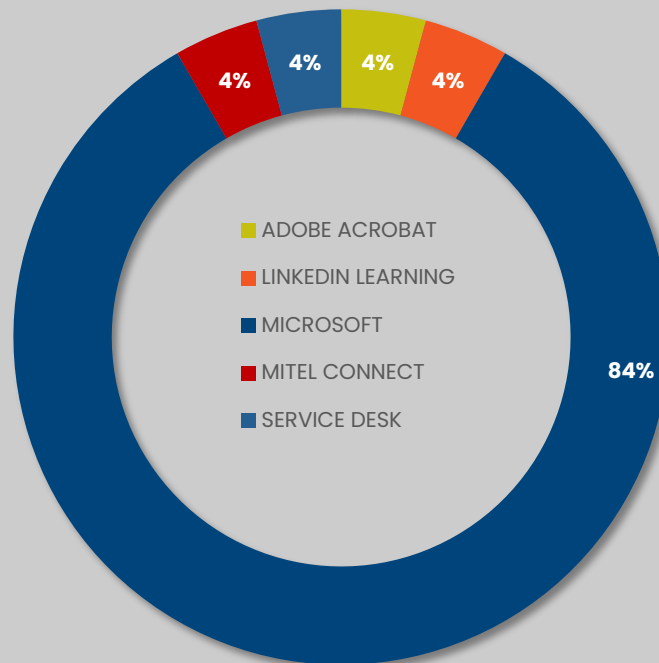
98%



TECHNICAL/CERT COURSE
COMPLETION RATE

90.6%

TRAINING TOPICS



APPLICATIONS TRAINED

15



MICROSOFT COPILOT, EXCEL, FORMS, ONENOTE, OUTLOOK, ONEDRIVE,
PLANNER, POWERPOINT, SHAREPOINT, TEAMS, TO DO, WORD; MITEL
CONNECT, ADOBE ACROBAT, AND LINKEDIN LEARNING

DATA HIGHLIGHTS – INFORMATION SECURITY



MICROSOFT SECURE SCORE (HCDE) VS OTHER TYPICAL EDUCATION ORGANIZATIONS

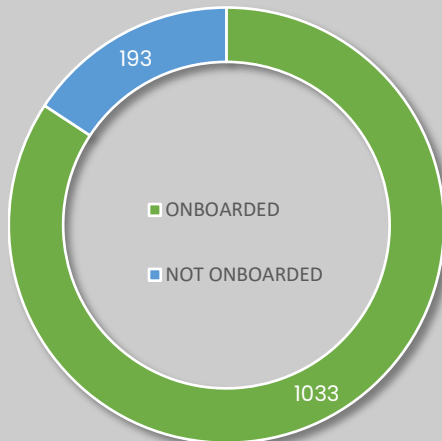
71.37% vs 42.9% 28.47% BETTER THAN NEXT BEST ORGANIZATION



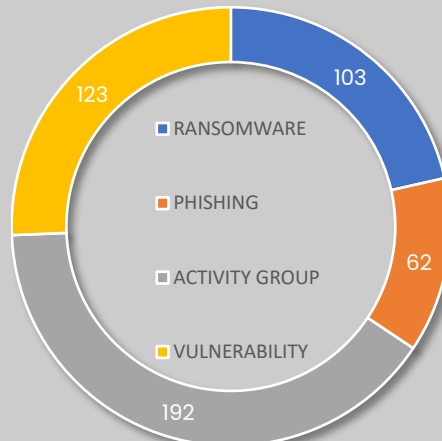
SECURITY ACTIONS/INVESTIGATIONS TAKEN IN LAST 6 MONTHS

1218

DEVICES ONBOARDED ONTO SECURITY SYSTEM



CURRENT THREAT TAXONOMY (LAST 24HRS)



SECURITY ACTIONS (LAST 90 DAYS)

5060

ATTACKS BLOCKED
VIA SECURITY
POLICY

98.78%

PROTECTION
AGAINST PHISHING
ATTACKS

768

URL'S BLOCKED
ACROSS 2
RESTRICTED
CATEGORIES

83.52%

PROTECTION
AGAINST
RANSOMWARE

82

MESSAGES
REPORTED BY
USERS LAST 30
DAYS

1475

DEVICES
PROTECTED/MONITORED
BY SECURITY POLICY

DATA HIGHLIGHTS – INFORMATION SECURITY

EMAIL STATISTICS (LAST 90 DAYS)

2,198,723

TOTAL INBOUND
EMAILS

1,208,055

SPAM-INBOUND
BLOCKED

61

SPAM-OUTBOUND
BLOCKED

110,222

OUTBOUND EMAILS

36,488

PHISH-INBOUND
BLOCKED

380

PHISH-INTRA-ORG
AND OUTBOUND

1,303,945

"GOOD" EMAILS
DELIVERED

1,094

MALWARE-INBOUND
BLOCKED

29

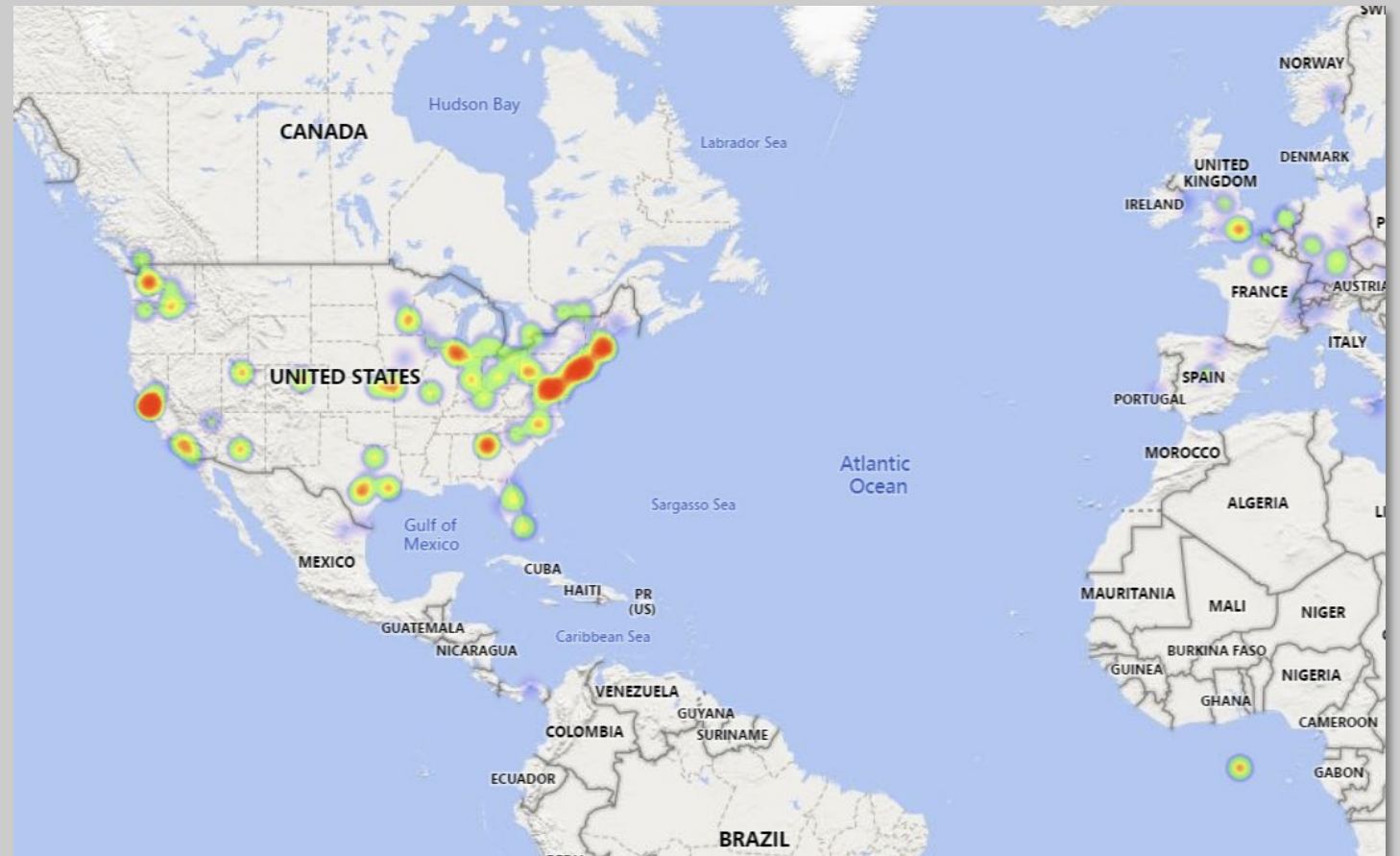
MALWARE-INTRA-ORG
AND OUTBOUND

355,541

INTRA-ORG EMAILS
DELIVERED



PHISHING / MALWARE CAMPAIGN ORIGINS (LAST 30 DAYS) 2 PHISHING / 1 MALWARE



KEY HIGHLIGHTS

- 98.12% Combined uptime across all critical network links and connections in the past 365 days
- Based on ServiceDesk surveys sent after every incident resolution, 97.9% of customers are happy with services provided. This is a separate survey from the division-wide customer satisfaction survey.
- The HCDE Customer Satisfaction Survey of 2023-2024 shows IT Services earning an overall satisfaction rate of 97.75%, based on 448 respondents who utilize our services.
- Implementation of near-paperless HR with Applicant tracking/Employee Records.
- Implementation of "Perform". A new performance evaluation system now in its first year of use.
- Talent retention via reorganization of the IT Division and creation of key leadership positions to provide career ladders to aspire-to.
- Enabled a full-service training department with curated and custom content, in addition to facilitation of 3rd party training platforms.
 - Resumption of in-person new hire orientations with a dedicated IT trainer assisting in the onboarding process.
 - Bi-weekly "Lunch and Learn" training sessions covering a different topic or app every time.
 - Custom training content on request, with application-specific training for all staff.
 - Coordination of the IT Division's certification and professional development program.
- Leverage Erate grants to provide high-end networking, bandwidth, and security hardware to augment our tax-funded programs and bring additional value to the taxpayer.
- Eliminating single points of failure continues to be an ongoing focus. In 2024 we implemented 5G redundant and automatic failover links to all remote sites, such as special school campuses and all headstart sites.
- Invested \$810K in compute and \$1M in networking infrastructure from 2022 through 2024

TRENDS

- A.I./Deep learning apps in the classroom – A.I. Apps are everywhere and can pose a risk of data exfiltration if misused or misunderstood.
 - Training users on prompt engineering allows organizations to leverage available tools to increase productivity and manage data on officially-sanctioned applications.
 - A.I. will continue to support teachers by automating administrative tasks and providing personalized learning experiences for students.
- Device Lifecycle Management – With ESSER funding expiring, schools should find cost-effective ways to maintain and refresh student devices with tools and services to extend device lifecycles and manage fixed assets.
- Cybersecurity – With an increase in cyberthreat sophistication (partly due to A.I. tools), organizations will invest more in advanced cybersecurity measures to protect sensitive data and maintain trust.
- 5G and Connectivity – The rollout of 5G networks and increased availability of such will continue to expand, enabling faster and more reliable internet connections.
- Enhanced communication Tools – Schools will prioritize tools that facilitate easy access to information and improve communication between teachers, students, and parents
- Cloud-based solutions – Adoption of cloud-based platforms for learning management, communication, and data storage will grow, offering scalability and flexibility.

QUESTIONS

SEE THE IMPACT

Questions?