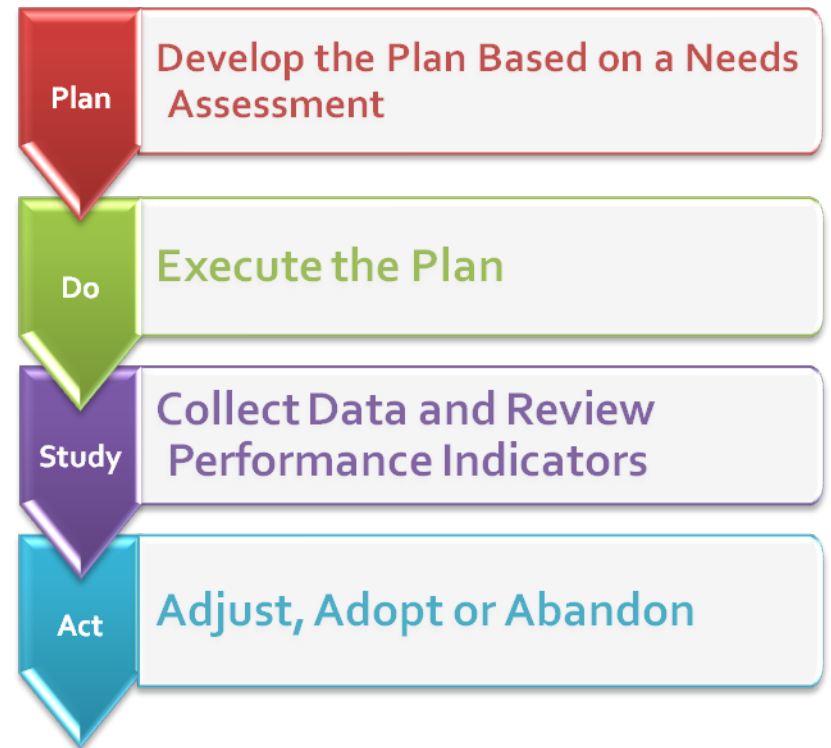
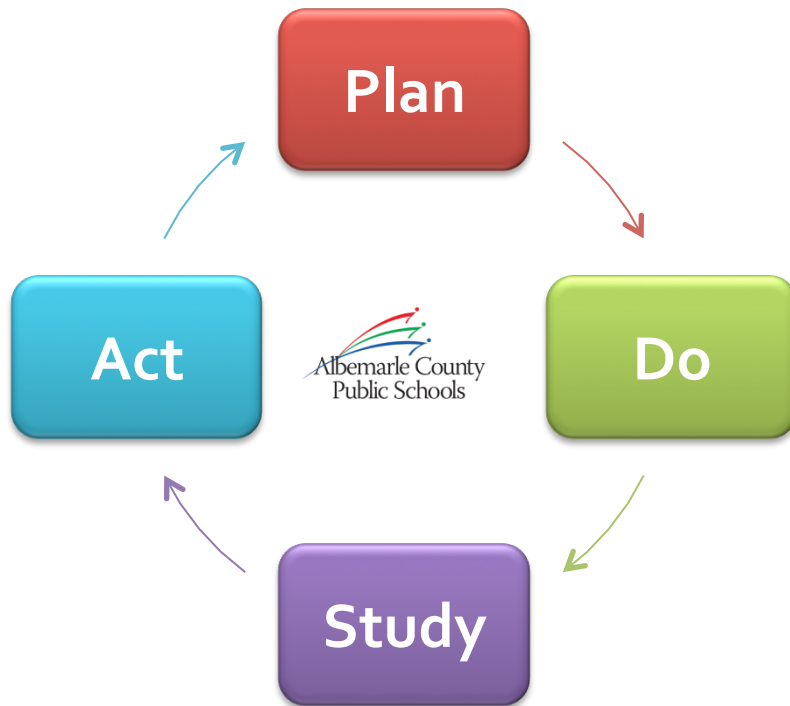




Always on target

Department of Accountability, Research, and Technology

# Entry Plan and Beyond



# Interviews with Key Staff

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Meetings were held to gain an understanding of the Division's perspective of DART.

These meetings included the following:

- ☐ DART Staff
- ☐ Building Principals
- ☐ Lead Coaches
- ☐ COB Administrators
- ☐ DART Advisory Committee

## Gathering a Baseline

The purpose of the survey is to determine the *21<sup>st</sup> Century Readiness* of staff and to measure Division staff's perception of DART's customer service.



# Systems and Documentation Review

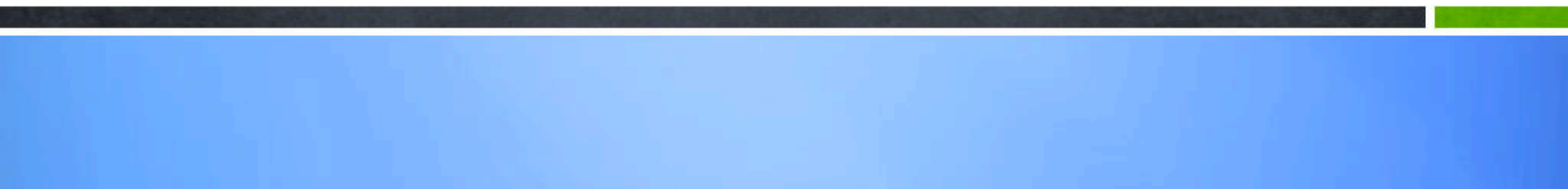
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- Student Information System
- Learning Management Systems
- Purchasing Procedures and Planning
- Network Map
- Seed Projects
- DART Procedures (written and unwritten)
- Active Initiatives
- Division, State, and Federal Technology Plans



Looking at the collective whole

# **SWOT ANALYSIS**



## Strengths

- Knowledgeable Staff
- Dedicated Staff
- Financial Support
- Administrative Support
- Pockets of Excellence
- Commitment to Innovation
- Flexibility, Agility, and Resiliency
- School Board Policy

## Weaknesses

- Functional Organizational Framework
- Incident Management
- Availability Management
- Policies, Procedures, and Standards
- Professional Development
- ISTE NETS \*T and \*S Adoption
- Communication
- Management of Capital and Operational Resources
- Disjointed Staff Locations
- Incomplete Enterprise Deployments
- Commitment to Innovation

## Opportunities

- ITIL Framework and Reorganization
- Application/Software Tools
- Policies, Procedures, and Standards
- IT Job Descriptions
- Communication
- Centralized Support Desk
- Build Capacity in Staff
- Empower End Users to be Independent

## Threats

- Organizational Resistance to Change
- IT Staff Resistance to Change
- Customer Service Levels Not Met
- Functionality of Current Systems
- Inequity Issues at the Building Levels
- Technology (Rapid Pace of Change)

# Service Alignment



Assessment



Enterprise  
Application



Support Desk



Infrastructure



Client Service

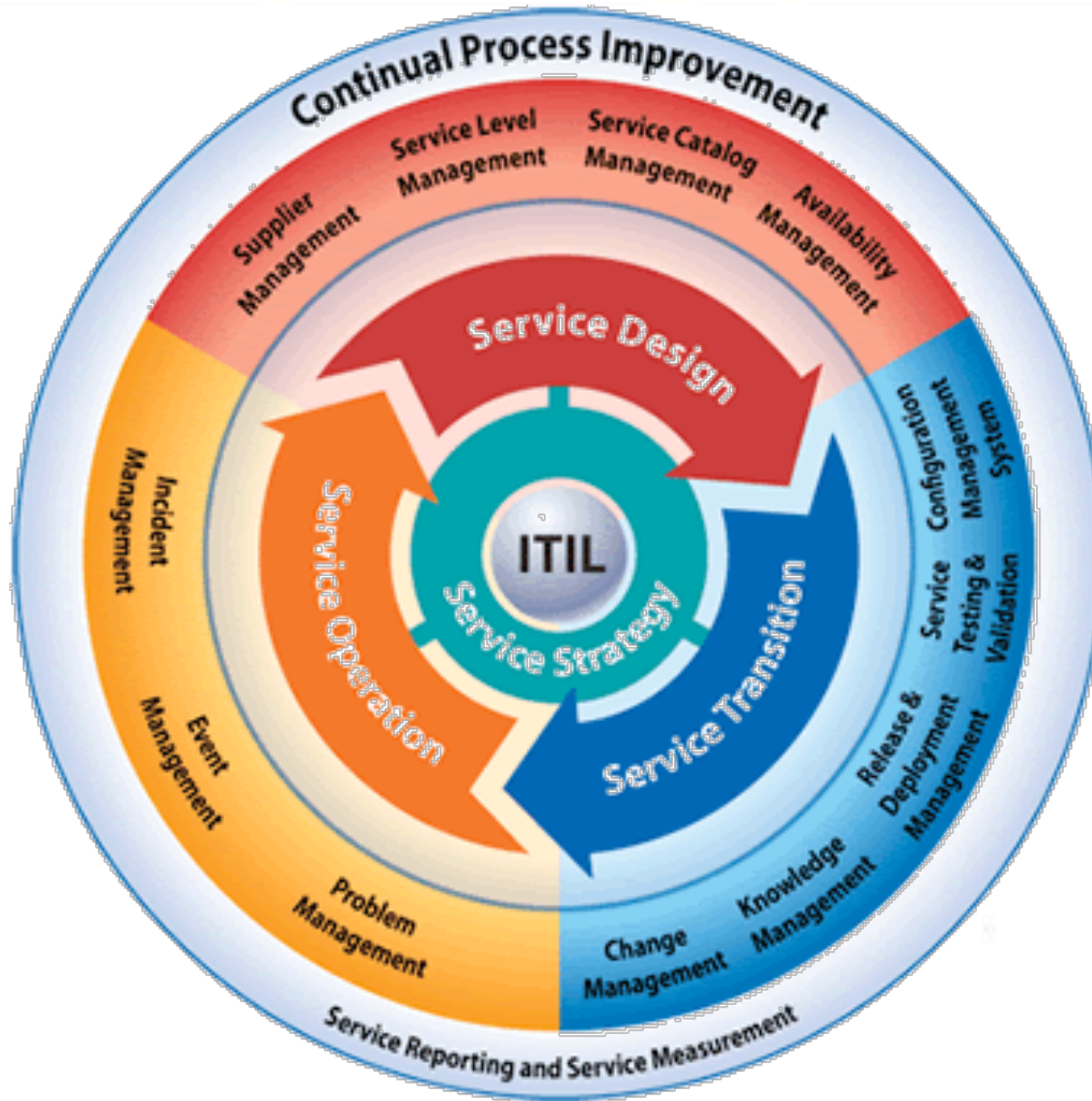


Educational  
Technology





# Information Technology Infrastructure Library (ITIL)



# Educational Outcomes

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- DART Advisory Committee
  - 1:1 Best Practices
  - Virtual Learning
  - Assessment
- Alignment to ISTE Student and Teacher Standards

# Break-Out Session and Report Back

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- Educational Technology
  - Room 241
- Service and Support
  - Lobby
- Enterprise Roll-out of Technology Initiatives
  - Room 235
- Assessment
  - Room 246