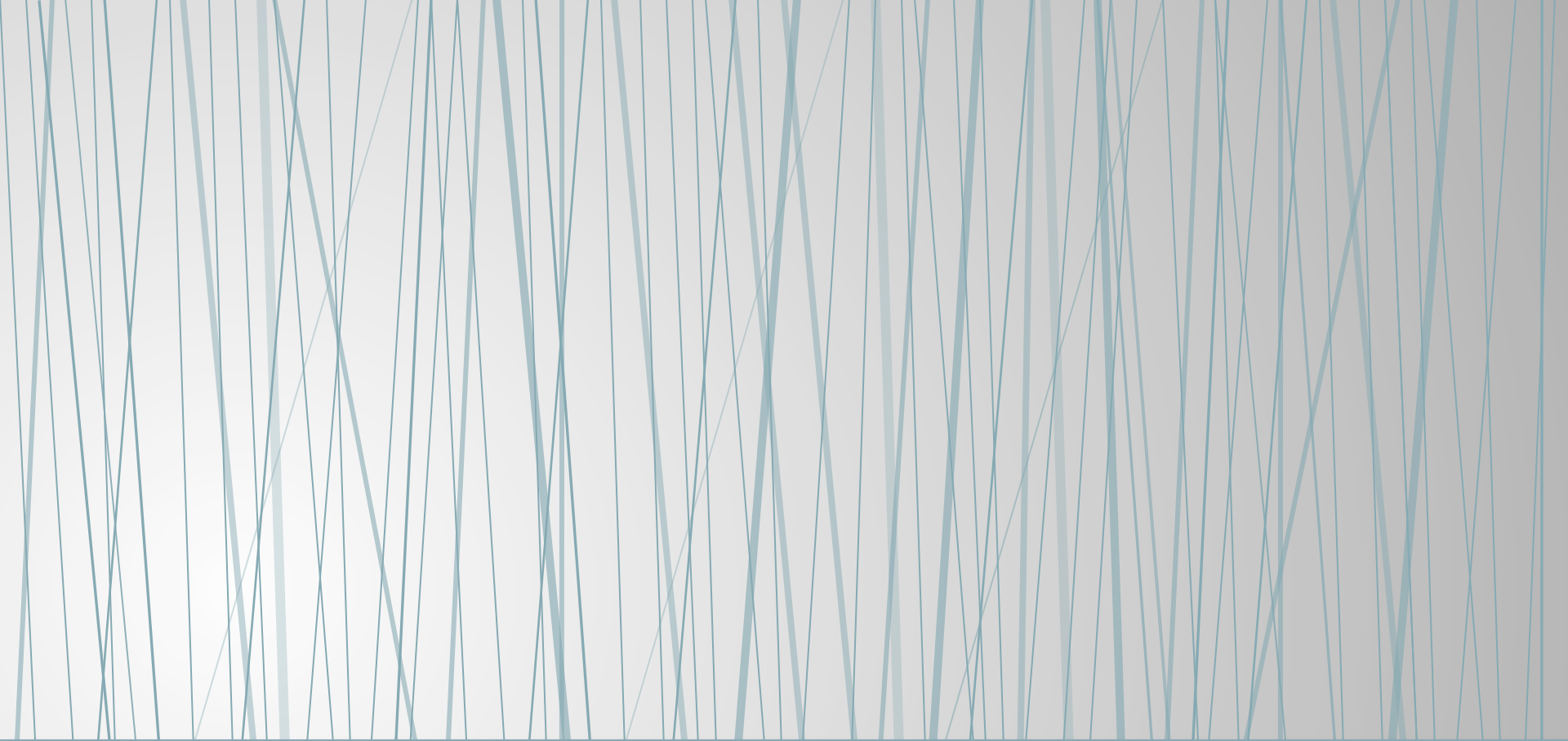


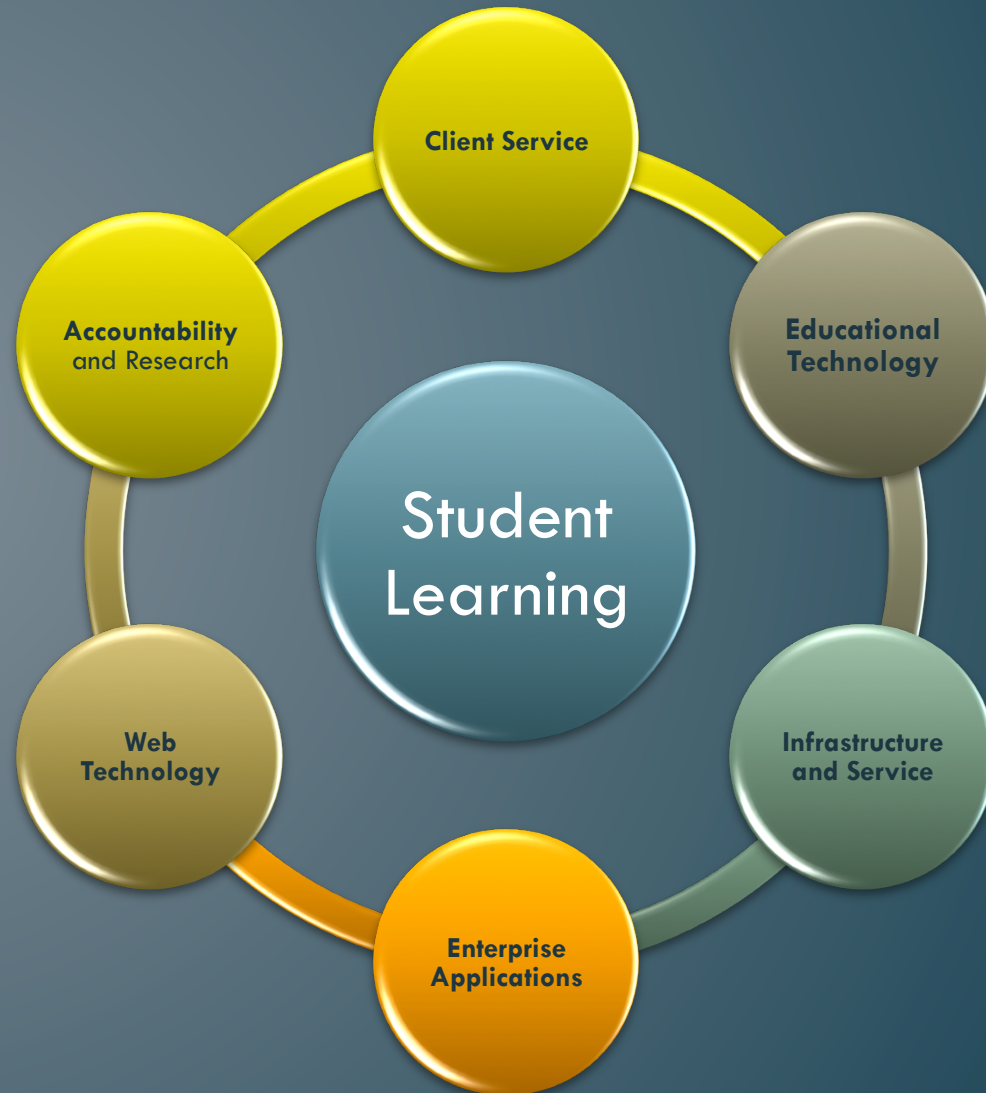
Department of Accountability, Research, and Technology

Efficiency Report for 2012

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Human Capital and Capacity

Department of Accountability, Research, and Technology



Infrastructure and Support Services – 7 FTE

- 2 FTE
 - 74 physical servers in datacenter, 70 VM server instances in datacenter, 29 physical site based servers.
 - In excess of 200TB raw storage
 - 32 Core Systems
- 2 FTE
 - 1500 Access Points
 - 385 switches, 11,472 ports at 30 sites including core
 - Internet BGP for Internet 2 and two commodity circuits totalling 245Mbps, CATV/MATV, traffic shaping, firewall, voip (circuit term, call processing/routing, voicemail, teleconferencing)
 - Approximately 2400 phones
- 3 FTE
 - Providing triage and level II support to all division staff
 - Develop strategies for release and change management of software systems

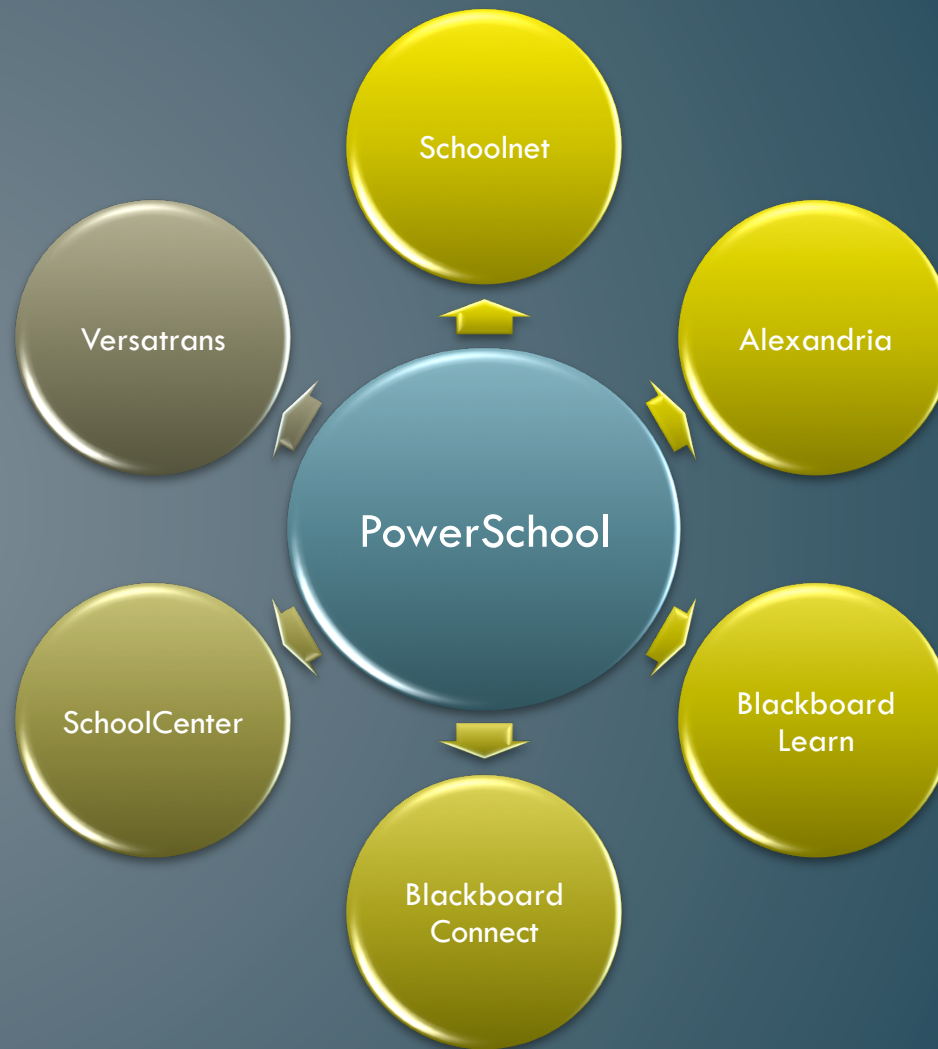
Accountability and Research – 2 FTE

- Standard of Learning Exams
 - Annually we administer 30, 000 SOL exams
 - Also administering CTE exams, Cogats, Maptest, WITA, Health Star
- Conducted or supervised 35 research projects
- Construct, deliver, and analyze 75 surveys annually

Client Services – 13 FTE

- 13 FTE
 - Supporting 30 Physical sites
 - Computers: 9,342
 - Includes all staff and students computers within the school division
 - Maintain a minimum of a 3:1 student computer ratio
 - Network Printers: 532
 - Projectors: 1305
 - iPads/Tablets: 262
 - iPods: 2376
 - Kindles: 28

Enterprise Applications 4 FTE



26,780,000 records managed annually in Powerschool

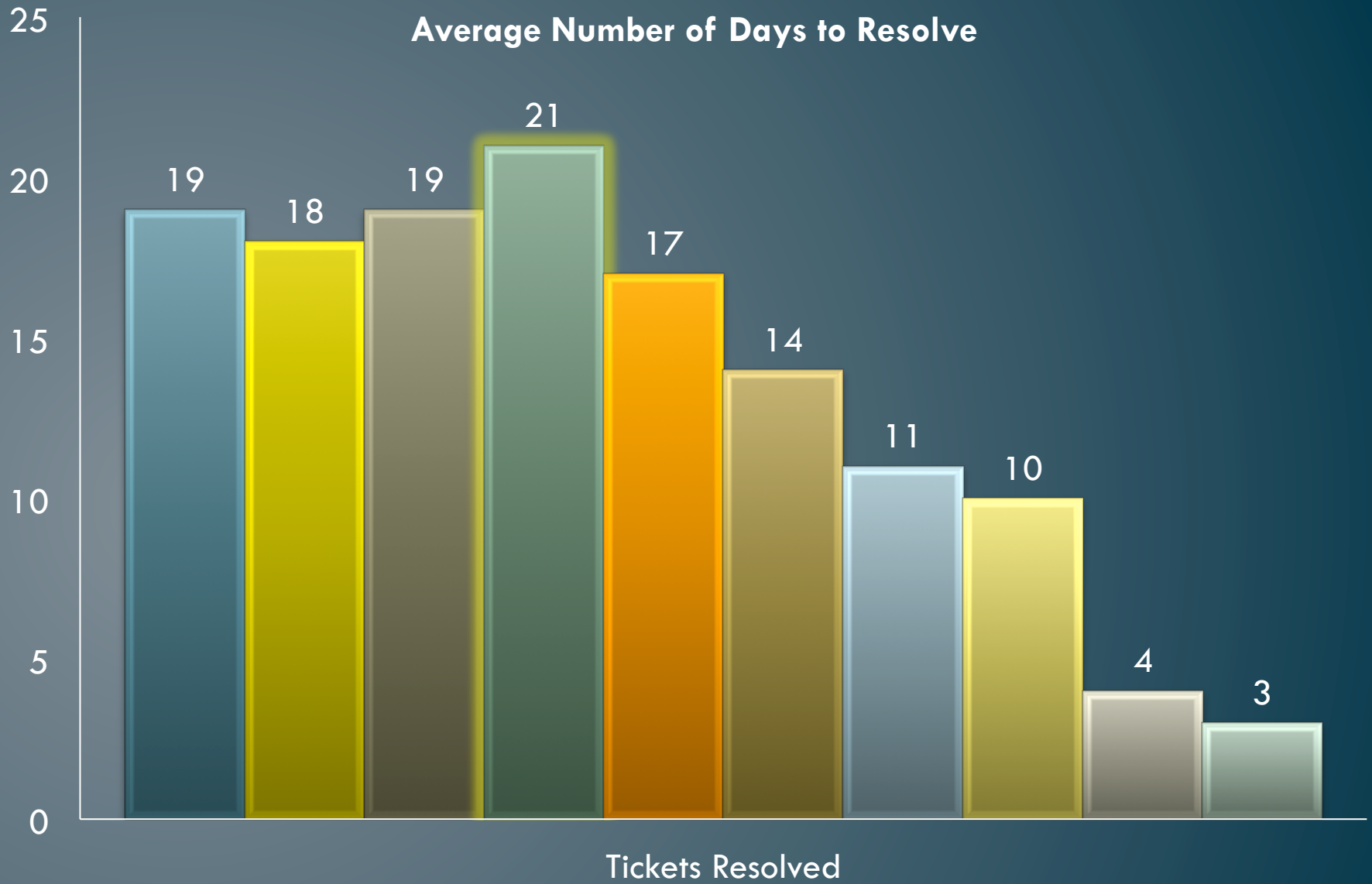
Web Presence – 2 FTE

- 93 site/subsites
 - Approximately 100 individual web sites
- There are over 100,000 active webpages
- Manage and coordinate 27 School Web Content Coordinators and 50 Department Content Updaters
- Average weekly total Facebook reach: 1,263

Educational Technology – 3 FTE

- Develop the capacity to support the development and implementation of virtual learning experiences and learning supports for both students and staff
- Promote the use of Blackboard Learn as a tool for course development platform
 - 2011-12 school year 6069 users, 1223 active users
- 2012-13 school year is to shift from looking at the QUANTITY of usage to the QUALITY of usage and its impact on learning

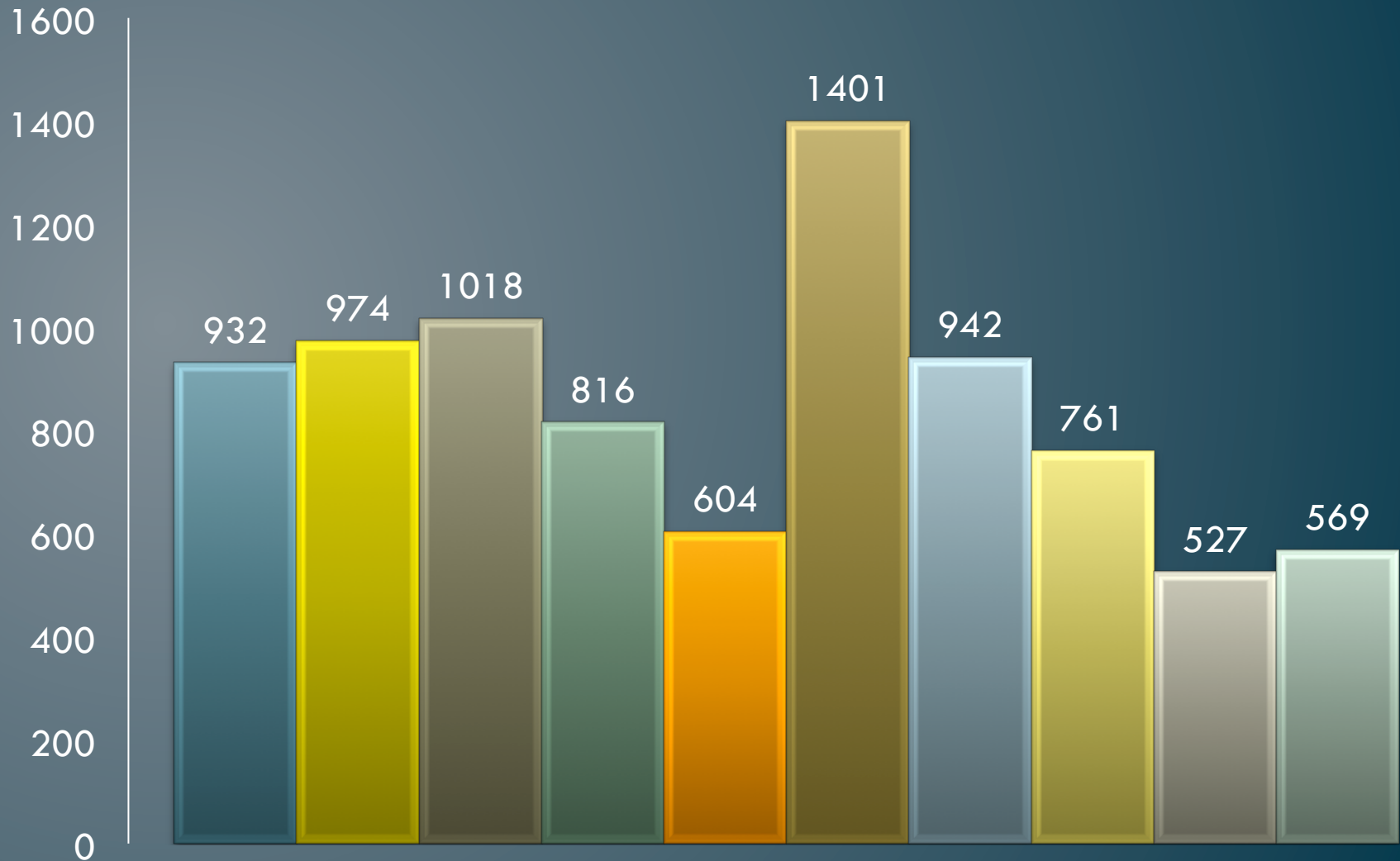
Average Number of Days to Resolve

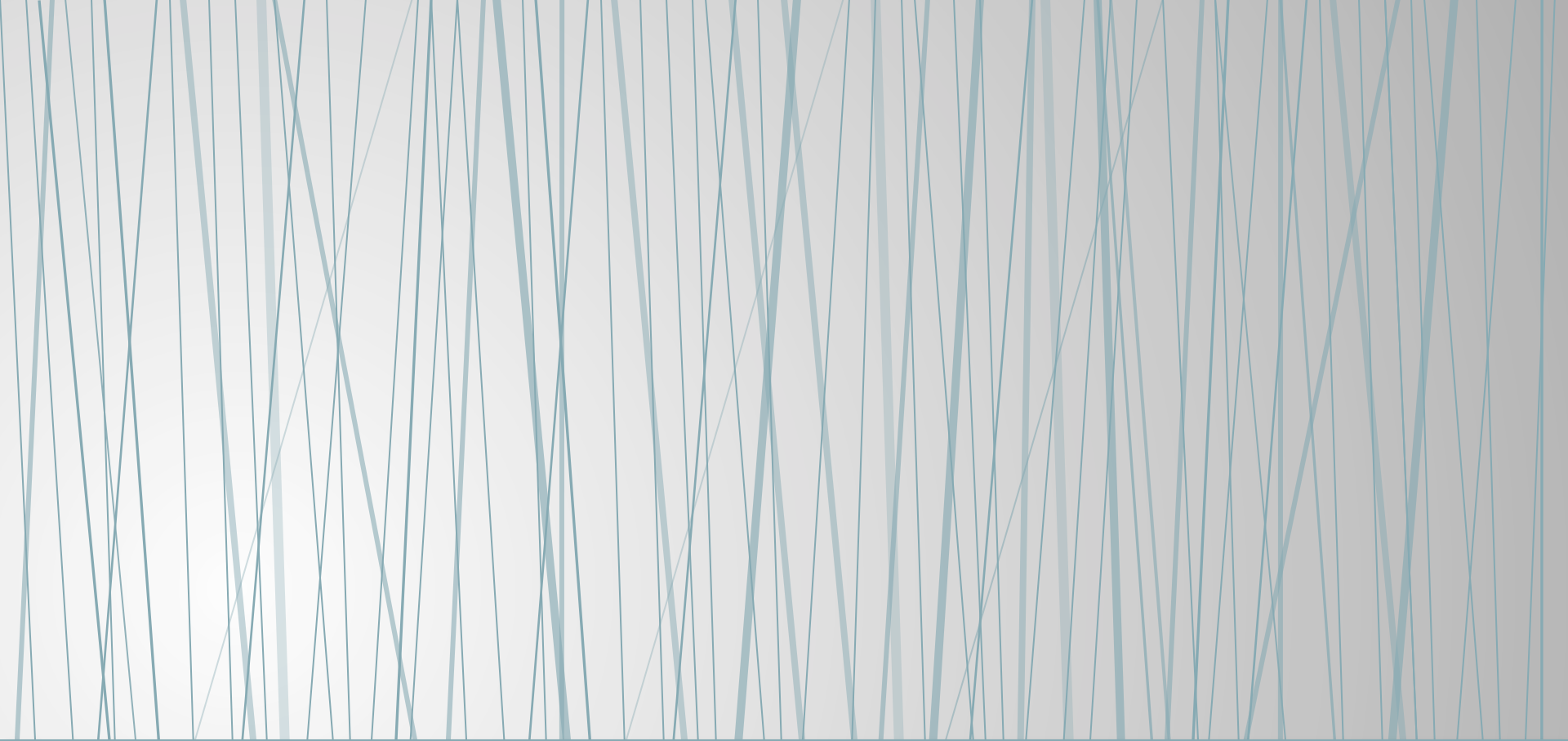


■ August ■ September ■ October ■ November ■ December
■ January ■ February ■ March ■ April ■ May

Number of Incidents Resolved by Month

■ August ■ September ■ October ■ November ■ December
■ January ■ February ■ March ■ April ■ May



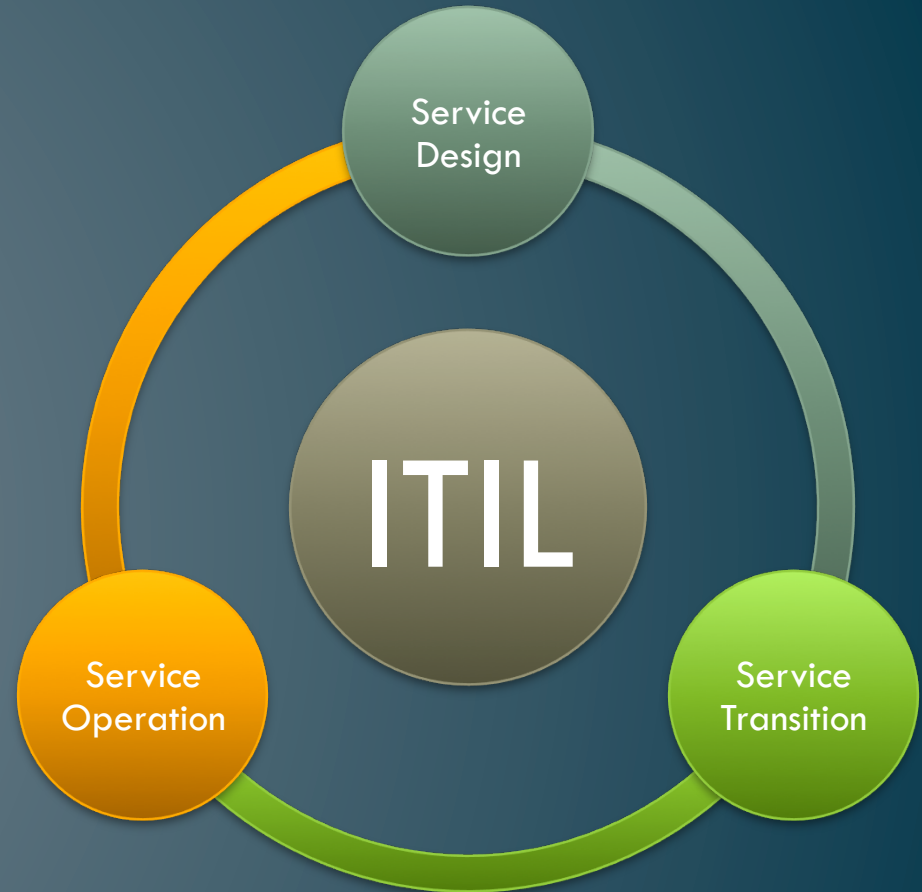
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Information Governance and Business Practices

ITIL is the most widely adopted approach for IT Service Management in the world.

Adopting ITIL can offer users a huge range of benefits that include:

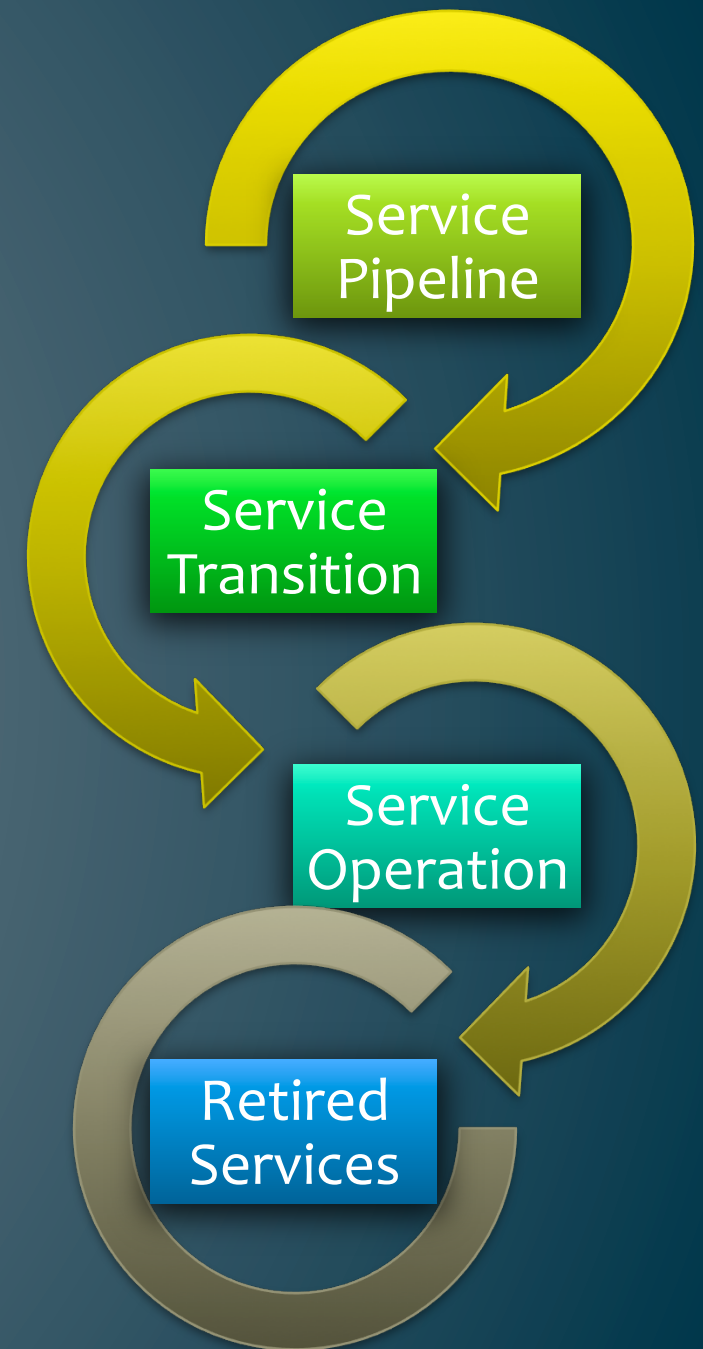
- Improved IT services
- Reduced costs
- Improved customer satisfaction through a more professional approach to service delivery
- Improved productivity
- Improved use of skills and experience
- Improved delivery of third party service.



Information Technology Governance

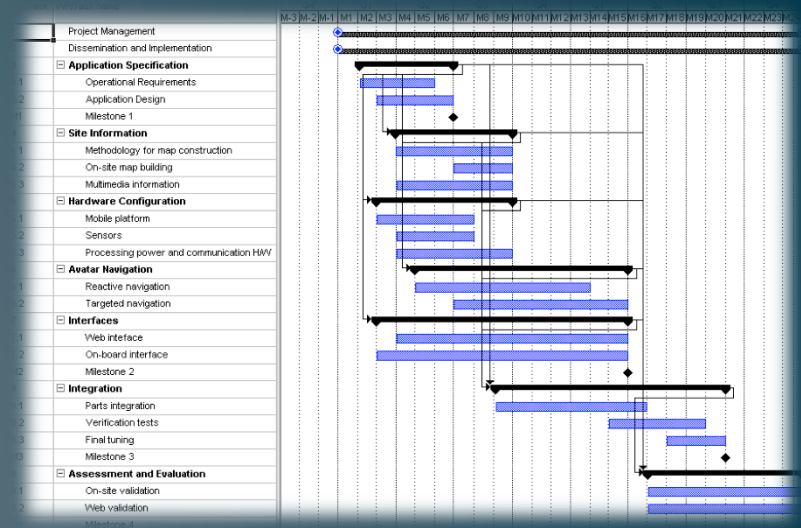
Systems Life Cycle

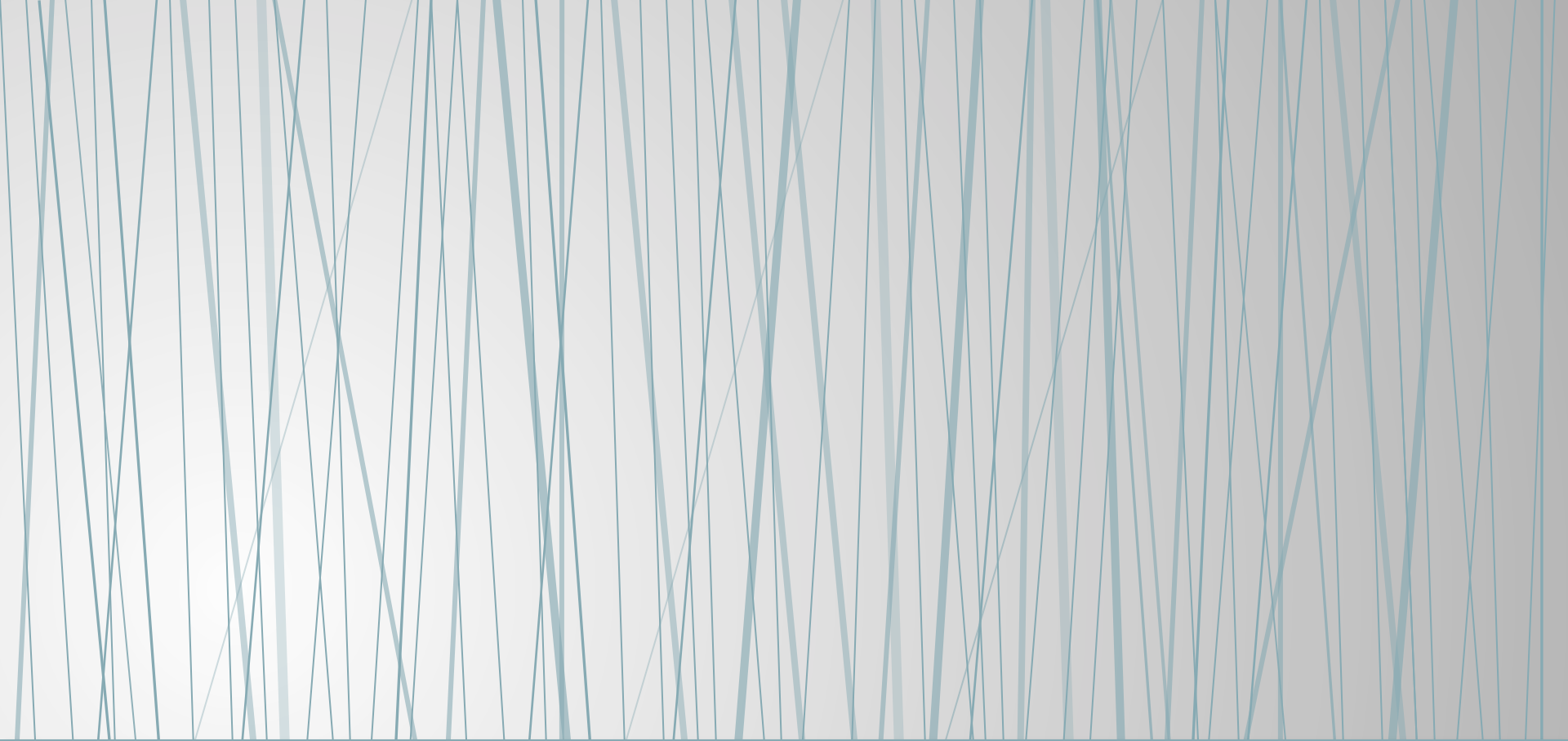
- All functional groups within DART have developed service cycles
 - Systems/Service are ranked based on when they are due for renewal
 - Schoolnet Scenerio
- Necessary to ensure high quality of service delivery
 - Allows DART to systematically evaluate services and manage change within the enviroment.



Project Management

- DART projects are all vetted through project management
 - Timelines are created
 - GANTT charts utilized for resource allocation and management
- Group projects are aligned on a divisional timeline to show human resource capacity.
 - Milestones monitored to ensure quality and timeliness of project completion
- Following best practices
 - Six Sigma/PMP/Prince2



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Fiscal Responsibility

2115 - Computer Technology



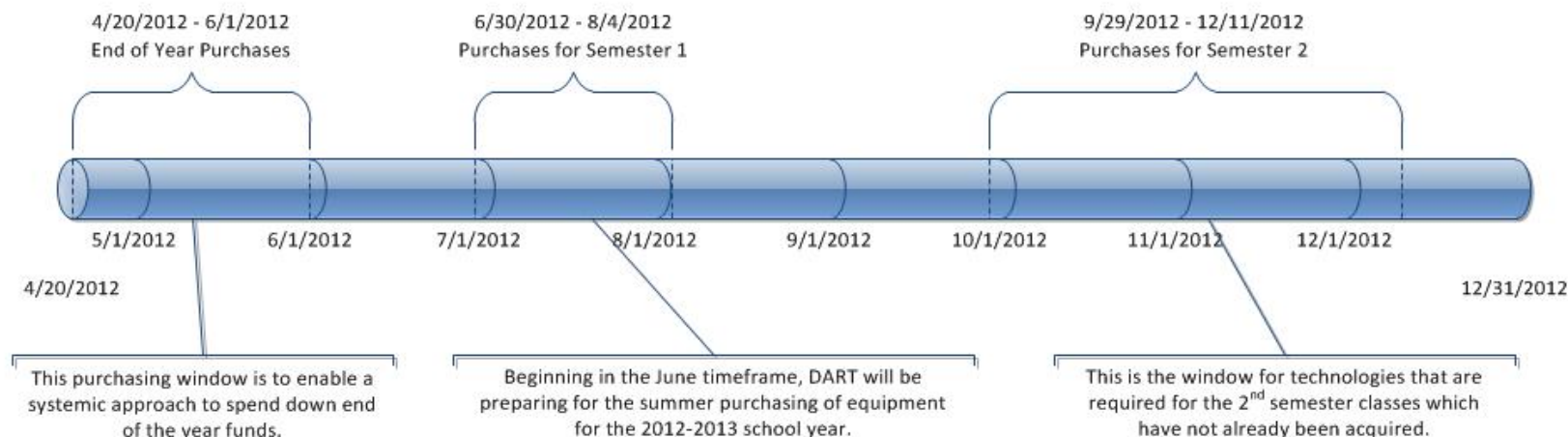
Total Cost of Ownership

- Purchases are calculated to include the TCO for the life of the device
- An Example
 - Computers – Average age of device 4 – 5 years
 - Replaced every 5 years
 - Warrantied for the first 4 years
 - Software assurance to normalize expenses
 - Device removed from site once it turns 7 years

In an effort to achieve GOAL 5 of the division's strategic plan, all technical purchases will be completed by DART in a systematic process.

All purchases made with external funds (PTO, School, Department, grant, etc) to DART are considered to have a one-time funding source and not subject to replacement.

DART will be publishing a Technology Request Form for ordering and tracking purposes. The form will have the latest pricing information and the approved configuration of devices. Prices for the devices show the Total Cost of Ownership of the device (TCO). Additional information will be available via the web detailing configurations and options.



2118 – Assessment and Information Services



Educational Technology Plan 2012-2015

Making Tomorrow Possible Today

DART Strategic Planning



Tools and Spaces Matter









Educational Technology Plan

- Developed by the DART Advisory Committee
- Driving force behind our strategic advancements
- Aligned with the strategic goals of the school division
- Aligned with the Virginia's and US's Educational Technology Plan 2010-2015
- This is a 3 year plan

Educational Technology Plan Goals

Goal 1: Provide a safe, flexible, and effective learning environment for all students

Goal 2: Engage students and staff in meaningful curricular content through the purposeful and effective use of technology

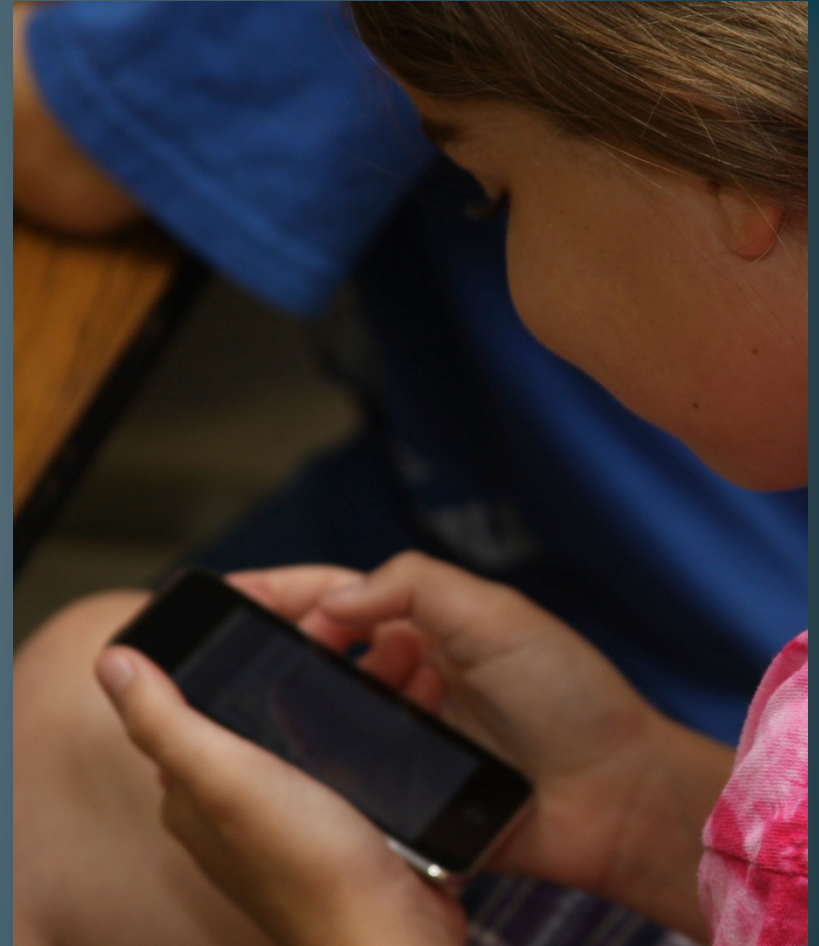
Goal 3: Afford students with opportunities to apply technology effectively to gain knowledge, develop skills, and create and distribute artifacts that reflect their understandings

Goal 4: Provide students with access to authentic and appropriate tools to gain knowledge, develop skills, extend capabilities, and create and disseminate artifacts that demonstrate their understandings

Goal 5: Use technology to support a culture of data-driven decision making that relies upon data to evaluate and improve teaching and learning

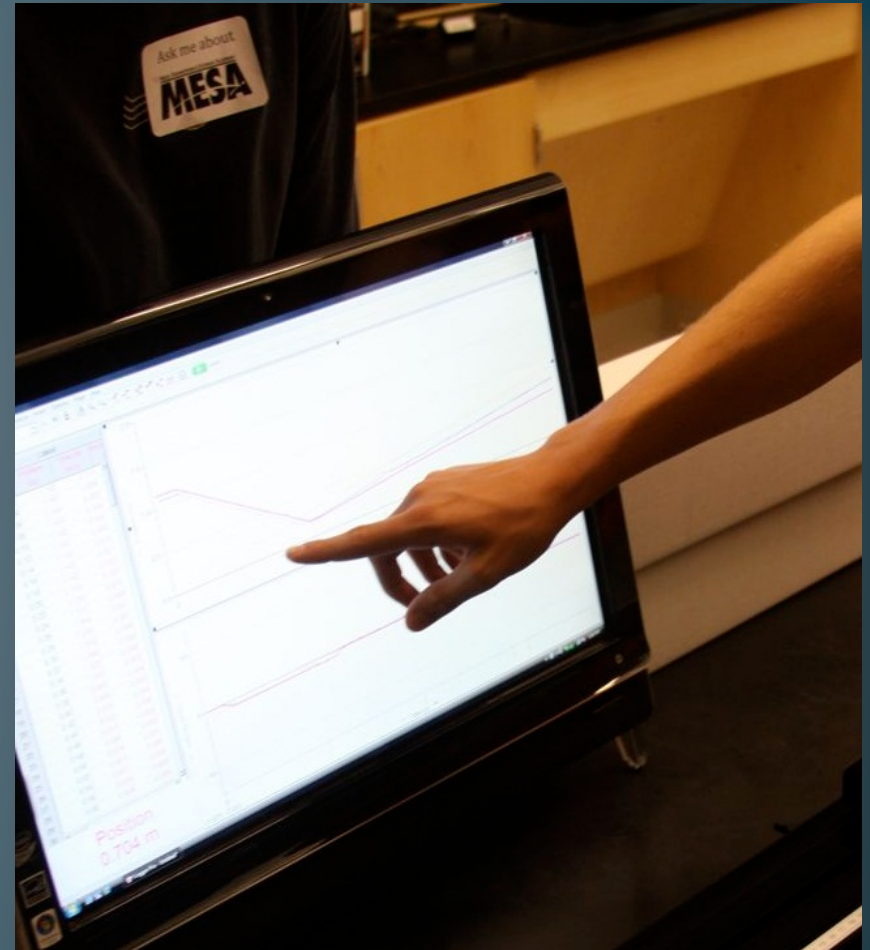
Highlights of Goal 1

- Research and develop a student run support desk
- Development of a Virtual Academy
- Utilize data to drive decisions in supporting the learning process



Goal 2 Highlights

- Develop the capacity for virtual PLCs and virtual student project work by implementing virtual learning spaces.
- Establish a means for all students and staff in the division to have high speed wireless internet access anywhere in the county.



Goal 3 Highlights

- Develop professional development workshops and courses that support infusing technology into teaching and learning
- Require Administrators to demonstrate NETS*A competencies



Goal 4 Highlights

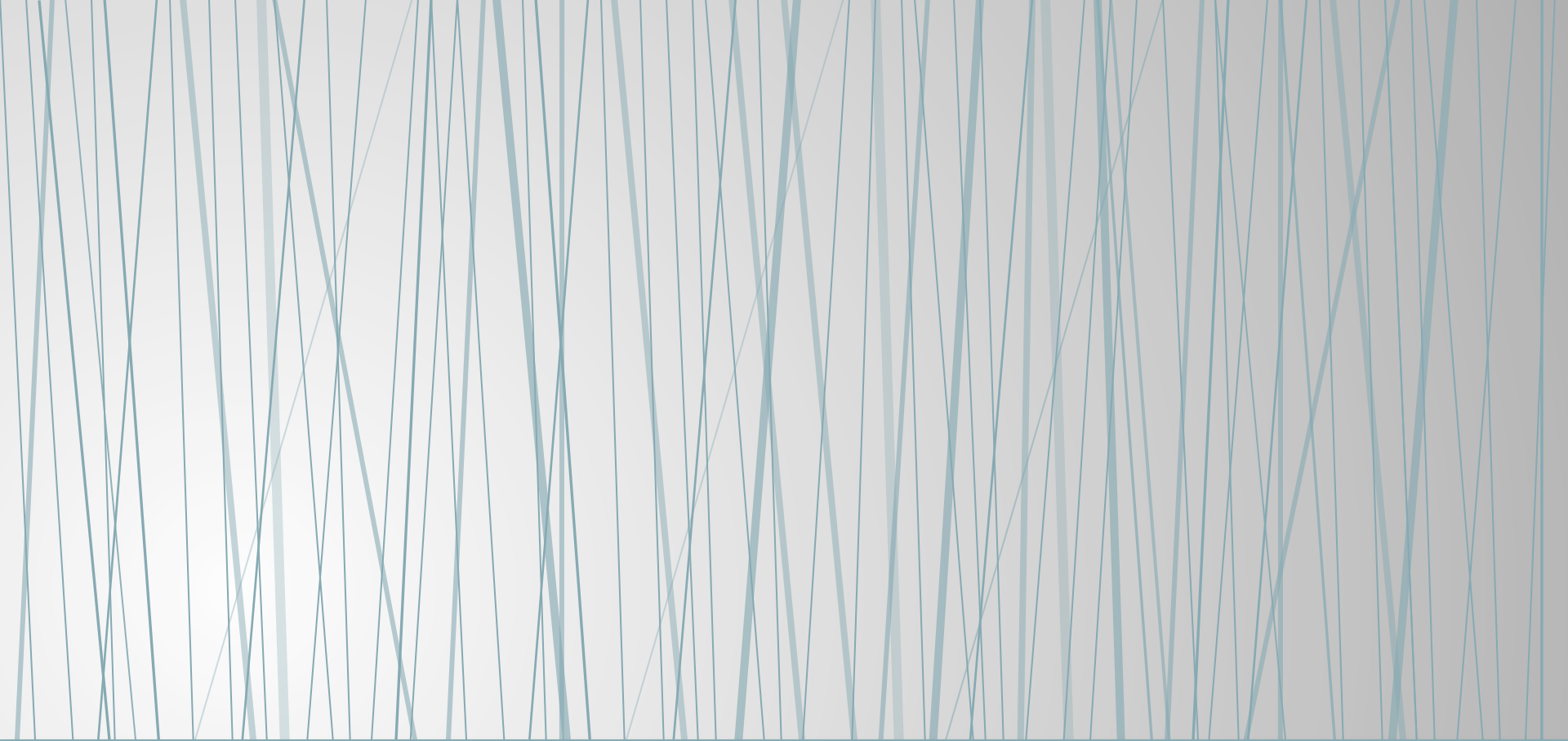
- DART Innovation Seed Projects
- Develop the capacity to support student use of personal devices at school
- Provide learning opportunities so that the principles of UDL can be implemented.



Goal 5 Highlights

- Provide teachers the necessary support and professional development to utilize assessment data effectively
- Support PLC's in interpreting data gathering and interpreting data
- Create new systems to support innovative assessment types



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Questions

Thank you