



Purpose and Work Streams FY16

Technical Services

Purpose

Purpose	Department Manager
The Division of Technical Services provides the primary support for instructional and administrative technology, data programming, the District website, and the network and server infrastructure for the District.	Bill Smojver

Major Work Streams

Title	Description	Lead
Help Desk	Users, Technicians or User Services Manager will enter an issue into SysAid Help Desk, User Services Manager will assign work to staff and deploy resources, Technicians will resolve the issue and close the ticket, User Services Manager will review open tickets and work with Technicians to resolve the issue.	Lynda Chen
Deployment of User Devices	District Staff or User Services Manager will identify needs for technology, Site staff, in consultation with User Services Manager, will select technology, Site/Department Admin will allocate budget, Site/Department or Technical Services Admin will order technology, Purchasing Department Staff and Technicians will receive and inventory the technology, Technician Supervisors will schedule installation, Technicians will install technology.	Bill Smojver
System-Wide Management and Troubleshooting	System Specialists or Technicians will provide the notification of an issue, Director of Technical Services will assign System Specialist(s), System Specialists and Technical Services Director will determine resource needs, Director of Technical Services will contact vendors/consultants when need is determined, System Specialist and/or vendors/consultants will resolve the issue.	Bill Smojver
Programming and Application Development	Director of Technical Services will receive notification of a programming need or change from District staff, Director of Technical Services will assign programming staff, Director of Technical Services and Programmer will meet with staff making the request to identify program design or modification to existing program, Programmer will complete coding, Programmer will debug code, staff will request the project tests new programming, Programmer will make changes to code and repeat the previous step until the code is completed, Programmer will release live code.	Bill Smojver
MMSD Website Maintenance	System Specialist will collaborate with district Webmaster on Drupal system needs and issues, System Specialist will manage Drupal user rights, System Specialist will perform Drupal updates, System Specialist, and Drupal consultant will identify and resolve Drupal issues.	Bill Smojver
Technology Plan Support	Director of Technical Services will collaborate with the Director of Instructional Technology on the projects that are part of the Technology Plan. This includes budget planning and forecasting, planning, preparing and reviewing bids, ordering equipment, and developing installation plans.	Bill Smojver/Beth Clarke
Student Information System Support	The Executive Director Of Research, Accountability, and Data Use with the assistance of the Registrar/Director of Enrollment in consultation with the Director of Technical Services, will plan and facilitate student information system meetings to ensure consistency across systems and monitor program implementation.	Andrew Statz, Fatima Banada, Bill Smojver



Technical Services

Priority Projects FY16

COMP Priority Project	Strategic Framework Priority Area	Strategic Framework Priority Area Next Step	Project Lead	Q1 (7/1-11/20) Key Implementation Steps	Q2 (11/21-2/19) Key Implementation Steps	Q3 (2/20-5/20) Key Implementation Steps	Q4 (5/21-6/30) Key Implementation Steps	Metrics for Monitoring Completion and Success
Network and Servers	Tech Plan	4	Bill Smojver	<ol style="list-style-type: none"> 1. Create an RFI asking vendors to prepare a Disaster Recovery Plan (DRP) and a technology deployment plan for NOC1 and NOC 2 based on the goals of the DRP. 	<ol style="list-style-type: none"> 1. Release RFI. 2. RFI Process working with vendors 3. Analyze and synthesize RFI proposals 4. Select Vendor Finalist 5. Prepare RFB for DRP 	<ol style="list-style-type: none"> 1. Analyze and synthesize RFI proposals 2. Select vendor finalist for NOC1 and NOC 2 Technology. 3. Prepare RFB for DRP responses. 4. Review and analyze RFB responses. 5. Select Vendor 	<ol style="list-style-type: none"> 1. Prepare NOC 1 and NOC 2 technology installation and staff training plan with selected vendor. 2. Review budget proposal for hardware purchases with department staff. 3. Request Referendum budget plan approval by department leadership 4. Prepare Board consent agenda memo for NOC1 and NOC2 technology (June 2016) 	Number of proposals from vendors, % of equipment ordered, attendance and satisfaction at Specialist Training
Technology Support for All	Tech Plan	6	Bill Smojver/Beth Clarke	<ol style="list-style-type: none"> 1. Distribute returned & purchased laptops to new staff 2. LMTS support new/current teacher laptop needs on school site 3. Plan Power Up strand for MMSD Teaching and Learning Conference 2016 4. Support school Instructional Technology PD requests 5. Facilitate monthly Parent Academy sessions 	<ol style="list-style-type: none"> 1. Efficient and effective Tech support for staff laptops 2. LMTS support teacher laptop needs at school site 3. Plan Power Up strand for MMSD Teaching and Learning Conference 2016 4. Support school Instructional Technology PD requests 5. Facilitate monthly Parent Academy sessions 	<ol style="list-style-type: none"> 1. Efficient and effective Tech support for staff laptops 2. LMTS support teacher laptop needs at school site 3. Plan Power Up strand for MMSD Teaching and Learning Conference 2016 4. Support school Instructional Technology PD requests 5. Facilitate monthly Parent Academy sessions 	<ol style="list-style-type: none"> 1. Collect exiting staff member's laptops; reconfigure and prepare for new staff 2. Plan Power Up strand for MMSD Teaching and Learning Conference 2016 3. Support school Instructional Technology PD requests 4. Facilitate monthly Parent Academy sessions 	% satisfaction surveys from PD sessions; % attendance at sessions, % staff with laptop
Student Information Systems	Tech Plan	5	Andrew Statz/Fatima Banada/Bill Smojver/Julia Steege-Reimann/Marggie Banker	<ol style="list-style-type: none"> 1. Continue to review student information systems for efficiencies 2. Implement Academic Career Plan electronic portfolio platform 3. Begin research for Learning Management System 	<ol style="list-style-type: none"> 1. Continue to review student information systems for efficiencies 2. Implement Academic Career Plan electronic portfolio platform 3. Continue research for Learning Management System 	<ol style="list-style-type: none"> 1. Continue to review student information systems for efficiencies 2. Implement Academic Career Plan electronic portfolio platform 3. Continue research for Learning Management System. Collect RFPs from vendors 	<ol style="list-style-type: none"> 1. Continue to review student information systems for efficiencies 2. Review Academic Career Plan electronic portfolio platform 3. Finalize plan for Learning Management System 	% of 8th and 9th grade students with Academic & Career Plan electronic portfolios created and learning materials achieved