Department *Technology* Theory of Action:

If we maintain a secure district-wide network/infrastructure, equipment and systems with 99.5% uptime, **then** the use of leveraging technology for the learning success of students and staff focused on the 4C's will be ubiquitous.

Goals:

1. Maintain a secure district-wide network/infrastructure, equipment and systems that result in 99.5% uptime that is measured monthly and averaged over the entire year. – KPI #1 & 2 & 6 & 7
    Dec. 8 – CEIQ
    The district infrastructure during the school year to present met the uptime results of 99.5%, which is identified by the data collected being, 99.8% uptime from Sept. 1 to December 7. From the continuous uptime our staff, students and community have high quality access to the important resources in order to enhance the learning environment for our students and staff.

    We are monitoring our network on a daily and monthly basis via our infrastructure and Comcast database and tracking via spreadsheet.

    How can you make this more transparent?
    Next Steps:
    Our department will continue to monitor and provide ongoing maintenance/upgrades to ensure all infrastructure is running optimally.

2. Create a system of resources that will provide staff and students access to gain knowledge and develop how they leverage the use of the 4C's. – KPI #3

    There is a system of resources for staff, students and parents in progress, following my recent meeting with our sub webmaster. Following our design/planning on December 6, there will be a full design of resources on the www.op97.org/ilearn for students, staff and parents with a focus on the 4C's. This tool will provide efficient access to all stakeholders to identify

ways to leverage resources to enhance their learning experiences around the 4C's.

Next Steps:
Technology dept. staff is creating videos and guides.
We will continue to compile resources that are used by other staff to get them on one common location.

How can we get the message our effectively to drive traffic to this resource in work?

3. Maintain a department of lifelong learning and collaboration to retain and maintain fully staffed to support the instructional goals of our students and staff. – KPI #4 & 5

    The technology department has started implementation on an online learning platform for all members to identify a learning path for them, set goals and complete the trainings at their own pace. Upon completion they may receive certifications, badges or other designations signifying new skillsets they have mastered. They will also be compiled in a spreadsheet to track completion toward goals. These new skills will lead to more efficient troubleshooting and support for all district staff and students, as well as, greater knowledge and cross training to ensure maximum uptime for the benefit of learning experiences for students and staff.

    What are the requirements for the staff to complete every year?
    What type of on the job opportunities will the staff have to apply newly learned skills and the expectations for this?

    Next Steps:
    Our dept. will continue to finalize their continuing learning path/goals.
    1-2 times per month our dept meetings will be focused on training that could be used for these trainings

4. Complete 500 learning walk visit data points to ensure our students and staff are having experiences of leveraging technology to support the 4C's and the ISTE standards (focused on standard 2 & 3). KPI # 3

During the last three weeks I have completed 15 learning walks and collected data via my learning walk Google form. By not only getting into the classrooms, but by collecting the data regarding the student learning experiences I will be more informed of the current reality and be able to identify the instructional technology learning needs for the students and staff. From these learning walks I have identified that 4 out of the 15 classrooms observed included students leveraging technology to communicate and/collaborate.
Next Steps:
Starting in January, I will be working to meet my goal of 15-20 learning walks per week.
Following January, I will look to share the data as information to cabinet/super cabinet to seek further feedback.

5. Conduct an inventory of teachers' technology capabilities in each school, which will enable the district to target training/professional development where it is needed most. KPI #3

I have completed research on the various tools that could be leverage to compile this data and also lend support to staff to create learning modules/videos to help with the areas of improvement tied to the 4C's and other identified important instructional strategies in District 97. By implementing such a tool/survey it will empower the staff to self identify their capabilities and for them to get professional learning resources to help develop their skills to engage students in these various learning experiences. It will also provide data for the district to analyze and plan professional learning at future institute day and/or other trainings across the district.

What other tools could be used?
How could this survey be administered?
How could the learning be embedded in other professional learning opportunities already scheduled?

Next Steps:
Continue to investigate tools or format of tools to administer the needs assessment survey.

Work with the PLC committee to identify ways in the future these needs can be embedded in the professional learning scheduled.

Look at student Bright Bytes data to help out with this and could support the survey data collection piece

Department KPI:
1) Network Uptime –
   a) Measured monthly and averaged over the entire year
      i) Target – 99.5%
2) Phone Uptime – 99.5%
   a) Measured monthly and averaged over the entire year
      i) Target – 99.5%
      ii) Success – 99.5%
3) BrightBytes Access and Infrastructure Feedback - review with all district, but specifically with Admin, coaches, professional learning committee and PTO Council
   a) Measured annually via BrightBytes survey resulted administered in April/May
      i) Target Goal – 1100-1115
      ii) Success – 1150-1200
4) Helpdesk monthly ticket completion rates - review with tech dept.
   a) 44 hours - 2014-2015
   b) 24 hours - 2015-2016
   c) - 2016-2017 (up to date)
      i) Averaged over the entire year from the first day of school to the last day of school.
         (1)   Target – 22 hours, with all technology specialists individually under 24 hours
         (2)   Success – 15 hours (equivalent of two working days)
5) Network - bandwidth per student - **166 Mbps per 1000 students**
   a) Measured annually with an average of Sept. 1 enrollment and June
      i) Target – CoSN goal - 100 mbps per 1000 students
      ii) Success – 200 Mbps per 1000 students
6) Network - Days usage exceeded 75%
   a) Measured monthly and averaged from September through April
      i) 2014-2015 - *TBD*
      ii) Target – CoSN goal – *50 days (to be confirmed)*

       iii) Success – *25 days (to be confirmed)*
7) Support - Break/fix staffing cost per ticket
   a) Measured annually from September through April/May
      i) 2014-2015 - *TBD*
      ii) Target - CoSN avg. staff per device – *$75 (to be confirmed)*
      iii) Success - *$50 (to be confirmed)*

*Additional work from the technology department will be include supporting and leveraging the innovative spaces – research and development to get pilots up and running rapidly – We will work to create the spaces and opportunities for the innovators and part of the change work that T&L will then scale the successes.