TECHNOLOGY
Systems Report

We Are MISD Technology

SHAWNTEE' COWAN
Chief Technology Officer

APRIL 2025

LEADERSHIP TEAM

Jeff Pittman
Tech Support Director

Zack Moericke
Cybersecurity Engineer

Jessica Brown
Help Desk Supervisor

Shawntee Cowan
Chief Technology Officer

Jeremy Jameson
Infrastructure Director

Kim Pollard
Network Coordinator

Jon Stroud
Technician Supervisor

STAFF MEMBERS

Serve over 35,500 students, over 4,800 staff & over 60 Sites (Campuses & Facilities)

7 ADMIN TEAM

8 INFRASTRUCTURE TEAM

1 NETWORK SECURITY TEAM

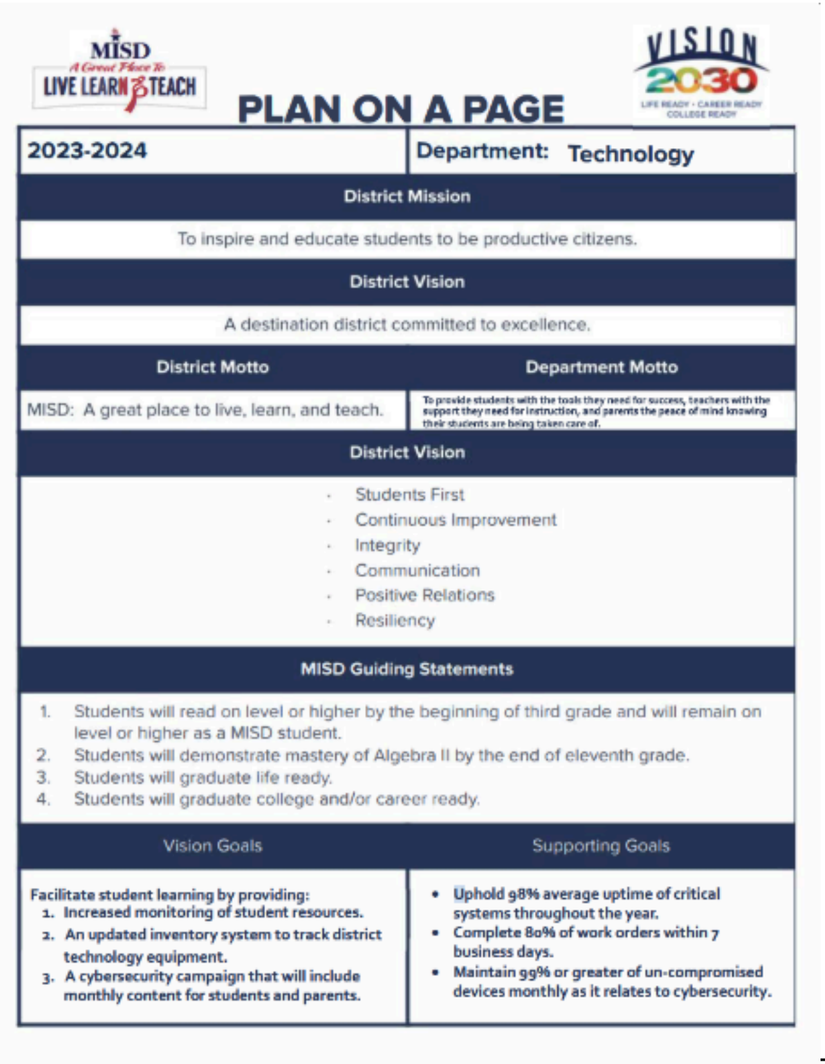
34 TECH SUPPORT TEAM

2 ASSETS & MOBILE DEVICES

52

94% Fully-Staffed

CONTINUOUS IMPROVEMENT



MISD A Great Place To LIVE LEARN & TEACH

VISION 2030 LIFE READY · CAREER READY · COLLEGE READY

PLAN ON A PAGE

2023-2024	Department: Technology

District Mission

To inspire and educate students to be productive citizens.

District Vision

A destination district committed to excellence.

District Motto	Department Motto
MISD: A great place to live, learn, and teach.	To provide students with the tools they need for success, teachers with the support they need for instruction, and parents the peace of mind knowing their students are being taken care of.

District Vision

- Students First
- Continuous Improvement
- Integrity
- Communication
- Positive Relations
- Resiliency

MISD Guiding Statements

1. Students will read on level or higher by the beginning of third grade and will remain on level or higher as a MISD student.
2. Students will demonstrate mastery of Algebra II by the end of eleventh grade.
3. Students will graduate life ready.
4. Students will graduate college and/or career ready.

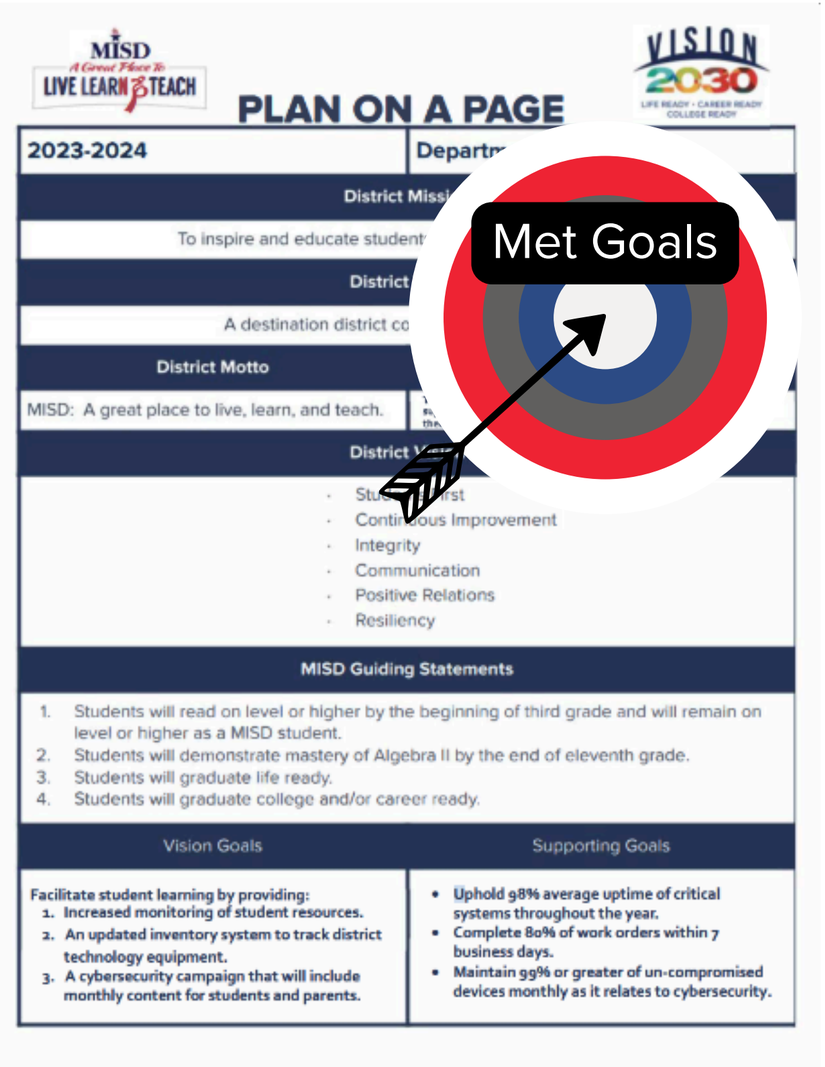
Vision Goals	Supporting Goals
Facilitate student learning by providing: 1. Increased monitoring of student resources. 2. An updated inventory system to track district technology equipment. 3. A cybersecurity campaign that will include monthly content for students and parents.	• Uphold 98% average uptime of critical systems throughout the year. • Complete 80% of work orders within 7 business days. • Maintain 99% or greater of un-compromised devices monthly as it relates to cybersecurity.

TECHNOLOGY VISION GOALS 23-24 SCHOOL YEAR

Facilitate our students' learning to read on grade level or higher, students mastering Algebra II, students becoming life ready and students graduating college and/or career ready by:

1. Increased monitoring of student resources.
2. An updated inventory system to track district technology equipment.
3. A cybersecurity campaign that will include monthly content for students and parents.

CONTINUOUS IMPROVEMENT



TECHNOLOGY VISION GOALS 23-24 SCHOOL YEAR

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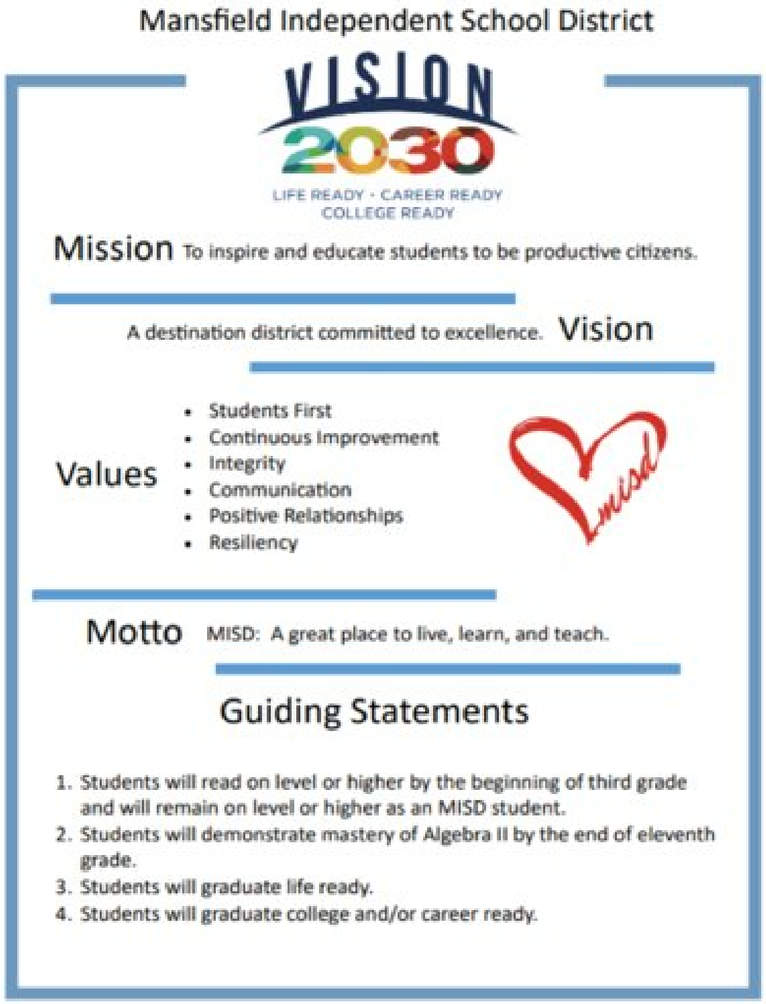
CONTINUOUS IMPROVEMENT



Mansfield Independent School District

VISION 2030

LIFE READY · CAREER READY
COLLEGE READY

Mission To inspire and educate students to be productive citizens.

A destination district committed to excellence. **Vision**

Values

- Students First
- Continuous Improvement
- Integrity
- Communication
- Positive Relationships
- Resiliency

Motto MISD: A great place to live, learn, and teach.

Guiding Statements

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2. Students will demonstrate mastery of Algebra II by the end of eleventh grade.
3. Students will graduate life ready.
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TECHNOLOGY COA (CADENCE OF ACCOUNTABILITY) GOALS

- Uphold **98% average uptime of critical Systems** throughout the year.
- Complete **80% of work orders** within 7 business days.
- Maintain **99% or Greater Uncompromised devices** monthly as it relates to cybersecurity.

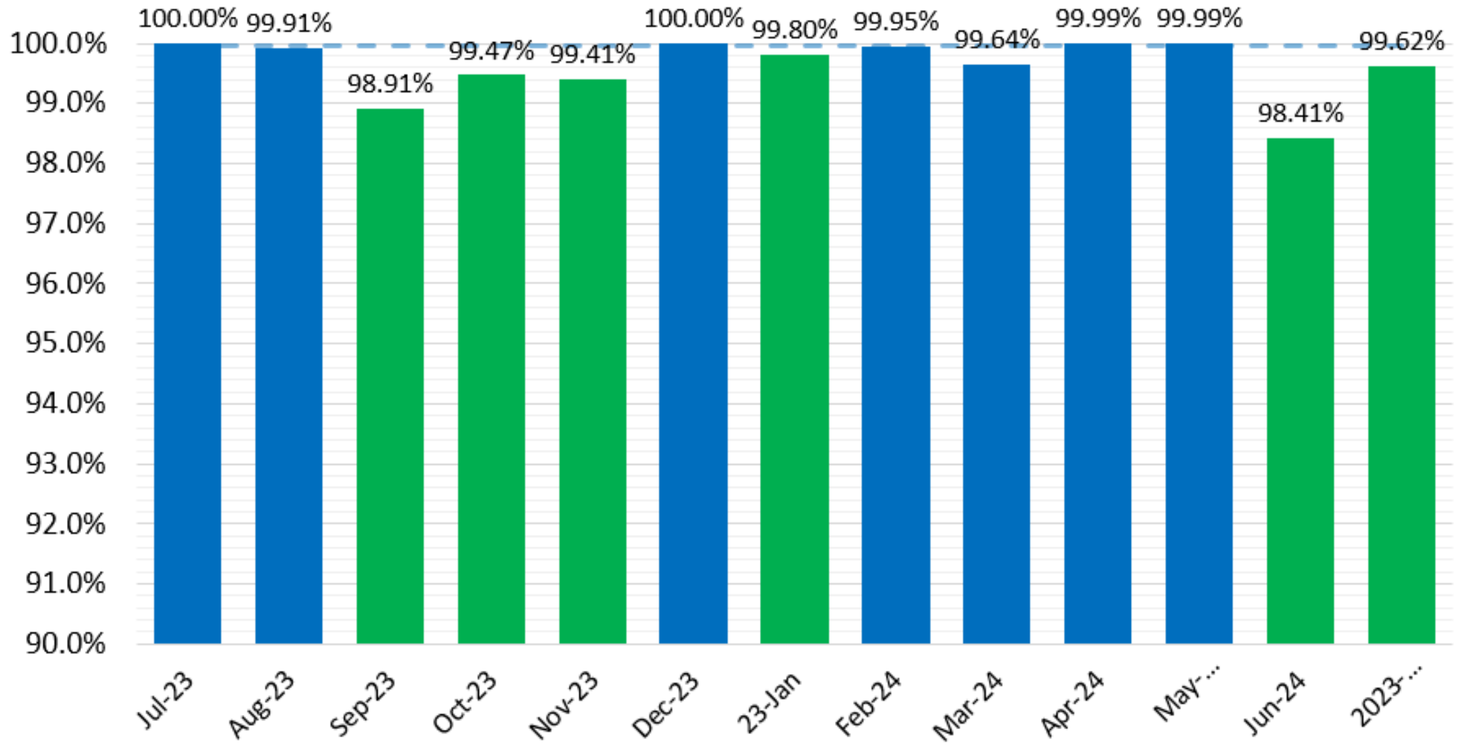
CONTINUOUS IMPROVEMENT RESILIENCY

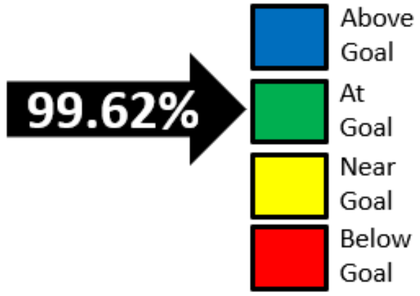
COA DATA

Cadence of Accountability

2023-2024

4.1.1 Technology - Average scheduled uptime of critical systems





Status for this Measure

- ≥ 99.96%
- 98% - 99.95%
- 96.1% - 97.99%
- ≤ 96%

Goal: ≥ 98%

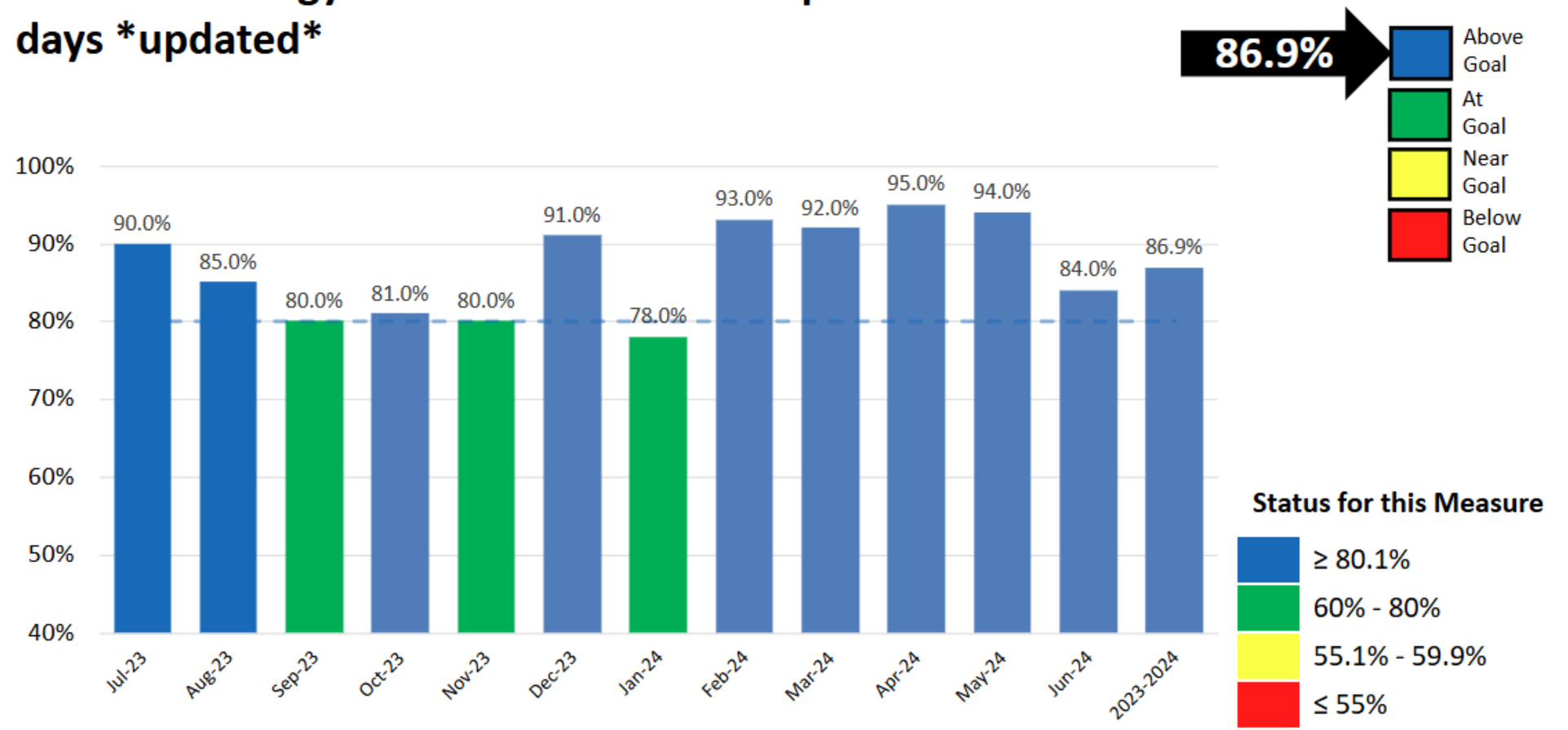
CONTINUOUS IMPROVEMENT

COA DATA

Cadence of Accountability

2023-2024

4.2.1 Technology- Total work orders completed within 7 business days *updated*



Goal: ≥80%

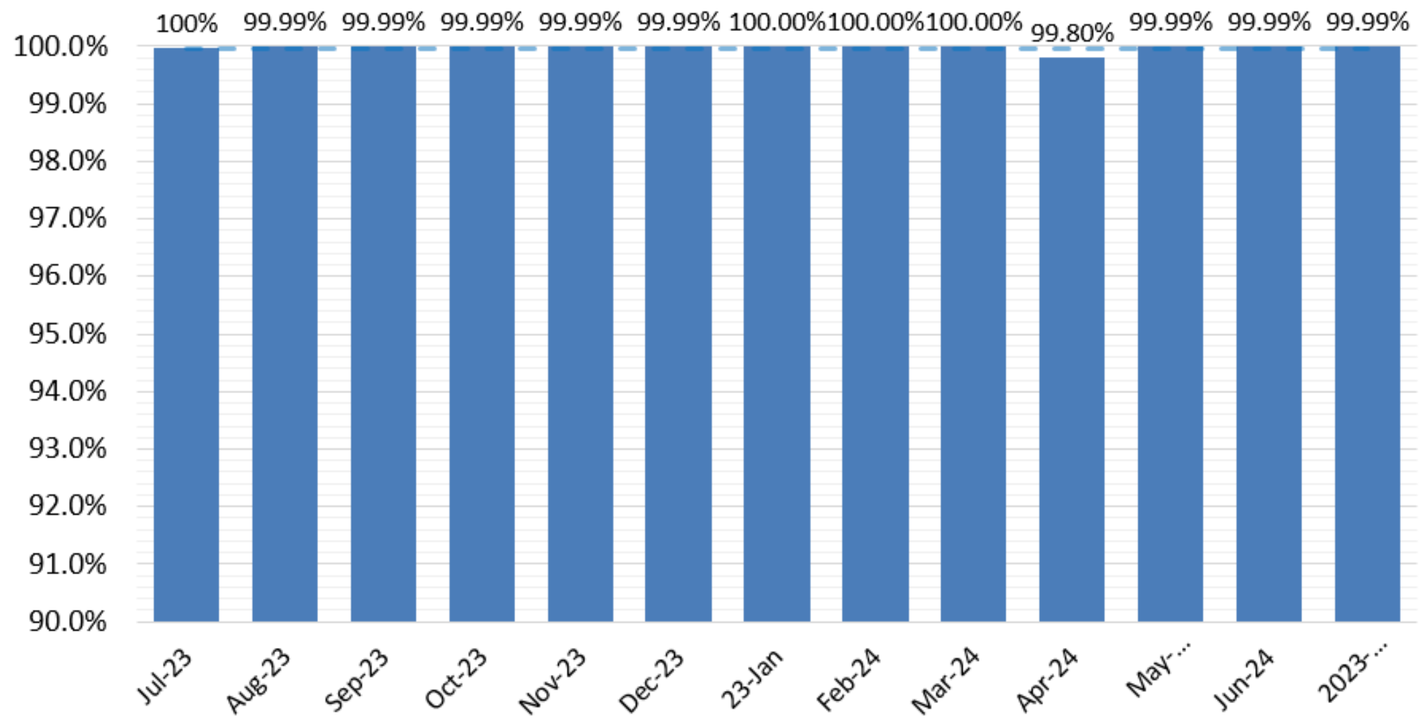
CONTINUOUS IMPROVEMENT

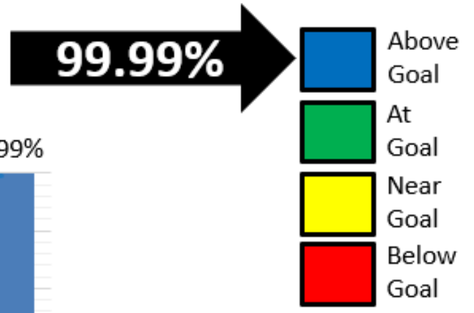
COA DATA

Cadence of Accountability

2023-2024

4.3.1 Cyber-Security: Uncompromised End-Points

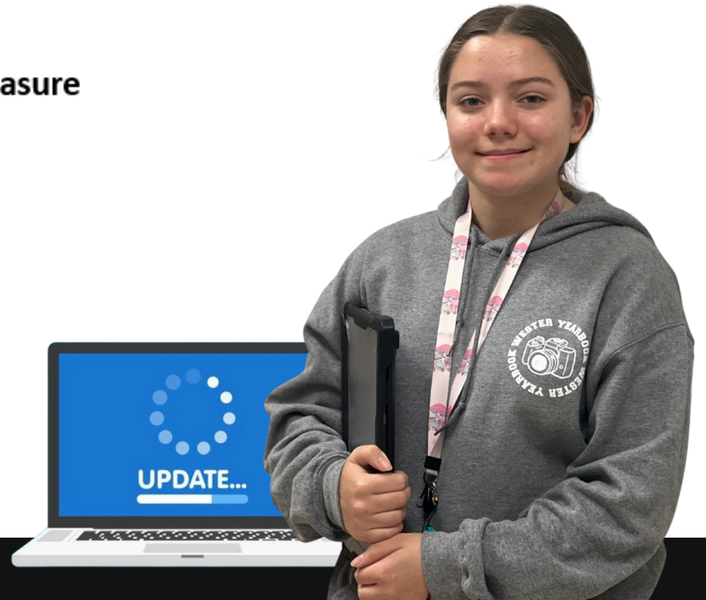




Status for this Measure

- ≥ 99.0%
- 95% - 98.9%
- 90% - 94.9%
- ≤ 89.9%

Goal: ≥ 99%



CONTINUOUS IMPROVEMENT

DATA

Did you know?

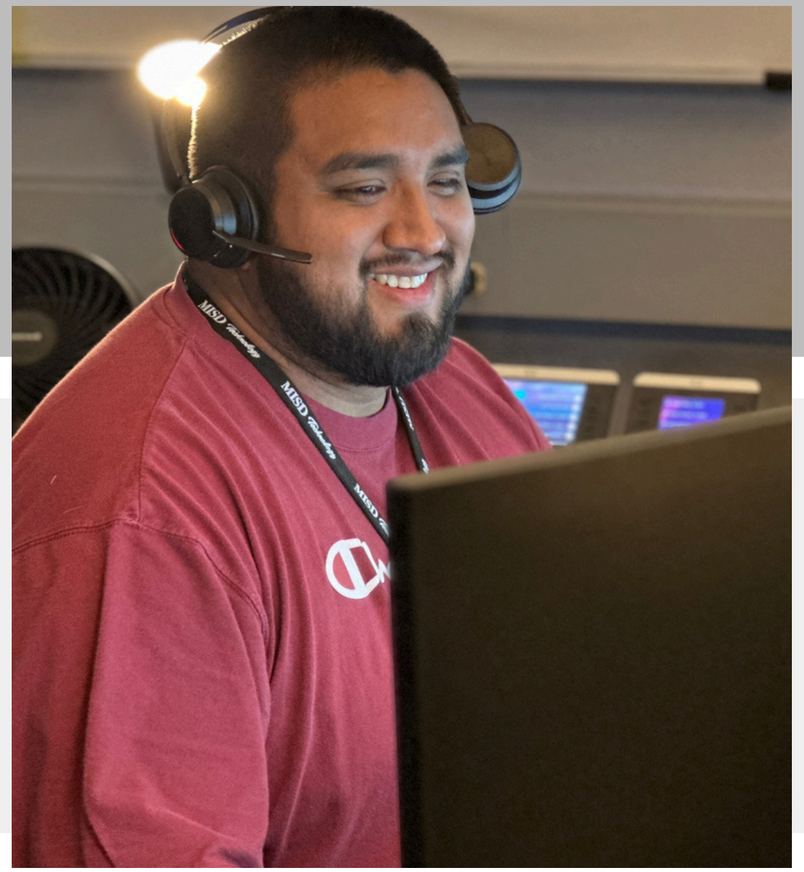
2023-2024

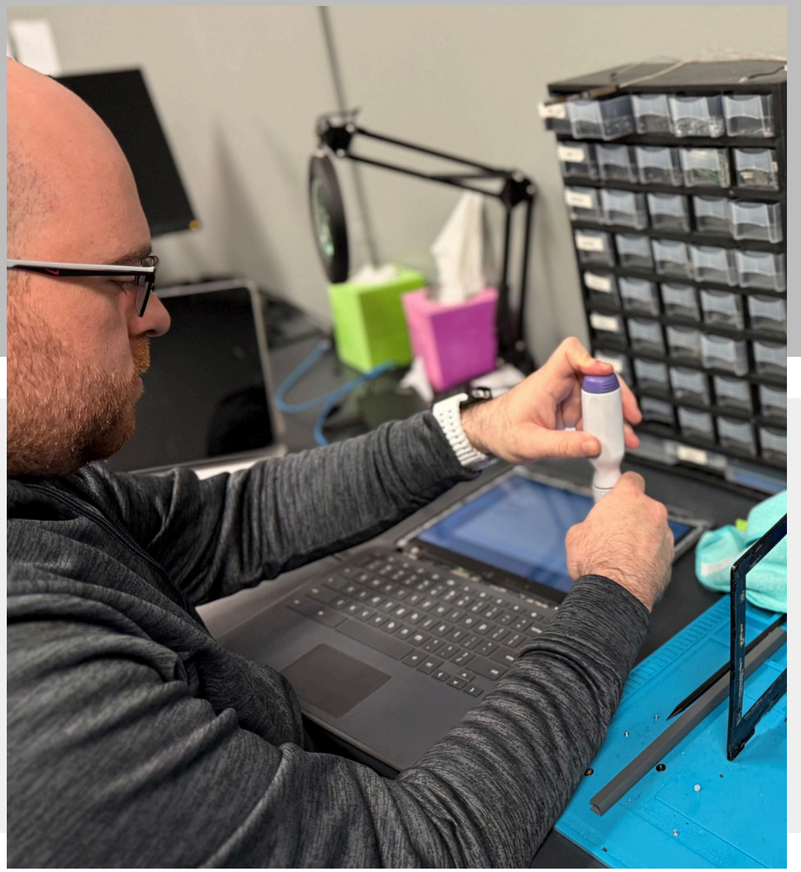
11,645

HELP DESK CALLS ANSWERED

37,766

WORK ORDER TICKETS COMPLETED





CONTINUOUS IMPROVEMENT

DATA
Did you know?

2023-2024

72,310,000

MALICIOUS INTERNET REQUESTS SCANNED & PROTECTED

3,209,200,000

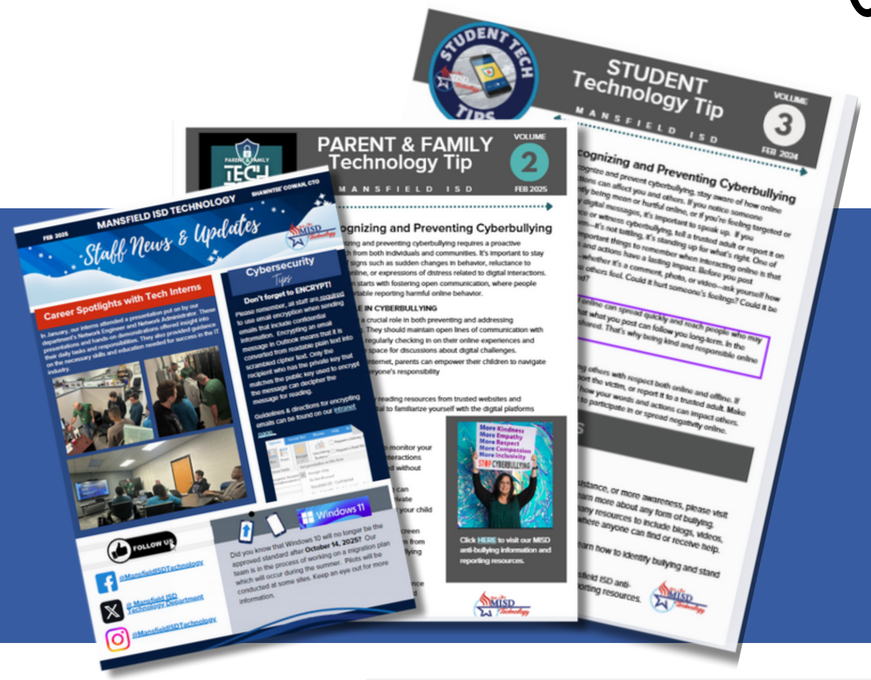
FILES REVIEWED & PROTECTED

CONTINUOUS IMPROVEMENT

COMMUNICATION

CYBERSECURITY *Updates*

THIS YEAR

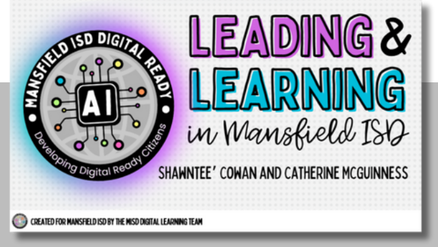


- *Added layer of email protection*
- *Data Loss Prevention Process Updates*
- *Added controls for identity management*
- *Increased security training opportunities*

Increased Security

"The security posture of MISD's internal infrastructure is above par in comparison with other K-12 education organizations and local public sector organizations."

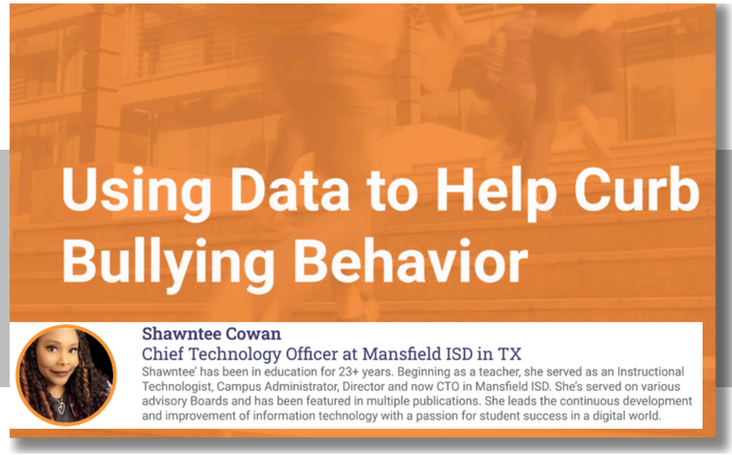
Internal Cybersecurity Assessment



CONTINUOUS IMPROVEMENT

TECHNOLOGY *Presentations & More*

THIS YEAR

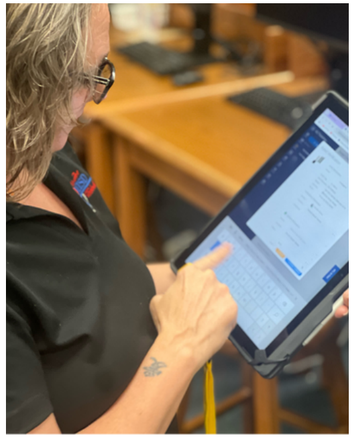


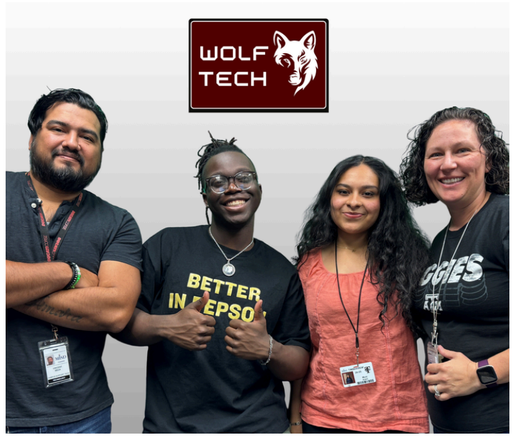
CONTINUOUS IMPROVEMENT

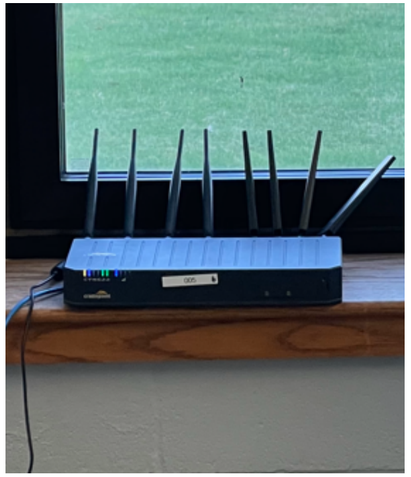
TECHNOLOGY *Accomplishments*

THIS YEAR

- Copier Migration District-Wide
- Staff Device Replacements for PK-6
- District-Wide Technology Audits
- High School Student Help Desk Pilot
- Network Access Backup Device (Cradle Point)
- Additional Access Points in HS Gyms for Testing
- 9th & 10 Grade Chromebook Replacements







CONTINUOUS IMPROVEMENT

Bond TECHNOLOGY Accomplishments

THIS YEAR

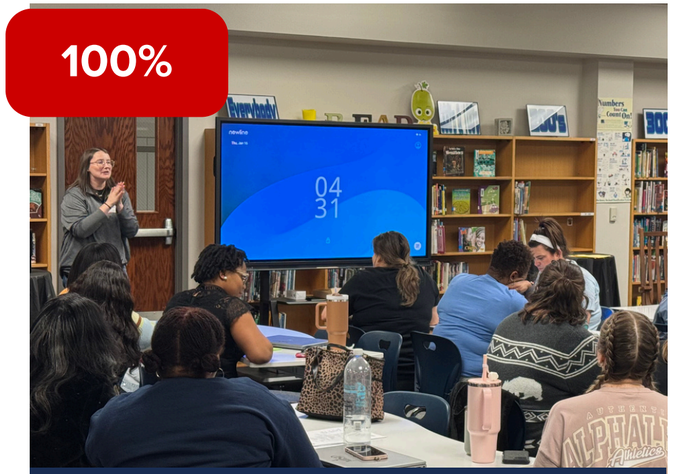
90%

Wireless at Center

100%

Digital Signage

100%



Interactive Panels

50%

Phone Updates

100%

Network Installs at Auxiliary Sites

100%

Firewall Replacements

10%

Fiber Ring Project

10%

Storage & Backup Updates

TECHNOLOGY Internship

STUDENTS FIRST

284+
WORK ORDERS INTERN INVOLVED & RESOLVED

6
CAREER SPOTLIGHTS

INCLUDING A THREAT HUNTING ACTIVITY WITH INDUSTRY PARTNERS

PROJECTS

- WIRELESS ASSESSMENTS
- NETWORK MAPPING
- CONFIGURATION TESTING
- DEVICE PREP/SUPPORT

TECHNOLOGY
Team Building & Training

- Collections & Help Bags for the Community
- Zone/Team Spotlights
- Increased leadership training
- **Professional Development**
  Monthly PD, Outside PD and Job-Specific PD & Cross-Traning PD
- Team Building Activities

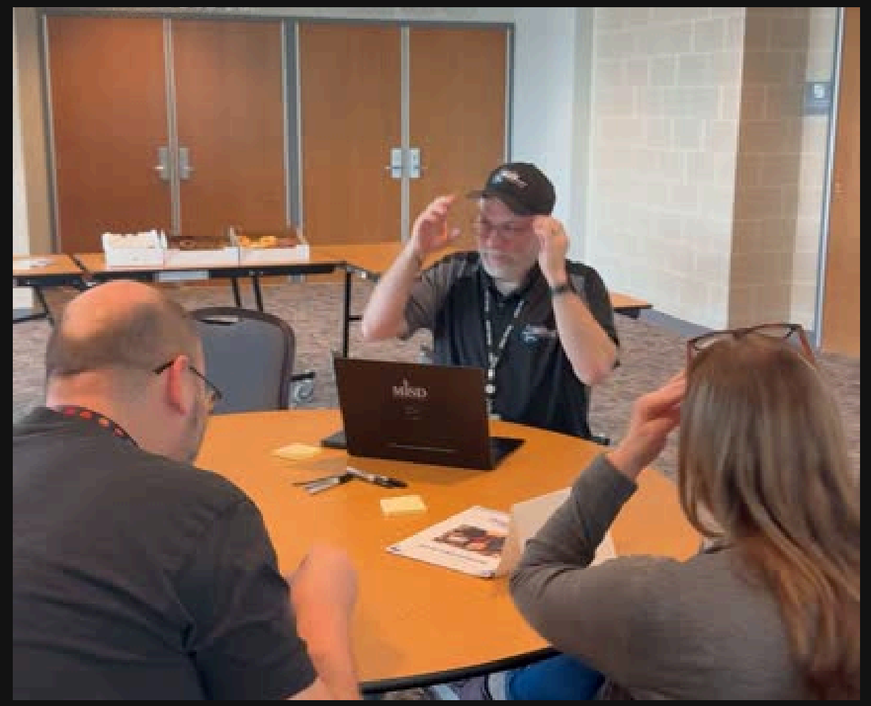
CONTINUOUS IMPROVEMENT & POSITIVE RELATIONSHIPS

TECHNOLOGY *Plan Monitoring*

We Are MISD Technology

CONTINUOUS IMPROVEMENT

- 25 Members
- Met three times this year to review plan and monitor progress
- Final 24-25 meeting in May
- Steady progress made this year



A DAY & A LIFE IN *Technology*

QUESTIONS

We Are MISD Technology

FOLLOW US