

DISD
TECHNOLOGY
2019

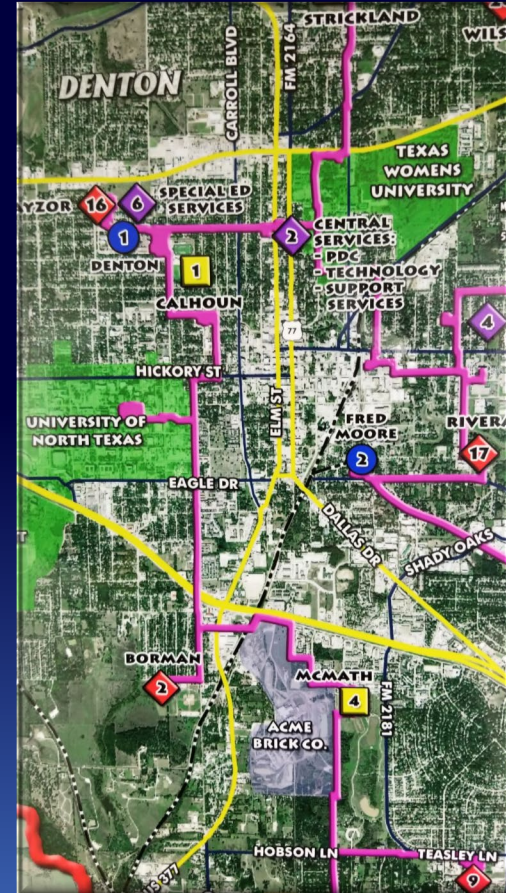




Foundation



- ◆ Fiber infrastructure
- ◆ Voice over IP (VoIP)





Job Titles



| OLD JOB TITLE | NEW JOB TITLE |
|-------------------------------------|---|
| Data Network Manager | Information Systems Officer |
| Director of Data Processing | Senior EIS Architect |
| Customer Support Manager | Senior Technology Services Manager |
| Sr. Applications Analyst | Platforms Architect |
| Information Systems Analyst | Informatics Analyst |
| Sr. Systems Analyst | Systems Architect |
| Engineer, VoIP | Network Infrastructure Architect |
| Tech Logistic Coordinator | Sr. Hardware Specialist |
| Help Desk Support Specialist | Service Desk Specialist |
| Assets Manager | Senior Asset Specialist |
| Hardware Support Technician | Central Support Technician |



Equipment & Infrastructure Facts



4,335

Phones

22,500

Chromebooks

980

Security
Cameras

1,003,200

Feet of Fiber
Optic Cable

13,700

PC's

2,935

Wireless Access
Points



Data Facts



300,000

Hours of Security
Recordings

22,574,528

Megabytes
Backed Up
(Daily)

105,000,000

Email Messages
Archived

15,728,640

Megabytes of Internet
Data Transferred
(weekly)

613,678,399

Student-related
Records



Service Facts



45,385

HEAT Assignments
(yearly)

11,169,901

Pages Printed
(yearly)

100,000

Phone Calls
Handled
District-wide
(weekly)

1,000,000

Email Messages
Handled
(weekly)



Cybersecurity Facts



287,800

Spam Email Messages
Blocked
(weekly)

1,100,000

Malicious
Connections Blocked by
the Firewall
(weekly)

4,500

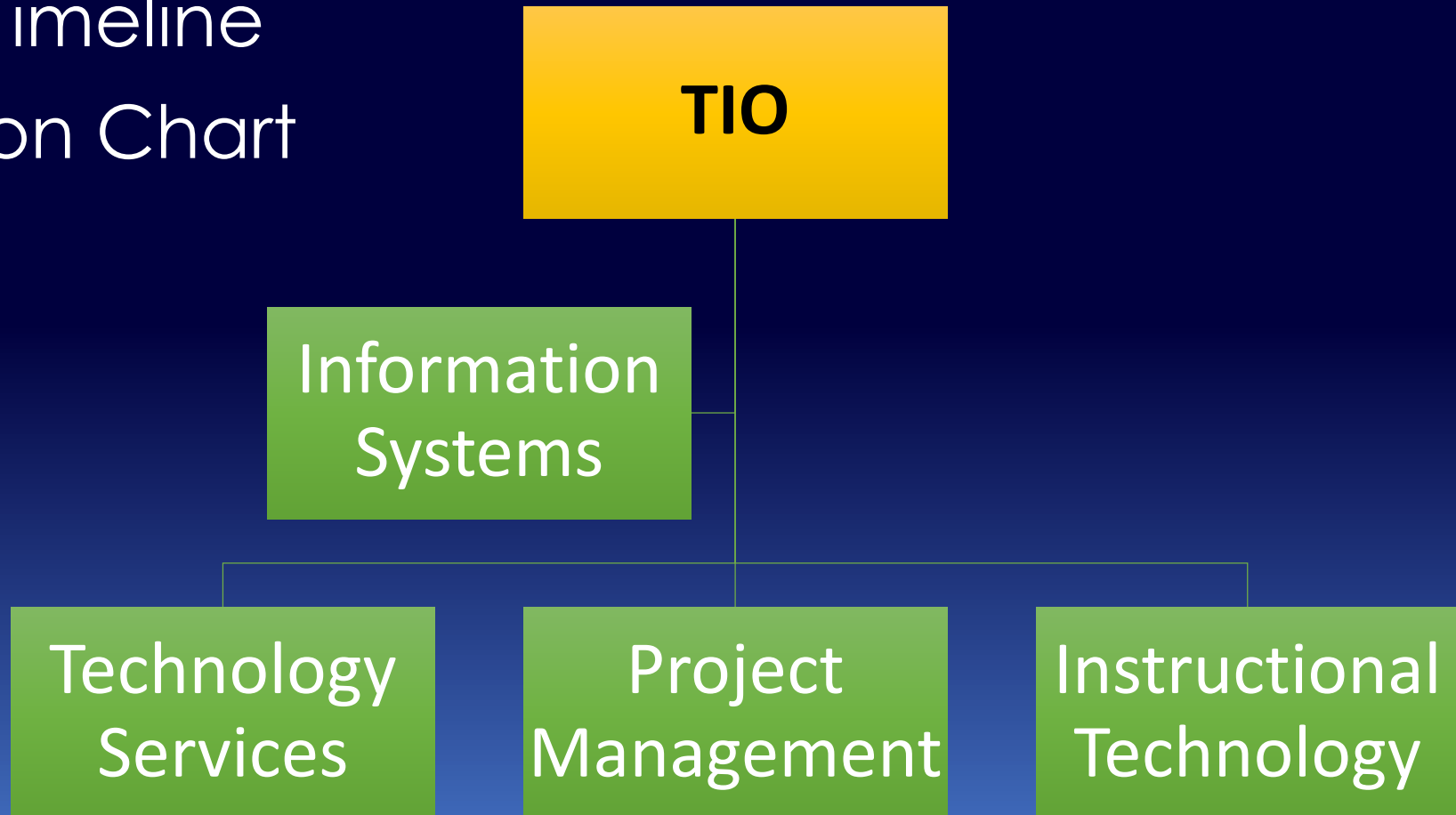
Connections to
Malware Distribution
Sites Blocked
(weekly)

95,000,000

Web Pages Blocked
(weekly)

Reorganization

- Process & Timeline
- Organization Chart
- Benefits

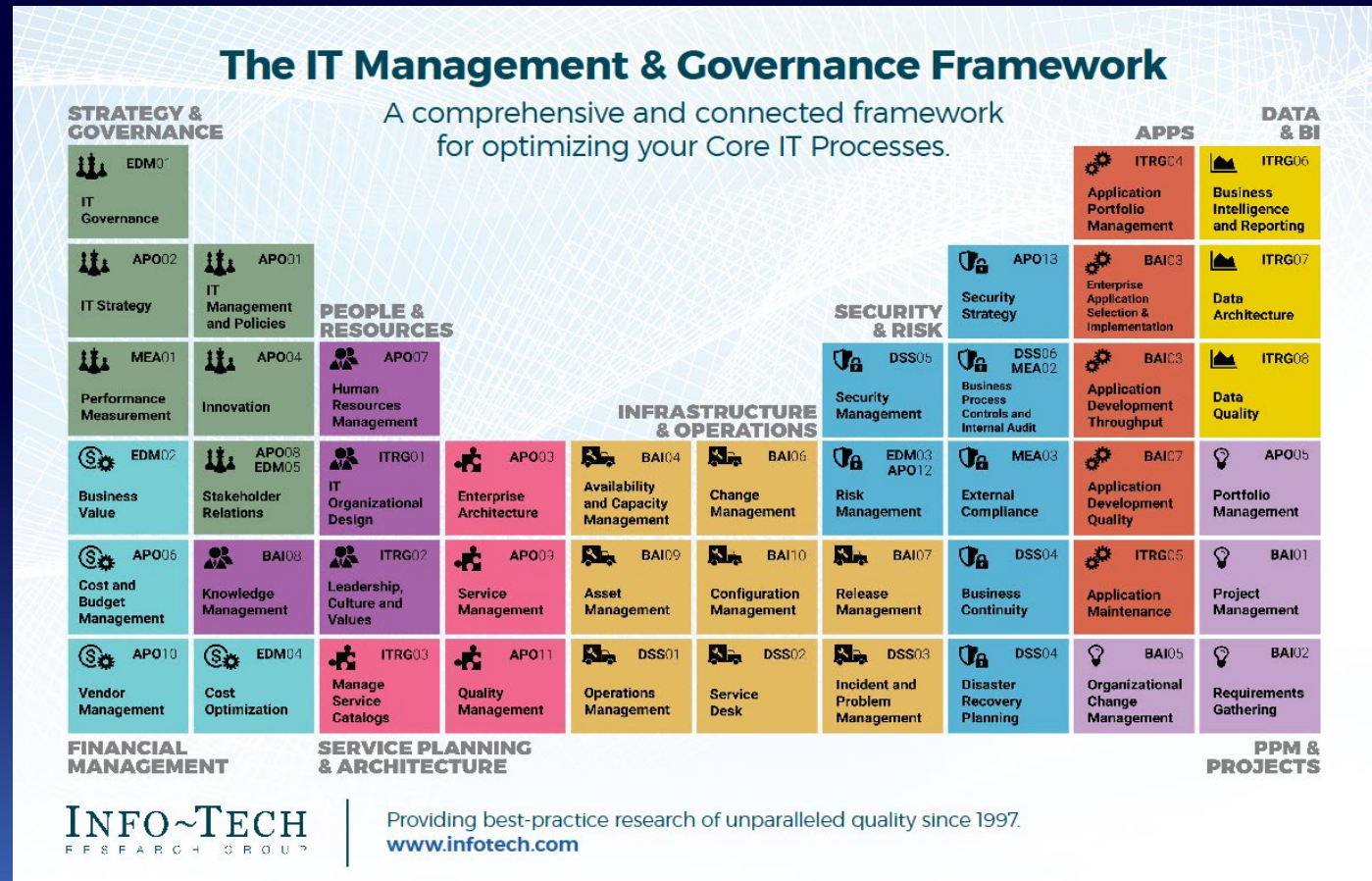




Organization

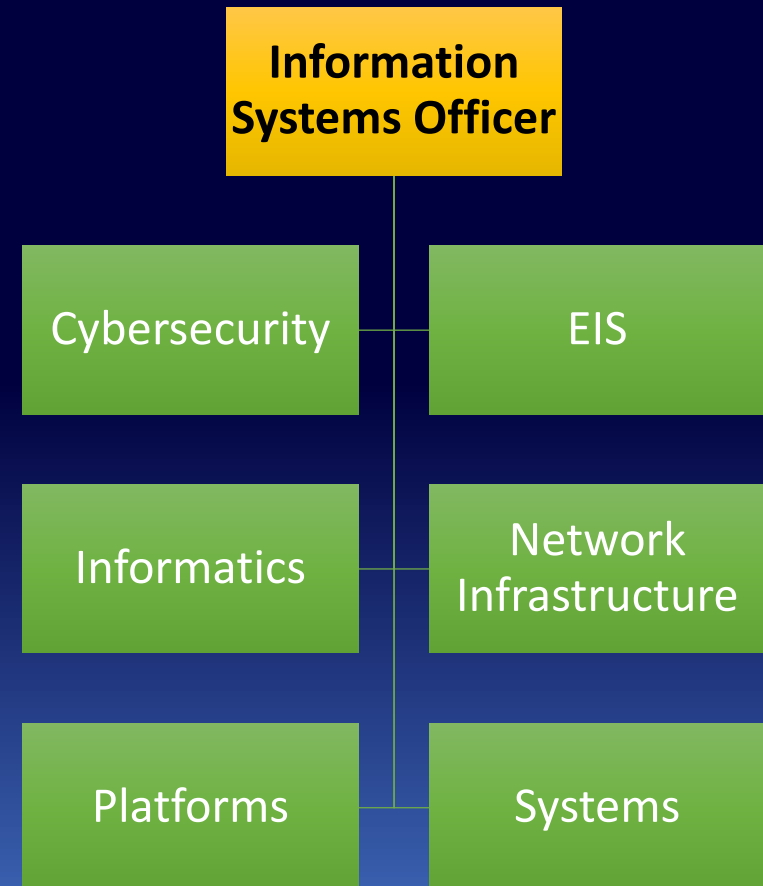


- Alignment with Industry Best Practices
- Focus on Automation



Information Systems & Infrastructure Teams

- ◆ Cybersecurity
- ◆ Enterprise Information Systems (EIS)
- ◆ Informatics
- ◆ Network Infrastructure
- ◆ Platforms
- ◆ Systems



🟩 Cybersecurity 🟩

🟩 Purpose

- 🟩 To **defend** Denton ISD staff, students and digital assets from **cyber threats** and to promote a culture of **security awareness** throughout the district.



🟩 Cybersecurity 🟩

🟩 Accomplishments

- 🟩 **Tenable Security Center**
- 🟩 Monitoring and incident response
- 🟩 Asset management and monitoring platform



🟩 Cybersecurity 🟩

🟩 Goals

- 🟩 **Security awareness training program**
- 🟩 Wireless infrastructure transition
- 🟩 Security Incident and Event Management
- 🟩 Align Denton ISD cybersecurity posture



◆ EIS ◆

◆ Purpose

- ◆ Support DISD Staff by maintaining and enhancing **Finance** Systems, **Student Information** Systems and **PEIMS** data as required by the State of Texas.





EIS



◆ Accomplishments

- ◆ **CCMR**

- ◆ Automation

- ◆ Online Report Cards



◆ EIS ◆

◆ Goals

- ◆ **Predictive Modeling**
- ◆ Reporting
- ◆ Online Report Cards





Informatics



◆ Purpose

- ◆ To **integrate** and **customize** District systems & data, manage District **databases**, and provide **analytics**.





Informatics



◆ Accomplishments

- ◆ **QR Badge login**
- ◆ Secure CareLine
- ◆ TeachDenton
- ◆ Stipend entry for Principals
- ◆ iStation for student reading





Informatics



◆ Goals

- ◆ **Visitor check in system**
- ◆ Launch New SSO portal
- ◆ Resource accessibility
- ◆ EDM reliability
- ◆ Certification tracking for CCMR



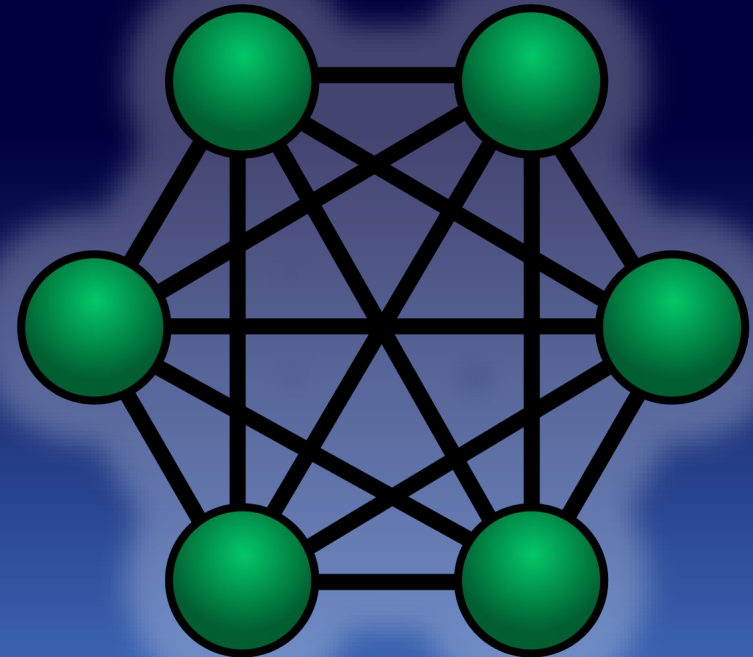


Network Infrastructure



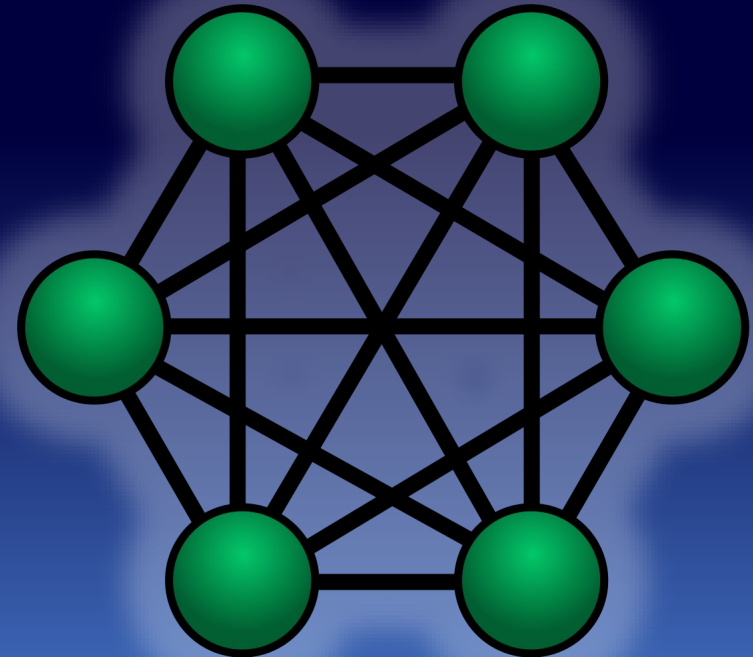
◆ Purpose

- ◆ Support District Students and Staff by building and managing the districts **wired** and **wireless** network infrastructure (internet, phones, security cameras, sound systems, etc.), providing reliable network **connectivity** and **communication** for the district.



Network Infrastructure

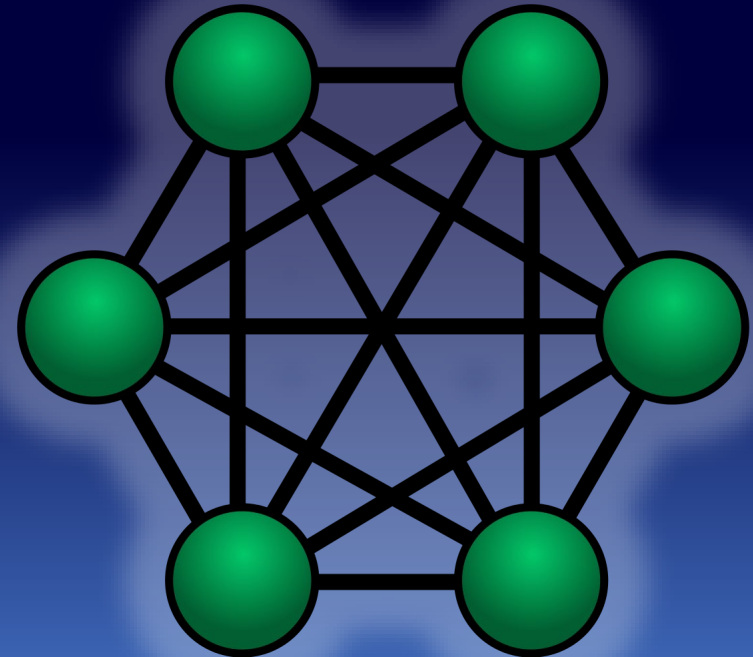
- ◆ Accomplishments
 - ◆ **Updated phone solution**
 - ◆ Network switch refresh
 - ◆ Region XI Fiber Consortium



Network Infrastructure

Goals

- **Establishing internal hub sites**
- Security Camera Bond Project
- Disaster Recovery location



Platforms

Purpose

- To provide students, teachers, and staff with the necessary **technology tools** to foster an exceptional educational experience at Denton ISD.



Platforms

Accomplishments

- ◆ **Adobe software**
- ◆ Operating system deployments
- ◆ Google Apps Manager



Platforms

Goals

- **Modern desktop deployment**
- Automated operating system
- Role-based access



◆ Systems ◆

◆ Purpose

- ◆ Supporting customer productivity through the deployment, **management** and maintenance of **mission-critical** information systems



Systems

Accomplishments

- ◆ **Upgraded Hyper-V infrastructure**
- ◆ Virtualized 4 physical servers
- ◆ Transitioned to Veeam Backup solution



Systems

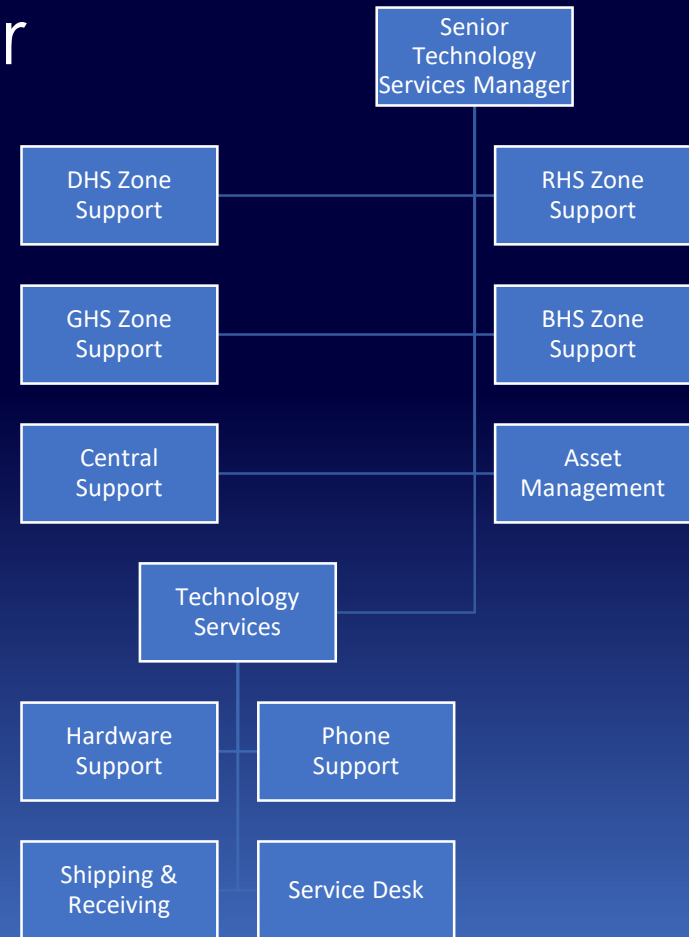
Goals

- ◆ **Redesign Hyper-V failover to BHS**
- ◆ Migration of physical servers
- ◆ Off-site, archival storage



Technology Services

- Senior Technology Services Supervisor
- Senior Zone Support Coordinator
- Campus Support Technicians
- Central Support Technicians
- Repair Shop
- Shipping and Receiving
- Senior Asset Specialist
- Service Desk



Technology Services

Purpose

- To provide **customer support** for the District students, teachers, and staff through **hardware** and **software** support, **inventory** management, and **trainings**.



Technology Services

Goal

- Align Technology customer support with district feeder zones



Technology Services

Projects

- Phase 1A of the computer refresh
- Phase 1B of the computer refresh
- HEAT Ops ticketing system
- D-Tek year 4 Chromebook rollout
- Printer refresh
- Projector Bond Project





Technology Compliments



- Technology is never a hold up. Support and problem solving is extremely efficient. System is easy to use. Technology enhances my lessons and does not get in the way :) Thanks*
- I believe your customer service is excellent!!! Mary Davis is willing to help at all times, including when she is busy with other things. The people at the help desk are helpful and courteous! Thank you Denton ISD IT department!!!*



Technology Compliments

- *Y'all are awesome!*
- *Patrick H and Sean R were great, very helpful and responded quickly to my emails and concerns.*





Technology Compliments



- ◆ *Cody is always helpful and is very thoughtful in walking me through the process to explain why something works the way it does (or doesn't).*
- ◆ *Michelle Johnston is fast to respond, researches the issue and finds a resolution quickly. She is always pleasant and patient. Love working with her!*



Guiding Statements & District Scorecard

- Our students are reading on grade level by the 3rd grade.
- Our students are engaged in extra and co-curricular activities
- Establish an innovative and safe digital learning environment that enhances the 4C's

What does one week in the Library look like?

[More pictures](#)



16,000+ Student Visits



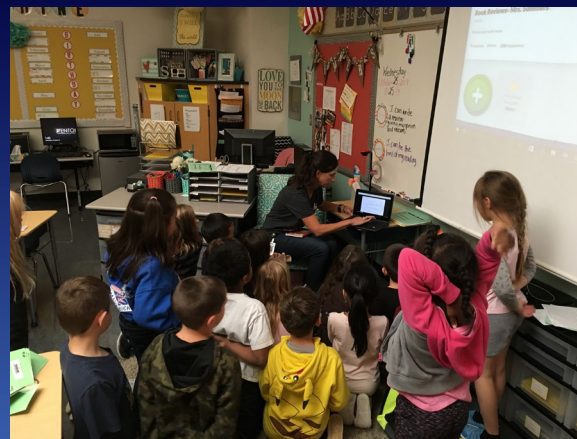
34,852 books checked out



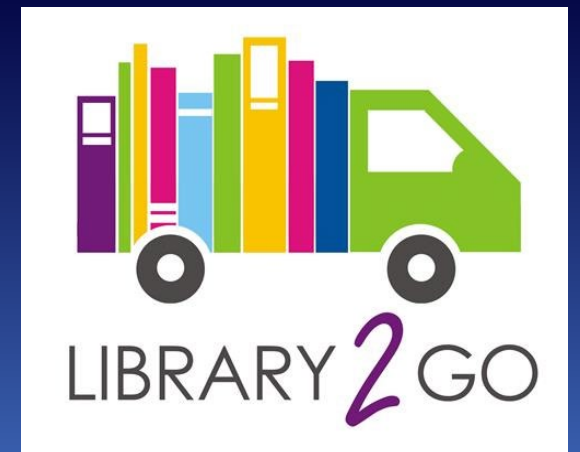
2,364 extracurricular visits



4,000+ Student digital media visits



398 consults with teachers

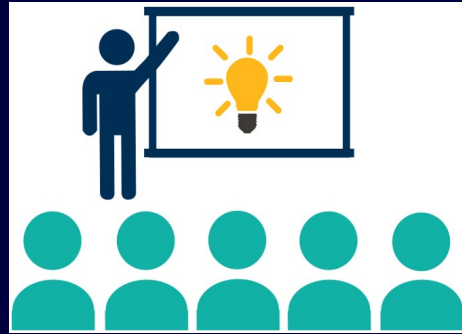


Coming Soon

Instructional Technology



22,500 Chromebooks



9,156 Credits of PD
1,118 Online Credits



23,000+ students in online
classes daily
3,500+ on weekends



Student Work

 Questions? 