

DEPARTMENT OF TECHNOLOGY (DoTS) 2018-19 ANNUAL PLAN

WHAT DOES DoTS DO?

- We support **student success** by providing **innovative and operationally excellent technology environments** that meet the evolving needs of our students and staff.
- We provide the **resources** necessary to **sustain the growth of technology systems, devices, and tools** required for impactful, efficient and effective **student learning, family engagement, and district operations**.

WHAT WILL DoTS FOCUS ON IN 2018-19?

As we head into the final year of the Academic Technology Strategic Plan (ATSP), DoTS is steadfast in partnering across the district to not only finish strong with our commitments, but also deliver on our critical operational technology projects and internal improvement projects.

DoTS' 2018-19 goals are outlined below, which are in direct service of the Denver Plan goal of a *Great School in Every Neighborhood*.

GOAL 1. IMPROVE SERVICE DELIVERY & THE CUSTOMER EXPERIENCE

- Develop a **DoTS Comprehensive Calendar** that plans out releases in tandem with projects, for seamless implementation
- Build out **Incident Management** process to address technical issues as they arise, to minimize down-times and improve stakeholder communications
- Focus on **Disaster Recovery** and **Information Security**, to fully protect our systems and data
- **Cross-Training** and **Documentation** will help eliminate single points of dependency and strengthen our ability to deliver at all times
- **Data Governance Committee**, a cross-functional effort between HR, Finance, ARE and DoTS to align reporting and data requests
- **Requirements Improvement Initiative** to improve the quality, terminology, and understanding of roles surrounding requirements
- Improve our **DoTS Operations Metrics** to progress monitor and continuously improve our service delivery

GOAL 2. INVEST IN OUR PEOPLE & DEEPEN CONNECTION IN DPS

- Build a strong DoTS employee experience through **Onboarding** → **Targeted Trainings & Build Knowledge of DPS/Academics** → **Talent & Succession Planning**
- Continually seek ways to **collaborate with other Departments**
- Share out our Annual Plan to build awareness of our services and make connections; **engage other Departments** in our long-term **strategic planning**

GOAL 3. DELIVER ON COMMITMENTS SUPPORTING DISTRICT PRIORITIES

Our key 2018-19 projects and **partners**, are outlined below. In addition, DoTS also engages in critical work around technology infrastructure, application, data services and direct support to school regions and central office. Additional projects will be added following the District Review Board (DRB) process in September.

DIRECT SUPPORT TO SCHOOLS (PEOPLE & RESOURCES)

- ♦ **MyTech Program:** 14 School program that brings Chromebook access to 9,000 students and Digital Coaches for teachers to fully integrate tech into lesson plans; focus this year on sustainability & expansion **{ACE}**
- ♦ **School Tech Partner Program:** 33 schools have in-house Partners, who directly support all tech needs
- ♦ **Tiered Support:** 27 Intensive Tier schools receive prioritized support, facilitated by our dedicated Point of Contact **{Tiered Supports}**

ENHANCING THE CUSTOMER EXPERIENCE

- ♦ **Back to School Initiatives:** Elevated support across DoTS for back-to-school support surge
- ♦ **New Customer Service Platform (Ivanti):** Delivers enhanced functionality, including self-service, to build capacity in users and resolve issues quicker

EMPLOYEE SUPPORT TOOLS

- ♦ **True Pay:** Simplify the employee pay experience, while increasing accuracy and improving paystub clarity **{HR}**
- ♦ **Online Bill Pay:** Streamline the payment process for Parents, Students and the Community, and implement accounting best practices across the district **{Finance}**
- ♦ **Employee Resource Planning (ERP) Evaluation:** Identify the next generation system that will fully support DPS' needs around employee and resource planning **{HR & Finance}**

Let's Work Together! DoTS is passionate about deepening connections and partnering throughout the district to use **technology as a driver for student success**. As you think of ways we can partner – please reach out to Lauren Durkee (lauren_durkee@dpsk12.org)

EDUCATOR SUPPORT TOOLS

- ♦ **Principal and Teacher Portal Redesign:** Enhance the portal experience for Principals and Teachers through a new platform that allows for improved user experience, increased flexibility and personalization **{ACE}**
- ♦ **Schoology Final Grade Passback:** Streamline the grading experience for teachers, such that they can use Schoology in parallel with Infinite Campus **{ACE}**
- ♦ **ELA Access 2.0:** Transition the WIDA Screener and ACCESS Assessment from paper/pencil to an online format for over 28,000 ELL DPS students **{ELA & ARE}**
- ♦ **Talent Management & Observation Tool (Whetsone):** New tool in support of continual improvement for Teachers, Specialized Service Providers, and School Leaders. **{HR}**

BEHIND THE SCENES

- ♦ **2018-19 School Year Set-up:** Ensure all sites are technology ready Network and Wifi support for schools: Strengthen the network and wifi performance and reliability for schools
- ♦ **Inventory and Device Tracking:** Improve our tracking of inventory and devices to save the district money
- ♦ **Security Cameras:** Enhance security in schools and buses through a new security system and cameras on buses **{Safety & Transportation}**
- ♦ **Student Data Privacy:** Protect sensitive student data across the system by increasing awareness and knowledge around the laws and DPS policy
- ♦ **Data Center Upgrades:** Update servers and storage to ensure performance and reliability
- ♦ **Info Security Upgrades:** Protect our systems to prevent data loss, viruses and impacts to our productivity as staff and students
- ♦ **Network Switch Upgrades:** Ensure schools have the most up to date systems for electronics and phones
- ♦ **Patch Management on Devices:** Protect devices from vulnerabilities

