DoTS 2019-20 Annual Plan
DoTS Goals 2019-20

**EQUITY**

Respond thoughtfully and equitably - within DoTS' current service offerings - to meet schools' and departments' resources, access and risk mitigation needs!

We will define what equity means for DoTS, as well as create a Service Offering Book that provides transparency and clarity in what we do and how we equitably prioritize our support and delivery.

**IT BEST PRACTICES**

Begin the adoption of COBIT 5 and potentially other areas to align to IT Best Practices, as it makes sense for DPS, by measuring the current state of the IT processes to determine maturity levels for planning future state and to champion adoption by the district.

We will develop an IT Best Practices roadmap that encompasses COBIT 5 as well as other IT Best Practices.

**CUSTOMER EXPERIENCE**

We will refine how DoTS delivers the highest quality customer experience, including universal customer experience standards, improvements in Ivanti, streamlining our intake processes and instilling change management practices.

Establish and agree on DoTS - wide standards and processes for more efficient service to ensure an experience that meets the needs of the customer.

**APPROPRIATE CONTROLS**

Develop a process for the district to vet new technologies to ensure that it minimizes risk, maximizes value, is compatible and supportable!

We will implement a process for streamlining technology purchases across the district, as well as provide more visibility into our purchase recommendations, so that schools and departments are making the most impactful, cost effective and privacy compliant technology choices.

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Department of Technology Services

DENVER PUBLIC SCHOOLS