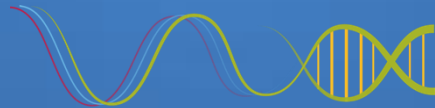


Coppell ISD Technology Audit Report Board of Trustees Oct 27, 2014

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Perspective: Product-Neutral IT Governance

IT Governance is a standard set of processes and best practices that ensure the effective and efficient use of IT in enabling an organization to achieve its goals while minimizing costs and mitigating risks.

Scope of the Audit

- ▶ Technical infrastructure
- ▶ Classroom technology
- ▶ Mobile technology
- ▶ 1:1 initiative at Coppell High School
- ▶ Upcoming 1:1 initiative at middle schools
- ▶ Staffing for technical support
- ▶ Processes for technical support

Process

- ▶ Interviews
 - Scheduled panels of teachers, students, administrators, and parents
 - Random questioning during classroom walk-throughs
- ▶ Site Visits
 - Campuses
 - Technology department
 - Network operation centers
- ▶ Review of network reports

The Audit Team: Combined 200 years of experience

- ▶ Practitioners, with successful K12 experience in
 - K12 technology program management
 - 1:1 research, design, and training
 - 1:1 implementations
 - Mobile technology infrastructure
 - Voice, video, data, storage, and virtualization infrastructure

Accomplishments: Vision, Integration, and Training

- ▶ Clearly defined vision for role of technology
- ▶ Integration models aligned to district vision
- ▶ Extensive training provided to staff
- ▶ Second year of 1:1 better than first
- ▶ Stakeholders agree that the iPad initiative is worth the struggle
- ▶ Innovative Blended Learning environments in CHS and MS West

Accomplishments: Technology

- ▶ Major technology upgrades in very short timeframe
 - Network electronics
 - Wireless (Wi-Fi) infrastructure
 - Mobile Device Management technology
 - Filtering technology
- ▶ 3,500 iPads distributed to students
 - 3,100 to CHS
 - 400 elementary
- ▶ iPads being used at CHS and at home
 - Over 7,000 unique devices on CHS wireless infrastructure during Sept, 2014

Challenges

- ▶ Technology
- ▶ Logistics
- ▶ Training
- ▶ Support
- ▶ Policy
- ▶ Sustainability

Recommendations: Technology Infrastructure

- ▶ Implement network and Wi-Fi enhancements suggested in report
- ▶ Optimize Mobile Device Management (MDM) tools
- ▶ Align filtering technology to district policy
- ▶ Implement device-agnostic content management tools

Recommendations: Classroom Technology

- ▶ Ensure all technology is on a defined replacement cycle
 - Mobile technology (iPads)
 - Classroom technology
 - Network electronics
- ▶ Consider funding options for replacement cycle
- ▶ Consider interactive, 3-D ready projectors on next replacement cycle
- ▶ Replace chalkboards with marker boards
- ▶ Improve sound capability in classrooms

Recommendations: Logistics

- ▶ Mandate iPad cases to decrease breakage
- ▶ Self-insure iPad repair to decrease repair time and minimize confusion
- ▶ Roll out middle school iPads in small waves to identify problems early

Recommendations: Training

- ▶ Align survey instruments to district vision and to SAMR Model
- ▶ Align training to district integration model
- ▶ Expand training to include classroom management
- ▶ Provide online training, both synchronous and asynchronous
- ▶ Ensure 100% of staff are trained
- ▶ Allow testing -out of requirements
- ▶ Provide training for parents

Recommendations: Support

- ▶ Document support workflow to identify bottlenecks
- ▶ Implement network monitoring tools for proactive management
- ▶ Clearly define duties and responsibilities
- ▶ Provide appropriate support tools and authority to responsible staff
- ▶ Implement quick reporting processes to identify issues as they occur
- ▶ May need to add logistical support

Recommendations: Policy

- ▶ Simplify filtering policy
- ▶ Consider alternative policy for insuring mobile devices
- ▶ Consider alternative policy for replacing classroom technology
- ▶ Update staff policy to include access and storage of critical data

Recommendations: Sustainability

- ▶ Total Cost of Ownership (TCO) calculations
- ▶ iPad replacement
- ▶ Classroom technology replacement

Questions and Comments

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