



**SCHOOL DISTRICT OF  
CLAY COUNTY**

**COMPREHENSIVE  
IMPROVEMENT PLAN**

**INFORMATION SERVICES**

**EVALUATION REPORT  
2006-2007**

**SCHOOL DISTRICT OF CLAY COUNTY  
ANNUAL IMPROVEMENT OBJECTIVES as of May 8, 2006**

Dept/Division: Information Services

Year: 2006-2007

<b>PRIORITY OBJECTIVES</b>  (Improvements to be made)	<b>ACTION PLAN</b>  (Actions to be taken to make improvement: Who, <u>What, When, Where, How</u> )	<b>RESULTS</b> M= Met; P= Partially Met; N= Not Met; I= In Progress; A= Abandoned  Comments	
1.0 Ensuring access to technology for each textbook program.	1.1 Organize and document software approval process. C. Grissom 1.2 Communicate procedure to Instructional personnel that buy the software. 1.3 Develop an installation plan.	P	Inventory List has been created. Human Resources are not sufficient to develop manageable installation plan.
2.0 Staffing a full-time network/technology specialist at every school, including elementary.	2.1 Organize a task force of involved parties to define what is needed and what is possible. C. Grissom. 2.2 Coordinate meeting of parties 2.3 Create Job Descriptions 2.4 Determine how many positions to allocate. B. Wortham/School Board 2.5 Interview candidates to qualify for a pool. IS Dept. 2.6 Determine staffing assignments based on the allocations. C. Grissom 2.7 Interview and hire personnel. Principals	P	Identified and hired 9 new Technical Support Assistants split between 18 Elementary Schools. Subject to funding and Board Approval to hire required number of qualified people.
3.0 Providing equitable and effective access to technology resources.	3.1 Organize IS project requests in digital form that can be prioritized and shared with IS customers. T. Moore 3.2 Develop methods for prioritizing IS requests. T. Moore	M	Reorganized PC Technical Support under new Management that reviews tickets and set priorities.
4.0 Developing guidelines for technology integration	4.1 Create documentation containing a list of software that has been evaluated by IS and approved. Documentation to contain deployment method and required hardware. D. Mueller 4.2 Create process to maintain list of software to be evaluated. D. Mueller 4.3 Create process to prioritize the lists.	P  P  P	

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<p>5.0 Improving Technology /telecommunications infrastructure, support and services.</p>	<p>5.1 Implement Metro-E high speed connections across the District. D. Mueller</p>	<p>P</p>	<p>Metro E installed at most locations</p>
<p>6.0 Staffing a full-time Web Developer.</p>	<p>6.1 Create Job Description. T. Moore 6.2 Provide office space. T. Moore 6.3 Approve Allocation. D. Owens/School Board</p>	<p>M</p>	<p>Hired Patrick Jenkins.</p>
<p>7.0 Expand data communication links to the Internet.</p>	<p>7.1 Install Metro E at all locations to increase bandwidth. D. Mueller</p>	<p>P</p>	<p>Metro E installed at 22 locations</p>
<p>8.0 Provide more suitable office space and storage space for Information services staff.</p>	<p>8.1 Convert present training room next to records to office space for programmers. Expands for Web Developer. 8.2 Purchase furniture for present Programmer area suitable for Network people and an additional Network Specialist. 8.3 Move NW people to present programmer area. 8.4 Move Jim Hendin out of the bathroom hallway into area outside the AS/400.</p>	<p>M</p>	
<p>9.0 Implement a Strategy to efficiently upgrade and install software from the District Office with present personnel.</p>	<p>9.1 Pilot test the use of SMS software from Microsoft. E. Adams 9.2 Purchase Wake on LAN and sleep on LAN upgrades. D. Mueller 9.3 Create plan for deployment. D. Mueller 9.4 Purchase required hardware for supporting SMS. D. Mueller 9.5 Install Clients on all computers. 9.6 Develop rollout testing procedures. 9.7 Develop update to IS Policy and Procedure manual for updating and installing software with SMS. 9.8 Implement process one school at a</p>	<p>M M M M M P M P P</p>	<p>David Mueller found a way to do this with Scripts and Dell Tools. Saved \$65,000.  Servers installed at all Secondary Schools, Clients installed at 4.</p>

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<p>10.0 Increase programming staff's ability to develop and deploy Web based applications.</p>	<p>time. 10.1 Hire consultant to train present staff in use of Visual Basic, use of other technologies that allow web deployment of data from the AS/00. T. Moore 10.2 Hire a new employee that understands the new technologies. T. Moore 10.3 Write Policies and Procedures that define the process and security .</p>	<p>A  M  N</p>	
<p>11.0 Define and implement a strategy to evaluate and install purchased software on district servers.</p>	<p>11.1 Investigate use of SMS. 11.2 Write Procedure and publish policies. 11.3 Publish list of software and create a managed approach.</p>	<p>M I I</p>	
<p>12.0 Provide policies and procedures to insure network safety and security.</p>	<p>12.1 Write P&amp;P that define our control decisions are adequate and documented. 12.2 Create Processes and document that IS reviews our enforcement of Security Policy. 12.3 Create audit function to reconcile the employee list to the authorized users. 12.4 Document the process and approval needed to add users.</p>	<p>N  I  P  P</p>	
<p>13.0 Provide additional training for departmental staff.</p>	<p>13.1 Define training needed for Telecommunications technicians. G. Chaney 13.2 Define training needed for PC support people. D. Mueller 13.3 Define training needed for Networking support. D. Mueller 13.4 Define training needed for programmers to be more capable in Web based technologies. 13.5 Determine funding needed and allocate to training. T. Moore</p>	<p>M  I  P  I  I</p>	

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<p>14.0 Define and Implement a strategy for scanning paper to electronic storage media and shredding the original documents.</p>	<p>14.1 Investigate what has been done at other locations and identify a vendor capable of supporting SDCC. T. Moore 14.2 Determine what to do with Powervault's lack of indexes needed to retrieve documents.</p>	<p>M  M</p>	<p>Vendor provided Training and staff expanded involvement.</p>
<p>15.0 Define, Write, Train, and Implement an understandable policy on the use and retention of email messages.</p>	<p>15.1 Update the eMail policy. 15.2 Implement control process to deal with violations. 15.3 Create P&amp;Ps for email.</p>	<p>I</p>	<p>Difficult legal issues make this an ongoing effort.</p>
<p>16.0 Develop a Comprehensive Disaster Recovery Plan.</p>	<p>16.1 Coordinate an Impact Analysis of our present hardware and software. T. Moore 16.2 Identify communications needed for disaster situations. 16.3 Move equipment as needed to support DR plan.  16.4 Procure needed equipment. 16.5 Document the processes. 16.6 Test the Processes.</p>	<p>I I I</p>	<p>Need to add plans for Server based applications. Departmental and IS Processes need to be documented. Consultant is engaged to define scope and Strategic Plan has \$115,000 in funding for some part of a solution.</p>
<p>17.0 Increase Efficiency of mobile support personnel.</p>	<p>17.1 Create management function for handling support calls to minimize travel time.  17.2 Obtain cost savings by increasing the percentage of time that a support person is actually fixing a problem. 17.3 Reduce gas consumption through better daily work order assignment. 17.4 Develop an Ori Duty location other than the District Office.</p>	<p>M  M M M</p>	<p>Began Remote Reporting and checking in between calls. Flex Time usage to reduce return calls to finish up.</p>

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<p>18.0 Investigate New Technologies as they are presented.</p>	<p>18.1 Analyze new opportunities to implement software presented.</p> <p>18.2 Investigate Visitor ID software that may offer more security at schools against registered sexual predators.</p>	<p>M</p> <p>M</p>	<p>Duplex Scanners, Network Monitoring software, Better usage of Imaging software.</p> <p>a. Introduced Optical Character Recognition and redesigned Transportation Survey Forms.</p> <p>b. Used OCR for Federal Impact Aid Surveys.</p> <p>c. Replaced proprietary forms overlay with general to allow use at all printers.</p> <p>Pilot Tested 2 vendors and provided recommendation for use in Strategic Plan. Rejected during Strategic Planning.</p>
<p>19.0 Increase Accountability and visibility of actions within Information Services to other Divisions.</p>	<p>19.1 Change present job description of District Instructional Technology Specialist to create a NEW job that can manage, direct, and evaluate mobile PC Support personnel.</p> <p>19.2 Add a new Job in charge of AS/400 Operations and programming support.</p> <p>19.3 Fill all allocated positions as they become available.</p> <p>19.4 Add an additional Network Specialist to aid in knocking down the backlog of work in evaluation of software.</p> <p>19.5 Find a way to communicate IS direction and activity to all divisions.</p> <p>19.6 Document the Procedures.</p>	<p>M</p> <p>A</p> <p>M</p> <p>M</p> <p>M</p> <p>I</p>	<p>Will not do this. Decision changed.</p>
<p>20.0 Replace Obsolete equipment.</p>	<p>20.1 Replace Netfinity Servers</p> <p>20.2 Replace obsolete Cisco Switches</p> <p>20.3 Replace aging PCs as needed.</p>	<p>M</p> <p>M</p> <p>M</p>	

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<p>21.0 Work to implement staff decision to stop using WordPerfect and require Word to be used.</p>	<p>21.1 Start training at the District Office. 21.2 Stop spending dollars on WordPerfect. 21.3 Communicate to the field.</p>	<p>M M M</p>	
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