December 10, 2014

TO: Santa Clara County Board of Education
FROM: Phil Benfield, Interim Chief Technology Officer, Technology Services Branch
VIA: Jon R. Gundry, County Superintendent of Schools

SUBJECT: Technology Services Branch Presentation

Associated Goals
Goal 1: Improve student equity and reduce access discrepancies to high quality education
Goal 2: Provide support to districts, communities, schools and students
Goal 3: Be a premier employer
Goal 4: Improve organizational effectiveness and efficiency

Background
The Technology Services Branch consists of Technology Programs & Instructional Support, and the Information Systems Center. Consolidated services include educational technology integration & innovation, educational data systems, administrative systems support, network administration and security, information systems operations, and technical support.

This presentation will illustrate who we are, what we do, and our future plans for services providing indispensable support to students, teachers, administrators and agencies countywide.
Technology Services Branch

• Providers of services countywide
• Providers of service & centralized support
  – Educational Technology & Learning Innovations
  – Systems & Data Mgmt.
  – Network & Telecommunications
  – Applications & Program Development
Our Mission

Delivering innovative technology solutions to empower students and our education communities
Our Vision

TSB is renowned for its amazing, customer-focused service and technological excellence, with creative, dedicated teams delivering game-changing solutions to all we serve.
Our Values

- Customer-focused service & satisfaction
- Outstanding quality and results
- Strong teamwork and collaboration
- Integrity, honesty and trust, given & earned
- Respect and caring, for each other and for others
- Accountability and reliability
- Creativity and innovation
- Professionalism and dedication
- Cost-effective solutions
- A fun and creative work environment
- Being the very best at what we do, every day
Technology Services Goals

1. We use technology to achieve academic goals and advance teaching and learning (SCCOE Goals 1, 2, 4)

2. We provide outstanding support to the COE, and are the provider of choice to the county’s districts and other organizations (SCCOE Goals 1, 2, 3, 4)

3. We provide reliable, secure, readily available technologies, products and services as and where needed (SCCOE Goals 1, 2, 4)

4. We provide access to accurate, complete, understandable and actionable data (SCCOE Goals 1, 2, 4)

5. We empower users to fully utilize the best technology resources (SCCOE Goals 3, 4)
Information Systems Center (ISC)

Delivers the mission-critical IT services our clients need

- **Network Services**
  (Internet & more)

- **Systems Administration**
  (servers, data, & analytics)

- **Tech Support Services**
  (Help Desk, desktop support & more)

- **TRAC Committee**
  (Technology Resource Advisory Committee)
Technology Programs & Instructional Support (TP&IS)

Provides training, resources and support

- Educational Technology Services
- Technology Resource Advisors
- Web Services & Application Development
Regional Data Center

- Fully renovated and upgraded facility
  - Greater reliability, availability and scalability
  - Economies of scale services
    » Disaster Recovery
    » Firewall
    » Filtering
    » Storage
    » Server hosting
  - Highly scalable bandwidth capability for district data
Data Warehouse

- FosterVision Project
- DataZone
  - SCCOE Data Systems
  - District Data Systems
  - Future??

*Regional Data Systems*
TSB Services

Enterprise Level Systems

• Business/HR System
• Document Mgmt./workflow
• Secure anytime anywhere access
  – ESS
  – CloudZone
  Executive Desktop
TSB Services

Website Development

• Public Website
• Intranet
• Custom Web Applications
• Assist and support districts & programs develop web presence
TSB Services

Educational Technology Services

• Supporting Common Core
  – Workshops focused on technology integration
  – Multi-day academies to develop Common Core-aligned products
  – Blended professional development courses and national certification programs
    • Online and Blended Teacher
    • Administrator: *for online teachers*
    • Digital Educator: *for classroom teachers*
    • Professional Learning Leader: *for instructional coaches, teacher leaders and administrators at all levels*
Educational Technology Services continued

• Transformative Learning
  – Personalized learning for every student
  – Online and blended teaching and learning

• Leadership Development

• Technology Impact Analysis
  » BrightBytes Pilot Project
  » Future implementation countywide consortium
Countywide Tech Leadership Community

- Monthly meeting with IT and Ed Tech leaders
- Emphasis on leadership development and operational implementation
Statewide Leadership

The California 21st Century School District Initiative

- [www.onthelineca.org](http://www.onthelineca.org)
- Behavioral focused emphasis for California district and COE technology policies
- Bringing together the top educational professional organizations in California to make navigation through complex issues surrounding technology in education simpler for district and county offices of education.

ACSA  |  CCSESA  |  CETPA  |  Common Sense Media  |  CSBA
CUE  |  Fagen Friedman & Fulfrost  |  KQED  |  TICAL
Technology Services

What’s ahead

• Continued progressive implementation of our **top level initiatives** providing highest-value services organizationally, county and state-wide
  – Regional Data Center
  – Data Warehouse
  – Technology Impact Analysis
  – On[the]Line

• Leveraging economies of scale, providing visionary leadership, and implementing innovative solutions with a constant eye on collaborative and adaptive planning for future growth
In Closing…

Questions?