Information Technology

Strategic
Framework
2016-2020

Our Mission Statement

"Information Technology (IT) supports academic and operational excellence by empowering people and processes with transformative technology that ensures student success regardless of race, class, or identity."

Strategic Planning Process

You may notice, the work we've been doing in Fy 15-16 is grouped under some common categories... These are our new proposed **Strategic Priorities**

- Agile +
- World Class Service
- Mature Stewardship of Resources
- Future Ready Learning Environments
- Information as a Service

Strategic Planning Process

How did these **Priorities** come to be:

- IT Strategic Vision Presented to School Board *(March 2015)*
- 2015-17 School Board Priorities Approved *(December 2015)*
- IT Leadership and Supervisors Strategic Planning Offsite *(January 2016)*
- IT All-Staff Strategic Planning Prioritization Exercise *(March 2016)*
- IT All-Staff Strategic Framework Presentation *(Today)*

Strategic Planning Process

The team started with a set of CIO's Strategic "Initiatives"

- Gigabit Infrastructure
- Cloud First
- Mobile First
- Go Paperlight
- Modern Learning Tools
- Data Standards
- Identity Management
- ERP Evolution

- ERP Evolution
- Agile +
- Stable Operating Model
- Asset Management
- World Class Service

Strategic Planning Process

Table	Table 5	Table 6	Table 7	Table 8	Table 9	Table 10
Pri 1	Data Privacy & Security	Enterprise IT Governance	Physical Security (Fire/Life/Safety)	Enterprise IT Governance (Issue; Prob: High; Impact: High)	Physical Security (Fire/Life/Safety)	Physical Security (Fire/Life/Safety)
Pri 2	Data Analysis & Delivery (we have so much data in different systems we need a single place to analyze and deliver)	Physical Security (Fire/Life/Safety)	Data Privacy & Security	Physical Security (Fire/Life/Safety) (Risk; Prob: Med; Impact: High)	Enterprise IT Governance	Disaster Recovery & Business Continuity
Pri 3	Physical Security (Fire/Life/Safety)	Disaster Recovery & Business Continuity	Technical Debt (IT applications and systems both inside and outside; legacy hardware devices in schools and buildings [Windows workstations]; also, how to deal with donated equipment)	Identity Management (Issue; Prob: High; Impact: Med)	Access to Services (IT) (Responsive, outreach)	Data Privacy & Security
Pri 4	Identity Management	Data Privacy & Security	Mobile Device & Wireless Support	Disaster Recovery & Business Continuity (Risk; Prob: Low; Impact: High)	Data Privacy & Security	Identity Management
Pri 5	Mobile Device & Wireless Support	Mobile Device & Wireless Support	Identity Management	Data Privacy & Security (Risk; Prob: High; Impact: Med)	Identity Management	Mobile Device & Wireless Support

Purpose for Today:

Why strategize?

What does the new framework mean?

How do we finalize this work as a team?

Strategic Planning...?

I AM EXCITED
THIS IS MY EXCITED FACE
memegenerator.net

Sometimes strategic plans...

Written once and rarely revisited

Justifications for reorganization or budget

Read to... not by the people at the heart of the work

Dense and monolithic, of questionable value to the people we serve

Strategic Planning...?

Even with a great strategic plan: The road is going to change beneath you...

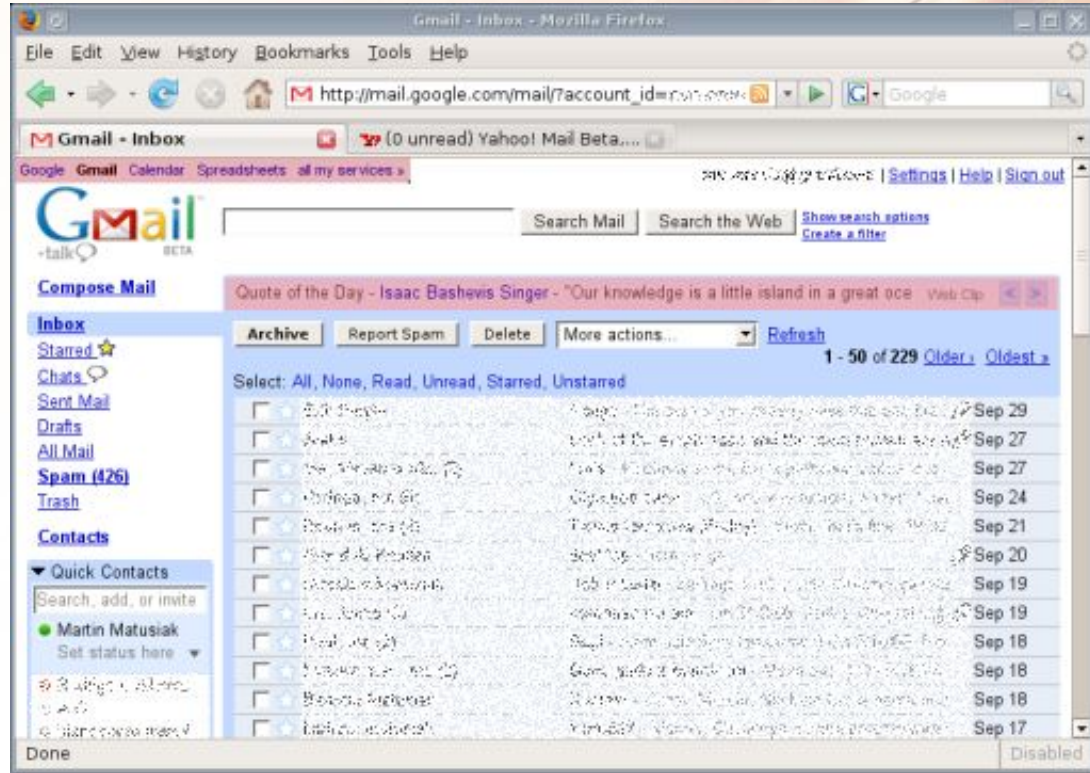# The road ahead

Our tools now grow faster than we can...

Gmail
> Invite only 2004

Google Docs/Sheets
> Integrated in 2007

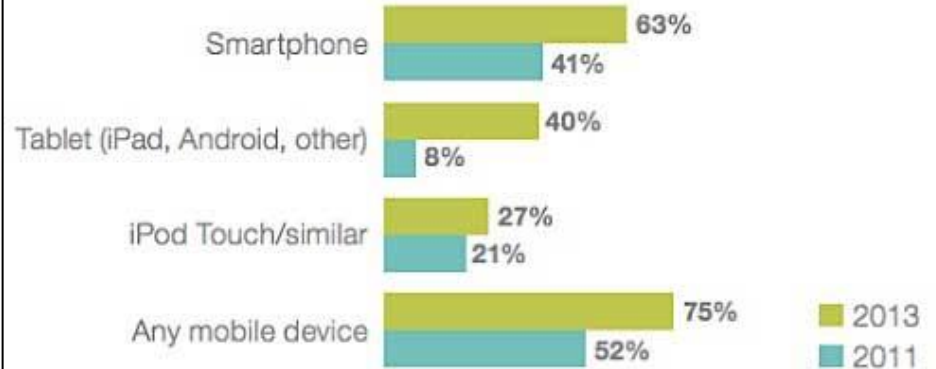**Google Ecosystem**
> Left beta 2009

The road ahead

Students expect to engage in their education in completely different ways...

Ownership of Mobile Media Platforms, over Time
Among 0- to 8-year-olds, percent with each of the following in the home:

Device	2013	2011
Smartphone	63%	41%
Tablet (iPad, Android, other)	40%	8%
iPod Touch/similar	27%	21%
Any mobile device	75%	52%

Source: Zero to Eight: Children's Media Use in America 2013, Common Sense Media

The road ahead

The District will always have more priorities... than it has budget

A strong foundation

PPS IT:

> We **Act** with purpose, and come to work with passion

> We are adaptable and collaborative

> We are willing to try new things

> Delivered on two high-quality plans that built our department

The plan so far…

Plan #1 *Build out an IT Department with $81.7MM*

1995-2006 - Capital Bond/COPS

Power/Data raceways

Internet Connections

Back of Classroom Computers

Labs

ESIS

PeopleSoft

Service Desk

Facilities Mgmt System - Tririga

The plan so far...

Plan *#2 Modernize the Department with $15.0MM*

2009-2014 - ITEC Capital Borrow

VoIP Telephones

Expand Computer Labs

Create Wireless Network

Tech Bundles for ½ of District

Create BESC Data Center

EdBox Gradebook

*Synergy*

Red Dot, Sharepoint

Time to renew

Today - The road is changing... fast.

There is value in expressing a long term vision that we use to act with consistency, and is a constant of our culture.

Clearly articulate the value we bring to the public, our Board, and District staff and teachers.

What is a Strategic Framework?

A mechanism that guides continuous evolution of strategy...
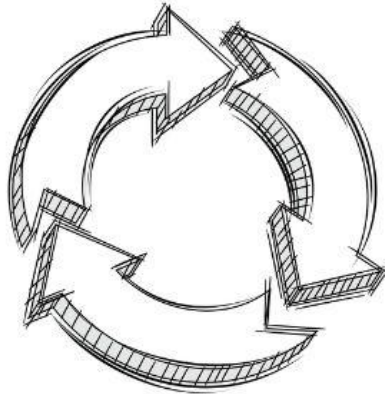
With the freedom to adjust underlying objectives and actions as the road changes.

Uses guiding **Principles** to set **Priorities** that remain consistent with our vision over long periods of time.

2016-2020 : The Stable Operating Model

Plan #3 - Let's create a framework for ongoing stable operations of the Department:

- <u>Responds </u>to **growth**

- Maintains <u>balance</u> in managing **assets** and **resources**

- Is well <u>governed </u>in all our **actions**

- <u>Measures </u>both **change** and **success**

- <u>Models </u>its **culture** across the District

2016-2020 : The Stable Operating Model

Plan #3 - Let's create a framework for ongoing stable operations of the Department:

That compels us to make decisions, and grow
our culture based on **two** guiding **Principles**.

2016-2020 : The Stable Operating Model

Plan #3 - Let's create a framework for ongoing stable operations of the Department:

Principle One:

We are <u>strategic partners</u> with other business units or programs in the District in <u>all of our actions</u>.

> Almost all District projects involve systems, data, and assets. However, these are not an end unto themselves.
>
> School staff will modernize and grow skills, this is most powerful as a community where we are trusted evangelists.

2016-2020 : The Stable Operating Model

Plan #3 - Let's create a framework for ongoing stable operations of the Department:

Principle One:

We are <u>strategic partners</u> with other business units or programs in the District in <u>all of our actions</u>.

Our value as IT professionals is in bringing experience rare within most other units of PPS. Continuous improvement in maturity doesn't stop at the door on L1.

Our assets, both physical and intellectual are shared resources that require we balance demand with supply.

The classroom is our place of business… we work outward from there.

2016-2020 : The Stable Operating Model

Plan #3 - Let's create a framework for ongoing stable operations of the Department:

Principle Two:

We bring <u>value</u> to the district as <u>expert Service Managers</u>.

Invest in and evangelize scalable tools and integrated platforms that shift thinking away from highly customized or one-off solutions in productivity software, hardware, and data.

Always consider 5-year total cost of ownership and the life-cycle of a platform or system before acquisition. Enjoy the excitement of innovation, but plan for the day we move on.

2016-2020 : The Stable Operating Model

Plan #3 - Let's create a framework for ongoing stable operations of the Department:

Principle Two:

We bring <u>value</u> to the district as <u>expert Service Managers</u>.

Focus on core competencies unique to PPS... what can we do that is more embedded, branded, and meaningful over other general IT services.

Favor long-term financial agreements to one-time expenses. Growth and maintenance of technology platforms should be sustainable, and planned for every step of a life-cycle.

Plan #3 - Let's create a framework for ongoing stable operations of the Department:

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Based on a set of foundational long-term **Priorities** that **persist** as District focus and resources shift.

2016-2020 : The Stable Operating Model

Plan #3 - Let's create a framework for ongoing stable operations of the Department:

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Ensure these **Priorities**:

Connect to our two strategic **Principles**

Encompass all work in our portfolio

Have meaning to the public

Are something staff can see their work connected to daily

2016-2020 : Strategic Framework in Action

Strategic Framework Documents

Define...

⬇

We are **strategic partners** in all of **our actions**

Our Principles

We bring **value** to the district as **expert Service Managers**

Which continuously mature...

⬇

Our Priorities

Where do we focus and invest?

Updated Annually

Which create and drive...

⬇

Our Objectives

What do we deliver, and when?

Updated Quarterly