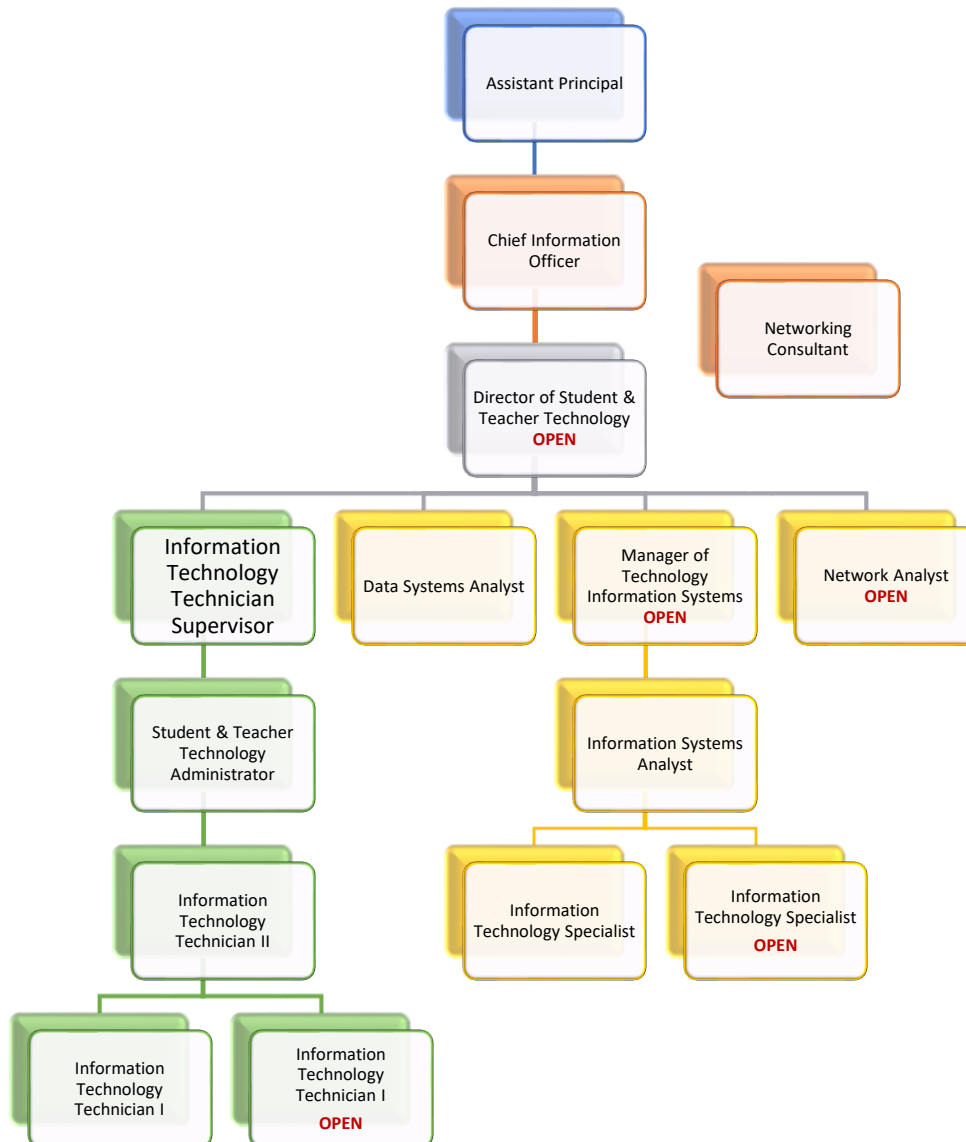


TECHNOLOGY DEPARTMENT

- Technology Department composition:
 - 8 full time employees
 - 1 Part Time
 - 1 Kelley Services
 - 1 Consultant
- Proposed Changes:
 - Move Chief Information Officer to Certificated Position
 - Create Student & Teacher Technology Administrator as Certificated B-Basis Position
 - Non-permanent Position
 - Move Director of Technology to Classified Step 35G A-Basis Position
 - Redefine job title and duties: Director of Student & Teacher Technology
 - Fill Director of Student and Teacher Technology Position
 - Fill Information Technology Technician I
 - Fill Information Technology Specialist
 - Maintain Network Analyst as Open Classified Position
 - Maintain Manager of Information Technology as Open Classified Position
 - Technology Department will not grow above 10/11-member composition at this time



TICKET SYSTEM UPGRADE

We currently employ two ticketing systems:

- ECR osTickets for teacher tech support
- ECR Excel Spreadsheet for hardware/technical support in the Genius Lounge

New System: INCIDENT IQ

Incident IQ is a ticketing/monitoring platform developed specially for the K-12 environment. This product will allow the tech team to maintain devices, stay on top of inventory, and expedite ticketing for staff and students. We are currently using 2 separate ticketing applications, but we are looking to consolidate the applications into a single platform. This will provide for enhanced transparency for school wide ticket tracking.

osTeacher Ticketing System

ECR Ticket: Spring 2018-19 School Year

| JANUARY | | | | FEBRUARY 2/22/19 | | | |
|----------|----|----------|---|---------------------|----|----------|---|
| CLOSED | | OPEN | | CLOSED | | OPEN | |
| Printer | 2 | Printer | 1 | Printer | 4 | Printer | 0 |
| Computer | 5 | Computer | 2 | Computer | 8 | Computer | 2 |
| Software | 4 | Software | 1 | Software | 1 | Software | 0 |
| Internet | 5 | Internet | 0 | Internet | 3 | Internet | 0 |
| Other | 5 | Other | 1 | Other | 9 | Other | 0 |
| Total | 21 | Total | 5 | Total | 25 | Total | 2 |

- Total of 54 tickets from 31 different staff members (combination of teachers, office personnel, & admin)
- Tickets by individuals:
 - 1 individual with 12
 - 2 individuals with 3
 - 8 individuals with 2
 - 20 individuals with 1

Genius Lounge Tickets

ECR Tickets: Spring 2018-19

| Overall Tech Repairs | Total |
|----------------------|-------|
| JA | 49 |
| DS | 72 |
| TB | 101 |
| NK | 1 |
| MM | 46 |
| Misc. Tech | 0 |
| Final Total | 269 |

| Origin Tracker | Total |
|----------------|-------|
| Walker | 213 |
| Ticket | 11 |
| Stock | 5 |
| Final Total | 229 |

Transition to 5GB Internet Upgrade

- ECR will pay \$3,122.98 monthly two separate internet lines; one ATT 5GB line and one Spectrum 1GB line
- ECR currently Pays \$3,421.00 monthly for one ATT 1GB line
- ECR will significantly increase speed and redundancy while saving \$298.02 dollars per month

BREAKDOWN

ATT 5GB Internet Line

- Currently operate with one ATT 1GB line @ \$3,421.00 monthly for 36 months
 - Proposed ATT 5GB Upgrade
 - For 5GB ATT typically charges \$24,553.00 a month for 36 months; because we are an educational institution, ATT offers an 89.5% discount
 - Price for 5GB line after 89.5% discount is \$2,575.96
 - ATT adds a local access net monthly recurring charge of \$1,300.00
 - Total ATT monthly payment for 5GB Upgrade is \$3,875.96
 - With E-rate of 50% - **ECR will pay \$1,937.98**
 - Potential California Teleconnect Fund (CTF) at 50% of \$1,937.98 which can drop the total monthly cost to **\$968.99**
 - Total savings for Proposed 5GB vs Current 1GB
 - $\$3,421 - \$1,937.98 = \$1,483.02$ monthly savings; \$17,796.24 yearly savings

Spectrum 1GB Backup Internet Line

- 1GB @ \$1,185.00 for 36 months
 - E-rate not applicable for redundancy line
 - New telephone system will operate on Spectrum line
- Total monthly cost for **both lines – ECR will pay \$3,122.98**

Total for Proposed 5GB Upgrade with 1GB Redundancy vs Current 1GB

- $\$3,421 - \$3,122.98 = \$298.02$ monthly savings; **\$3,576** yearly savings

In-classroom Technology Integration Support

The tech department is doing a soft launch of its classroom push-in training. This initiative allows teachers to setup an appointment at their own convenience to learn or get assistance with the following applications:

- Microsoft Teams/One Note
- Promethean Smart Panel
- Class Policy
- Canvas

Teachers can also use the scheduler to get assistance in vetting new applications, classroom-technology initiatives, and in-class support.