



Date: May 8, 2018

To: Kevin Sved, CEO

From: Benjamin Moeller, Director of IT & Operations

Re: IT & OPS Update

**A) Priority: Build on and codify the existing academic excellence in schools**

1. This is the second year the Starting Clean project has been conducted. New team members have been added such as the HR Director and Data Analyst. Since November the team has met once a month, while I have met one-on-one with each team member to support their progress and problem solve through challenges and opportunities. I am confident after the start of next school the Starting Clean project will become a part of what we do every year.
2. Back in January the ITOM team, along with school staff support, moved the GPS school office and set up four classrooms in just one week. The careful planning a month before executing the project paid off. This was the smoothest project executed by the ITOM team as of yet. Overtime and weekends were not needed to complete the project.
3. Since March, ITOM team members, along with school staff, have been preparing for SBAC. With this being the last week before SBAC, I am proud to say we are so prepared that we are enjoying this last week with just waiting for SBAC. This could have not happened without the amazing team work with our Data Analyst, IT Admin, Manager of Ops and site techs.

**B) Priority: Create excellent, sustainable organizational health through strong systems, processes and procedures, and culture.**

1. We are continuing to develop the ITOM Manual this year, and now a school office playbook is being developed in partnership with Alex Mijares, the GPS office manager. By the end of the school year the office playbook will be completed enough for current and future school offices to rely on for year-to-year best practices and help keep alignment between school operations.
2. Javier Medina, our SIS/IT Admin has been working on a SIS handbook to support a new SIS Admin/Office Coordinator. This will help support transitioning over the summer.
3. Fulgence Dulay, our Manager of OPs and Maintenance, has been building a handbook on operations and maintenance procedures to help support his role and our Maintenance Technician.

**C) Priority: Lead a thoughtful growth initiative**

1. Building capacity is crucial to be able to have the bandwidth to support growth. First, Javier is preparing to become a full time IT Admin, with the creation of the SIS Admin/Office Coordinator position coming on board this summer. I will be partnering with Javier to support this new position and support him as he transitions to a full IT Admin. This summer we will have a full time Maintenance Technician. Currently this position has only been part-time, and usually operates in the afternoon. Now we can have earlier support to maintain clean and safe schools. Our site techs have taken on more responsibility for network support this year and it has worked out so well that will carry the network support into next year. Last and not least, I will be co-managing the VPs of Culture and Ops with operations. This will align operations for both school sites and ensure our sites are safe, clean, and have strong operations.