



Date: 11/29/18

To: Board of Trustees

From: Benjamin Moeller

Re: ITOM Updates

This school year continues to be another year of growth for ITOM and the new Team Ops. Beginning with our reporting and school office responsibilities, our immunizations report for both school sites have been completed and turned in. The office staff, with the support of Alex Mijares, have begun a data integrity project by reviewing every current student record to make sure our systems are accurate and up to date. With help from Alex and partnership with Victoria Garcia, Navigator Schools has an updated K-5 report card that can be used year to year and offers the similar look, feel, and experience as our recently updated Middle School Report Card from last school year.

In Information Technology, we performed our annual inventory for our IT hardware at all sites. We have a goal of 95% accuracy, and our IT team exceeded that target and hit 97%. Currently, our urgent turn around time (TAT) for urgent tickets is 1.2 hours, well exceeding our initial goal of 3.5 hours. Our Network uptime has been 100% during school hours. Currently, the IT Team is working on updating all devices to the latest operating systems released this fall, while still offering superior customer service to our staff and students.

The Operations and Maintenance team have been busy with keeping our schools safe and clean. The two main callouts are a successful onboarding of our new SO/HPS Custodian, Elizabeth Vasquez, and the GPS Food Services team received a 100% Food Facility Inspection. The Ops and Maintenance team have also been busy with: disinfecting the school campuses over Thanksgiving Break, playground structure repairs, GPS GYM LED lighting retrofit, 4 HVAC

units replaced at GPS, traffic study with GUSD and City of Gilroy, and supported both schools Harvest Festivals.

Team Ops, which includes the team from ITOM, the VP of Ops, and the office staff from each school, have made several key improvements this year. First, it was identified there were several challenges with the GPS bell schedule during the lunch times. We collected feedback from our Food Services staff, ITOM Team Members, school staff, and school leadership. Aimee Hubbard and I lead the initiative to partner with all school-level employees to find a solution that will work better for staff and students. I am thrilled to announce that starting in January, GPS will be using a new bell schedule to answer the challenges we were facing. This could not have happened if it was not for the creation of Team Ops. Secondly, the HPS Leaders needed a better layout in their office to support collaboration among the leaders and provide uninterrupted workspace. Team Ops rose to the occasion with Alex Mijares, Fulgence Dulay, Javier Media, and Nicholas Bakhich working together to come up with the best solution possible, while making sure to be cost-effective. It only took the team about a month from start to finish, and the HPS leaders report they love their new setup.

In closing, while no team is perfect, I am extremely proud of the ITOM team members because of their continuous improvement, along with their continuous focus on supporting our staff and students with superior customer service. Our customer satisfaction is at 99% across all teams in ITOM. Team Ops continues to learn and grow as a new team and I look forward to future successes. Every learning and step ITOM and Team Ops makes just means even more support and success for our staff and students.