IT Department
2020-21 Board Presentation

(855) 937- 4227   **CompassCharters.org**

Agenda

➢ Meet the Team

➢ IT Supporting Statements

➢ Tools We Use
  ○ Workplace IT tip of the week
  ○ Zoho Helpdesk and Data
  ○ Best Practices Documentation
  ○ Team Viewer and Zoho Assist
  ○ Classlink
  ○ Website and Webmaster

➢ Q & A

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Our Mission and Vision

MISSION STATEMENT

Our mission is to inspire and develop innovative, creative, self-directed learners, one scholar at a time.

VISION STATEMENT

Our vision is to create a collaborative virtual learning community, inspiring scholars to appreciate the ways in which arts and sciences nurture a curiosity for life-long learning, and prepare scholars to take responsibility for their future success.

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Meet our Team

David Brasch
Director of IT

Marco Mattaliano
Helpdesk Technician

Miguel Aguilar
Systems Administrator

Supporting our Mission and Vision

➢ We work hard to provide innovative and accessible technology solutions ensuring CCS staff and scholars continual lifelong learning

➢ Our departments goal is to provide exceptional service to all stakeholders for integrated technology solutions which are CCS goal aligned, secure, and reliable.
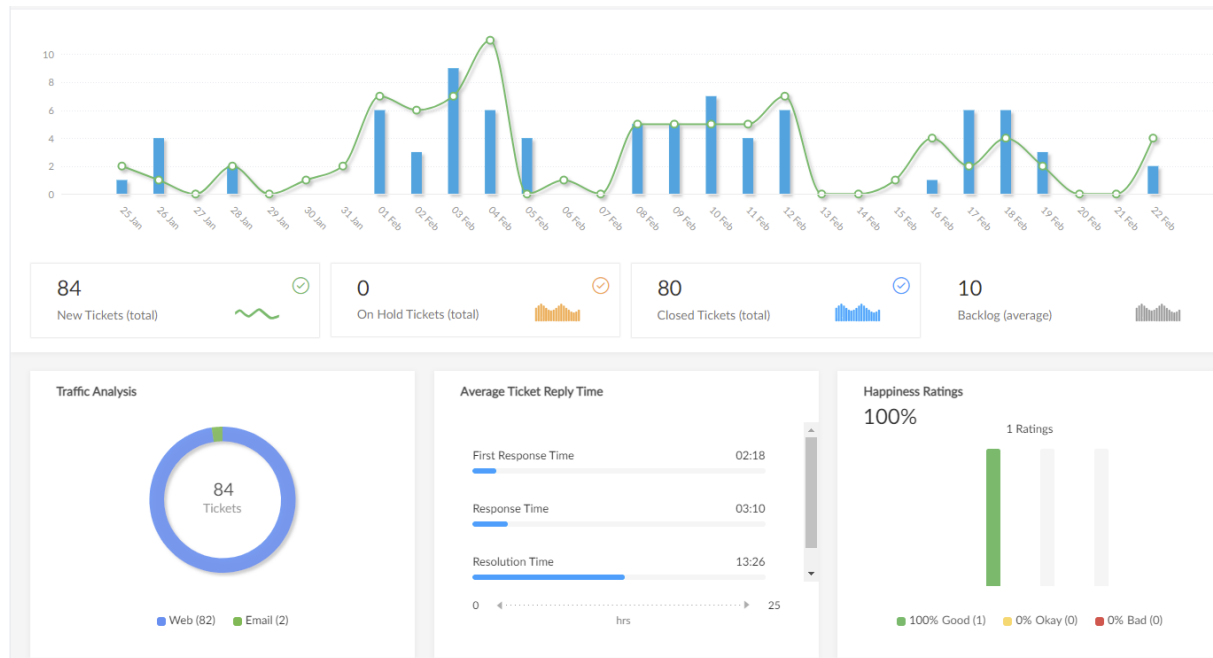
Tools We Use

➢ Thursday Tip of the Week posted on workplace for staff

- ○ Updates to software
- ○ Common everyday usage items (shortcut keys CTRL C, Z)
- ○ Cyber Security
- ○ IT news articles
- ○ New and upcoming software

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Tools We Use

➢ Zoho Help Desk
  ○ Easily submit issues with hardware and software through a form
  ○ Track common issues and create documentation
  ○ Tracking time spent on issues to ensure minimal interruption

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Tools We Use

➢ Best Practices Documentation and Articles

- ○ Using Zoom
    - ■ Creating a secure Zoom room
    - ■ Security features and uses
    - ■ Recording and reporting features

- ○ Google
    - ■ Email and Out of Office settings
    - ■ Calendar features and sharing
    - ■ Spam messages
    - ■ Google Drive sharing and security

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Tools We Use

➢ Team Viewer and Zoho Assist

- ○ Allows secure remote assistance to scholar and staff laptops
- ○ Improves troubleshooting and remote maintenance
- ○ Supports File Transfer for installing CCS software
- ○ Automatically reconnect after reboot
- ○ Chat feature allows communication during remote session
- ○ Zoho Assist allows scheduling remote sessions and easier to navigate multiple monitors.

Tools We Use

➢ ClassLink

- ○ Central location for all scholar and staff to access information
- ○ Personalization allows more family environment
- ○ Excellent statistical analytics for informed budget friendly decision making

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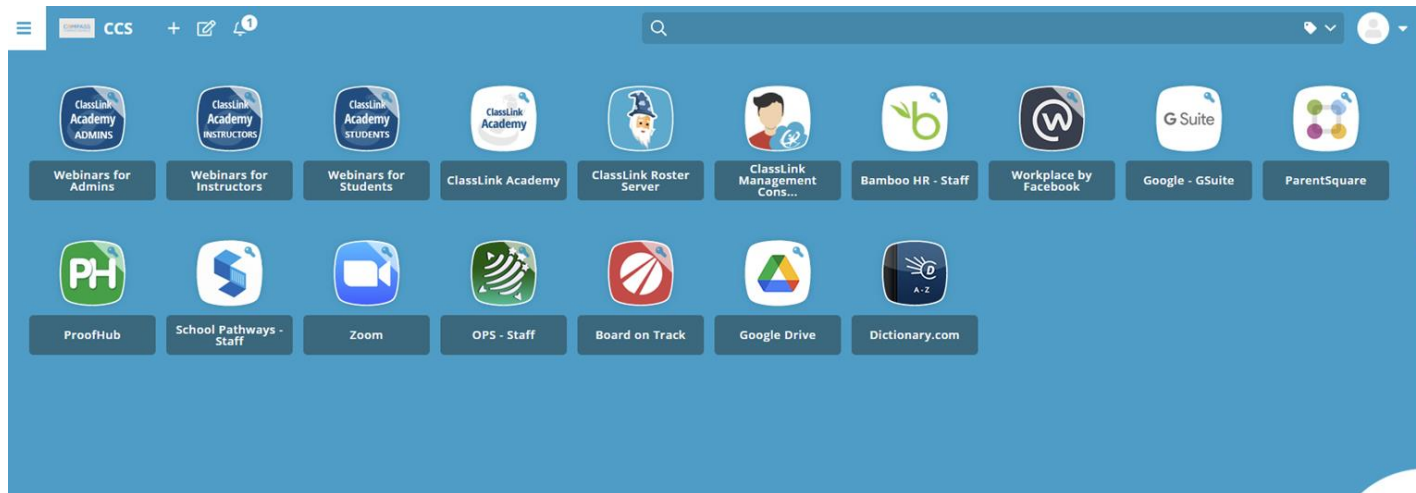
Tools We Use

➢ Website and Webmaster

- ○ Scheduled items updated
  - ■ Enrollment information and dates 1st and 2nd semester
  - ■ Summer School Information
  - ■ New hires added to site
- ○ Analytics on usage
- ○ Security monitoring from hackers
- ○ Miscellaneous updates as needed

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Questions?

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