

Technology Department Vision Statement

Washington Unified School District

The Washington Unified School District's Technology Department will be a transformative collaborator enabling flexibility and innovation to support the development of 21st century global citizens.

Our mission is to provide reliable, secure, innovative, and customer-oriented technology services and solutions that advance 21st century teaching and learning at Washington Unified School District. To do this, the Technology Department will:

- Provide technology planning, development, and leadership to the WUSD community
 - Explore new technologies and promote innovative instructional practices
 - Provide a robust, secure, and up-to-date technology infrastructure
 - Provide transparent and measurable management practices



Preliminary Plan to Achieve Vision

Goals	Skills	Action Steps	Measure/Monitor	First and Next Steps
<p>Goal 1: <i>Focus on safety and security of information of all users</i></p> <p>Stakeholders: All WUSD staff (classified and certificated)</p>	<ul style="list-style-type: none"> • Safe password creation standards • Understanding what personally identifiable information is and how it can and cannot be used • Security protocol strategies for technical staff 	<ul style="list-style-type: none"> • Communicate to all staff new password policy for 2018-2019 school year • Use a Password Checker Google form to educate staff on why and how to create a strong password • Create or find a video on what personally identifiable information is and how the district is able to use it under directory release • Provide a letter template for parent permission for teachers to use if they have an app or service that is not covered under directory release • Encourage teachers to use the WUSD Vetted Apps list and the CSDP consortium website for pre-approved apps • Teach how to read the privacy policy on websites • Meet with Technology department staff to discuss security protocol strategies to do a needs analysis: what do we have, what do we need, what resources need to be allocated, and what is the timeline 	<ul style="list-style-type: none"> • Monitor requests for password assistance through the Help Desk System and/or phone calls to determine who did not change password to meet policy • Monitor firewall and network to see which apps are being used • Check apps against what is approved/not approved • Reach out to teachers as necessary • Monitor timeline for needs assessment of network security protocols to ensure that we are meeting benchmarks and deliverables based upon the prioritized needs. • Provide additional training and/or support as described in plan. 	<ul style="list-style-type: none"> • Receive Cabinet approval for password policy criteria and implementation plan • Draft and sent email to staff before the end of the school year • Be available to answer questions and support • Create video or presentation that can be embedded on district website that describes what personally identifiable information is for staff and parents • Provide information on website about directory release and a sample of permission letter • Hold department meeting to discuss security protocol strategies to begin mapping needs

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<p>Goal 2: <i>Build leadership capacity in utilizing technology tools to support the school community</i></p> <p>Stakeholders: Site and district leadership</p>	<ul style="list-style-type: none"> • Understand how digital tools can be leverage by site and district leadership for efficiency in creating, communicating, and collaborating • Explore the SAMR model and apply it to digital skills development • Model digital leadership and mentor other leaders 	<ul style="list-style-type: none"> • Survey leadership to attain basic level of technology proficiency and digital focus area for the 2018-2019 school year • Develop mini-PLC groups to learn together via an online environment (Classroom, Hangouts) • Schedule individual face-to-face coaching sessions and identify digital goals • Create and include SAMR information in each mini-PLC (above) as a point of reference • Guide leaders in finding at least two practices that digital tools can be substituted for during the 2018-2019 school year • Coach and support leaders in learning how to use the substituted digital tools and customizing the tool to meet their specific needs • Gather ongoing feedback from leaders on how tool is working for them • Match leaders to serve as digital tool mentors to each other on implementing new practices 	<ul style="list-style-type: none"> • Survey of skills/needs • Schedule/calendar of coaching and online meet ups • Monitoring of individual goals • Provide feedback, support, and ways to expand learning throughout year • Monitor progress of substituted digital tool through coaching process, email, online meetings, etc. • Self-identified mentor skill set and growth in confidence and use of digital tool • Post-survey to measure impact 	<ul style="list-style-type: none"> • Create survey for leadership • Explain the “why” for utilizing digital tools • Create generic online environment for the mini-PLCs (specific topics will be determined based upon survey results) • Add SAMR content to generic online space • Copy online spaces for the different mini-PLCs • Customize with content specific resources • Collect and curate resources on broad potential topics in a shared space • Provide more in-depth how-to resources for specific tools • Share examples of how other leaders are using the same or similar digital tool • Provide support and coaching on the digital tool and implementation • Provide opportunities for leaders to share

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<p>Goal 3: <i>Provide transparency into technology department policies and procedures</i></p> <p>Stakeholders: Technology Department Staff</p>	<ul style="list-style-type: none"> • Focus on customer service skill development • Understand the department policies and procedures • Accurate documentation of policies and procedures 	<ul style="list-style-type: none"> • Research and provide information on customer services practices • Work with department staff to set a norm for expectations for customer service for all stakeholders (Cabinet, leadership, teachers, classified, students, and public) • Create catalog of services provided by the technology department. • Work with department staff to contribute to the catalog • Catalog will have general categories, procedure, timeline and who to contact • Identify which policies and procedures need more detailed documentation • Set up format for shared collaboration on documentation creation • Research which policies and procedures require board approval 	<ul style="list-style-type: none"> • Review Help Desk Tickets on a monthly basis to check for customer service • Voluntary anonymous survey data • Voluntary feedback from leadership via phone calls and emails • Employee evaluations • Employee contributions to the service catalog tracked in Google Doc revision history and comments • Refer back to the procedures in the service catalog during regular staff meetings (perhaps gamify) to check for understanding • Review policies and procedures against ticket requests to identify any inaccuracies • Adjust policies and procedures, if necessary • Provide education to all staff, if needed • Approval of policies and procedures by Cabinet • Approval of policies and procedures by Board 	<ul style="list-style-type: none"> • Create a presentation of information about customer service practices based upon research • Share presentation with staff and identify focus practices that can be used universally • Discuss importance of norming customer service practices as a department • Role play different scenarios • Share how it will be monitored and frequency of monitoring • Create a template and begin populating a Technology Department catalog of services • Invite others to contribute to services in order to make it comprehensive • Create a shortened URL for service catalog that can be printed on Tech 1 "Tech at a Glance" placemats for beginning of the year • Include link to the service catalog in all Help Desk Ticket responses and email signatures • Assign individuals to be responsible for documentation • Draft board policies for approval

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