# Technology Accountability Report 2023-2024



The purpose of this report is to advise the Board of the Information Technology Services' direction and relevant matters in WRSD through the 2023 - 2024 school year.

## Personnel

- Years of service celebrations and department changes:

    - Senior Systems Analyst Navjot Singh - 10 years.

    - Systems Analyst Donna Cameron - retired.

    - Systems Analyst Hayden Munro - hired July, 2024.

## Projects and Matters

- Throughout the 2023/2024 year, The Director of IT Services remained on the ARMIC (Alberta Risk Managed Insurance Consortium) + ATLE (Alberta Technology Leaders in Education) joint cybersecurity committee. The committee is a joint initiative between the Association of School Business Officials of Alberta (ASBOA) and ATLE to decipher and interpret new cybersecurity insurance requirements, and to ensure both the ARMIC members and the insurance underwriter agree on what controls need to be implemented.

- Throughout the 2023/2024 year, The Director of IT Services remained on Service Alberta's Cybersecurity Community of Interest committee. The committee is chaired by the Government of Alberta's Chief Information Security Officer Martin Denil and is intended to bring together industry and public sector expertise to discuss cybersecurity threats and strategies for the province.

- The 2023 cybersecurity insurance renewal process was completed with no flags or concerns raised by Marsh. In October 2023, Marsh's external audit report from their partner Bitsight of WRSD's IT infrastructure was scored at 800/800 (that is a perfect score). The Director of IT Services completed the one-on-one cybersecurity interview with Marsh's cybersecurity expert and there were no concerns.

- WRSD is now in year 13 of Google Workspace and year 6 of Microsoft 365 for all students and faculty.

- The Director of IT along with help from the Facilities Department oversaw the installation of custom audio and visual systems for the gymnasiums at Evergreen Elementary School, Pioneer Middle School, and Powerhouse Campus.

- After completing a pilot project with Google aimed at making Chromecasts more appropriate for the classroom and schools, WRSD transitioned all school Chromecasts outside of digital signage and gymnasiums to operate with (Chrome)Cast Moderator enabled. This requires a device PIN in order to Cast to the display and also removes digital content advertising from the Chromecast's ambient mode. The main benefit of this is that it has greatly reduced accidental casting to the wrong classroom which was interrupting teachers.

- At the end of the 2023/2024 school year the few remaining staff Windows PC's were removed. Outside of some very specific Windows computers attached to proprietary equipment like CNC lathes etc, all IT-managed staff and student assigned devices run Google's Chrome operating system. This completes the project that was initiated in 2020 but was delayed through the pandemic over supply chain issues as well as WRSD not wanting to force the timeline through a difficult period.

- The Multifunction Printer (MFP; photocopier) Request For Proposals was posted in early 2024 and after reviewing and evaluating all submissions, the decision was made to continue with our current vendor Toshiba. All facilities were allocated a 65 page per minute colour MFP and all black and white MFP's were standardized on a faster 90 page per minute model. A Toshiba shipping issue delayed the scheduled summer installation but they were completed in the fall.

- Powerhouse Campus welcomed staff and students in 2024 with all IT Services operational. No IT disruptive incidents were reported related to the school moves or the opening.

- In the summer of 2024 all facility network head ends were replaced. Each facility's connection to the Alberta SuperNet is facilitated by an advanced networking device. The only impact was short outages over summer as IT swapped out the old units for the new ones. One notable item related to this; WRSD's private fiber optic communications project has savings that are not captured in the operating costs.  With 6 schools connected on privately owned fiber, WRSD was able to reduce the number of advanced networking devices needing to be replaced by 6. This resulted in approximately $45000 infrastructure savings.

- Throughout the 2023-2024 school year WRSD IT and Facilities continued to upgrade, replace and complete the camera surveillance system. All WRSD owned Facilities are now on the new system. Special recognition goes out to Rocky Christian School who

also adopted the same system to achieve consistency across WRSD surveillance data security and privacy.

- The WRSD private fiber project is now 50 months into the initial ~$415000 project. An additional $47000 was spent building the existing network out to the new Powerhouse Campus facility (2022/2023), for a total project cost of $462000. Powerhouse Campus was connected to the private fiber optic communications in August of 2024, bringing the monthly operational savings to $6917.40 (August 2024 bill did not reflect the change as billing is prorated). These savings will be in perpetuity through the lifespan of the schools. To date, the total savings of the project is $270452.60 and we anticipate achieving our Return On Investment in March of 2027. 2023/2024 cost savings were identical to the previous year at $69,174.00

### SuperNet Costs by Month
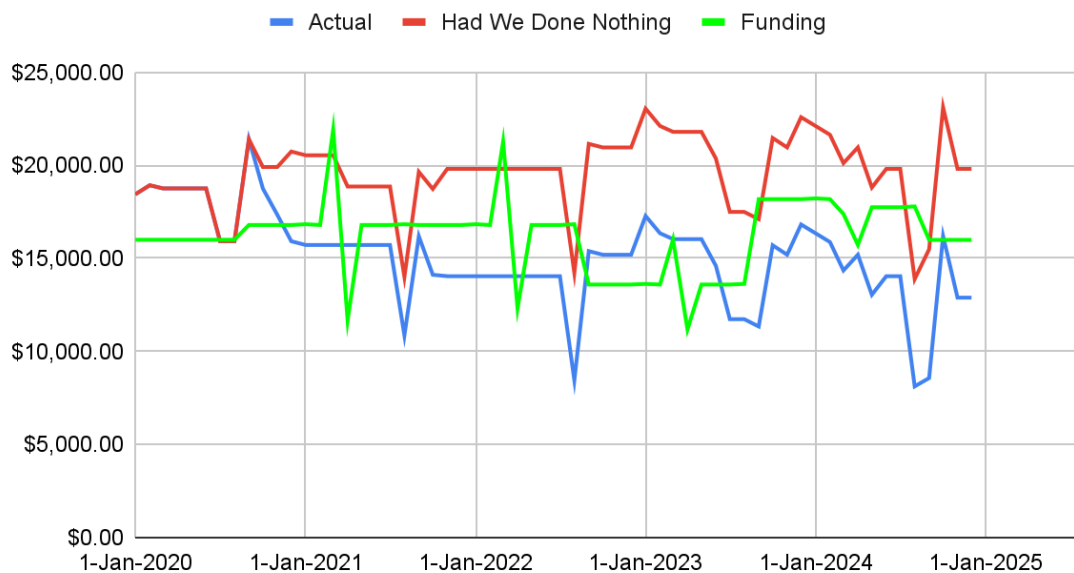


- The District VoIP telephone project that was completed in 2020 had savings in 2023/2024 totalling $84285.82 and the total utility cost savings up to August 2024 was

~$415767.10. This excludes additional capital cost and contractor change order savings.

**Telephone Costs by Month**

$7,878.46   $7,878.46