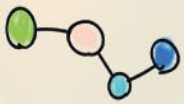




School District 8  
Kootenay Lake



# Information Technology Strategic Plan

A Look Forward 2021-2024



## Vision and Goals



## INFORMATION TECHNOLOGY DEPARTMENT VISION

**Mission:** To provide proactive, superior technological support to empower users by giving them confidence in technology to help them succeed.

## Executive Summary

The purpose of this plan is to continue to build on the District's current shared vision for transforming our classrooms and educational practices. The previous Technology Plan was received by the Board on January 23, 2018.

This Plan further links the District's Strategic Plan with technological supports. Continued improvements in infrastructure and alignment with teaching practices and our classrooms is inherently a long-term endeavor.

This Plan will provide goals that will move us in the direction of a shared vision while allowing for flexibility and agility that are necessary in this age of rapid change. As the District progresses, this Plan should be reviewed and updated as a living document to ensure it remains aligned with our Goals.

### Instructional Technology Philosophy

Technology is changing rapidly, and our students are impacted by this change both positively and negatively. Providing students with educational experiences that are reflective of life beyond the classroom walls is a means of supporting student learning in today's digital world.

We must use technology to support and enhance the education of all students for the future: forging a path for tomorrow's innovative, global thinkers.

Students are engaged and passionate about their learning interests and needs. Providing support and options needs to be considered in their learning plans. Access to information and tools allow for realization of personalized learning strategy.

With the recommendation in this Plan implemented, we can ensure students will Focus, Learn and Excel.

## Summary of Recommendations

School District No. 8 Kootenay Lake engaged IBM to assist in the development of this Plan. Interviews and surveys were created to engage students, staff, parents, trustees and senior leadership. The result was compiled and reviewed and used as part of building this Plan.

This Plan provides a roadmap for technology integration in School District No. 8 Kootenay Lake for the next several years. The following sections provide details on how the technology can be used to transform and align with District Goals.



**Education Technology Alignment** shows the commitment to student success and other Board Goals. Transforming IT practices to meet needs of the District and support of the learning practices are the cornerstone of this Plan.



With additional use of technology, **Risk Management** takes on an increased importance. Maintaining the security and privacy of our students and staff needs to be managed through increased technology in the classroom.



**New Process and Service Improvements** need to be developed to keep up with every changing technology. Devices and tools in the classroom at the point of learning must be available when they are needed. Efficiency and consistency will allow for a great technology experience.



**Infrastructure Optimization and Sustainability** often refers to the technology you don't see but must be functional to support all other areas. Maintaining access to the internet and other services is foundational to ensure the other recommendations can be met.



Finally, **Governance and Strategic Planning** ensures that the work done today can be built upon into the future. Engaging with stakeholders to develop mid and long-term plans while assist in keeping up with the needs of our students. Communication and interaction with schools, students, departments and staff will keep all engaged and thriving with technology even as it changes and improves.

# Educational Technology Alignment

Educational success, resiliency, creativity and Imagination are some of the core values of School District 8. This Technology Plan is designed to support these values and the vision of Focus, Learn and Excel.



Providing the technology is only part of the mission of this Technology Plan. The Focus needs to be on providing an effective plan to align the use of technology with learning and teaching. This includes supporting teachers with tools to enable student success and the professional development to use these tools.

The IT Department plays an important role in a student’s interactions with technology through the learning experience. From initial contact with technology, through graduation, IT must continue to improve the student experience. Access to internet and communication networks can assist with provisioning of learning material, exploration of ideas and management of tests and examinations.

This Plan includes support for all learners. Providing specialized tools and supports across our diverse population will ensure student success for all.

## Key Objectives

1. Promote critical thinking, equity, ethics, morality, and safety in the use of technology.
2. Develop and enact a plan per school or department to engage with teachers, students, and other stakeholder groups in order to base services on their practice and learning needs.
3. Through improved consultation channels engage with District leadership to review the service catalog and IT project priorities to ensure they are aligned with present and future needs.

## Measures and Metrics

1. Equitable access to devices for students
2. Approved software lists
3. Pro-D opportunities and attendance
4. Number of schools with plans in place

## Risk Management



As technology becomes more integrated into the learning landscape, risks to availability and integrity of these systems must be managed. Privacy, security and availability need to be continually assessed as to provide the best possible learning environment for our students.

Protecting School District No. 8 from threats and downtime supports Organizational Excellence, ensuring tools and software are available when needed. The IT department supports enterprise information systems that enables a wide range of administrative processes and teaching supports. Whether it be library resources, staffing, ministry reporting, HR, finance, communication or learning tools, having the confidence that the technology is available when needed is paramount.

Cybersecurity in this context refers to policies and practices relating to the protection of information, data, systems, and networks from attacks and unauthorized access. The risk of cyber-attacks and intrusions aimed at school districts has increased dramatically. These have the potential to expose sensitive personal information, to disrupt operations of the district and to lead to reputational or other damage. IT services must remain vigilant to ensure the district continues to operate securely, and the infrastructure must be secure, resilient and reliable.

### Key Objectives

1. Provide security services to allow increased user cyber awareness and secure sharing of information across the District.
2. Formalize Disaster Recovery and backup plans to reduce outages
3. Ensure adherence to Federal and Provincial privacy and information protection legislation regarding the safeguarding of personally identifiable information.

### Measures and Metrics

1. Updated Cybersecurity Guidelines and Administrative Procedures
2. Disaster Recovery and Backup plans completed and tested
3. Security Assessment completed
4. Cybersecurity training made available to users
5. Privacy Impact Assessments completed and updated
6. Response time to outages

## Process & Service Improvement

Efficiencies can be gained through process automation and service improvements. As technology integrates more closely with students and classrooms, automation and repeatability can be leveraged to ensure timely access to technology.

IT services and support are vital to the continued integration of technology to enable student success. As technology changes, the IT department needs to remain near the leading edge to support the needs of schools and students. Continuous collaboration with staff and providing tools that they can use will directly impact students in the classroom. Embracing the larger District community, including students, staff, administrators and parents, will allow IT staff to develop a deeper understanding of the needs of all affected by technological change.

### Key Objectives

1. Continue building an IT Services team to deliver service excellence.
2. Foster a culture in IT that is professional and friendly, recognizes merit, cultivates collaboration, and aligns with the District's Vision: Focus, Learn, Excel.
3. Embrace and promote our diversity in thought and backgrounds.
4. Continue to develop new IT competencies and skills.
5. Promote cross-training and collaboration with school-based technology leaders.
6. Align IT tasks to District goals.



### Measures and Metrics

1. Student and staff account availability after entry into MyEdBC or onboarding.
2. Helpdesk ticket lifespan including first response time and close time.
3. Training plan for each IT staff member must include cross training and succession planning.
4. Self-service tools available for application deployment and password reset.
5. Percentage of Devices centrally managed.

## Infrastructure Optimization & Sustainability

While great strides have been implemented to improve the infrastructure to prepare the District for these new technological opportunities, continued effort must be maintained to ensure progress continues with ever evolving technology landscape. While we cannot determine the impact of new technologies will have on our infrastructure, we can continue to build a strong backbone that will support student learning objectives through technology.



Continued support and enhancement for key cloud-based toolsets including Microsoft 365 and Google classroom will provide the much-needed tools for every student.

Much of the infrastructure occurs ‘behind the walls’ but is foundational to all technology use in the District. Continuing maintenance, consolidation and upgrade of servers, network infrastructure and related services needs to be a continuing focus.

IT must develop and execute a plan on infrastructure right sizing and cloud adoption.

### Key Objectives

1. Provide resilient end-to-end, high-performing network infrastructure.
2. Consolidate server infrastructure with consideration of cloud-based options.
3. With consultation, develop a coherent technology infrastructure roadmap for the district that will inform strategic activities and be pro-active with system refresh and renewal.

### Measures and Metrics

1. Cloud Migration Strategy
2. Active Directory Consolidation
3. Exchange Server Migration
4. Wireless Network Optimization
5. Percentage downtime of network infrastructure
6. Device Standards & Management
7. IT Monitoring & Support Tools
8. Age of network infrastructure



## Strategic Planning and Governance



With any Plan, strong strategic planning and focus on governance needs to be considered. How can we ensure the long range and continuing goal of student success is maintained through the future?

Strategic planning includes engagement and consultation with the user community. Developing relationships and methods of communication must continue to ensure valuable feedback is received from everyone.

The IT Department must transform to look at all projects and daily work in a way that demonstrates alignment with the District Goals. As we evaluate changing technology and implement our processes, key insight needs to be gathered from stakeholders. Decisions need to be made on the best, education focused results.

### Key Objectives

1. Provide a standard governance framework for IT project delivery and service management in order to ensure reliability, consistency, and effectiveness.
2. Build maturity in our processes, in our department and in the District in how to use Project Management, Requirements and Change Management.
3. Upgrade enterprise systems as part of the renewal roadmap to ensure full support and enable improvements in functionality.
4. Foster cross-departmental relationships and collaboration in the delivery of IT services.

### Measures and Metrics

1. Development of Service Level Agreements for helpdesk requests.
2. Enhance Administrative Procedures as new technology becomes available.
3. Consultation and collaboration with schools and department on implementation of projects.
4. Continued maturity of the Technology Planning Council as a tool to garner feedback and requests.
5. School and classroom visits by Technician to support student learning.