



# Building a Visionary IT Organization: Best Practices

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March 10 - 12, 2009

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It's a Web 2.0, "collaborative" world...

*...but what does that mean in an educational environment?*





# Demographics

- Fast-growth School District
- 56000+ Students on 51 Campuses
- 6800 Faculty and Staff
- 90 IT Staff
- IT Department Divisions
  - Operations
  - Enterprise Applications

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# Foundational Goals

- Technology must be cost effective
- Technology must be sustainable
- Technology must be a “value add” in the education of today’s digital learner

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# Organizational Structure

- Fluid & Dynamic
  - Changes when needs of District change
- Right people in right assignments

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# Engage End Users

- Help guide IT decisions
  - Prioritized based on user needs
- Helps determine IT staffing needs
  - Process-based
  - Needs-based

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# Technology Standardization

- Configuration Management
  - Managed desktops
    - Active Directory
    - Roles-based Security Groups
    - Centralized Control
- Hardware/Software Standards
  - Curriculum needs-based
  - Helps prevent issues

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# Technology Standardization

- Standardization of Processes
  - Single Point of Contact
    - Technology Support Center
  - Change Management
  - Release Management

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# Scalable & Sustainable Infrastructure

- Capacity Management
  - Storage limits for all users
  - Server Consolidation
  - Server Virtualization
- Continuity Management
  - Redundancy for critical applications and systems
  - Disaster Recovery Plan in place

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# Training

- Train the trainer model
- Training based on needs of user groups
- Skills emphasis
- Online resources/materials

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# Financial Management

- Maintain/reduce costs without impacting level of services
  - No increases in operational budget in last 5 years
- Volume Purchase Agreements
  - Servers, desktops, peripherals
  - Microsoft, Adobe, Symantec and other software purchases

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