



Implementing Effective Technology Support and Maintenance – Large Schools



What is Technology @ KISD?

- **22,000+ Desktops across 62 facilities**
- **60,000+ Users accessing district systems daily**
- **25,000+ Parent Information Center accounts**
- **4,100+ Televisions**
- **6,300+ IP Telephones averaging 70,000 calls/day**
- **200+ Software titles used daily**
- **Email system with over 300,000 messages/day**
- **300+ Servers providing Web, File, Email and application support**
- **Up to 350 Requests for service each day**
- **Over 370 miles of fiber optic cable**



What is Technology @ KISD?

- **Technology training for 6,500 staff members**
- **24,500 connections to the district's network**
- **Wireless access at all of our facilities**
- **Internet filtering blocking more than 32,000 inappropriate web sites each day**
- **Internet proxy serving over 4,000,000 objects daily.**
- **6 year technology retrofit plan**
- **District-wide Emergency Notification**
- **Safety & Security**
 - CCTV—2,363 cameras
 - Raptor—Installed at all campuses

Foundational Goals

1

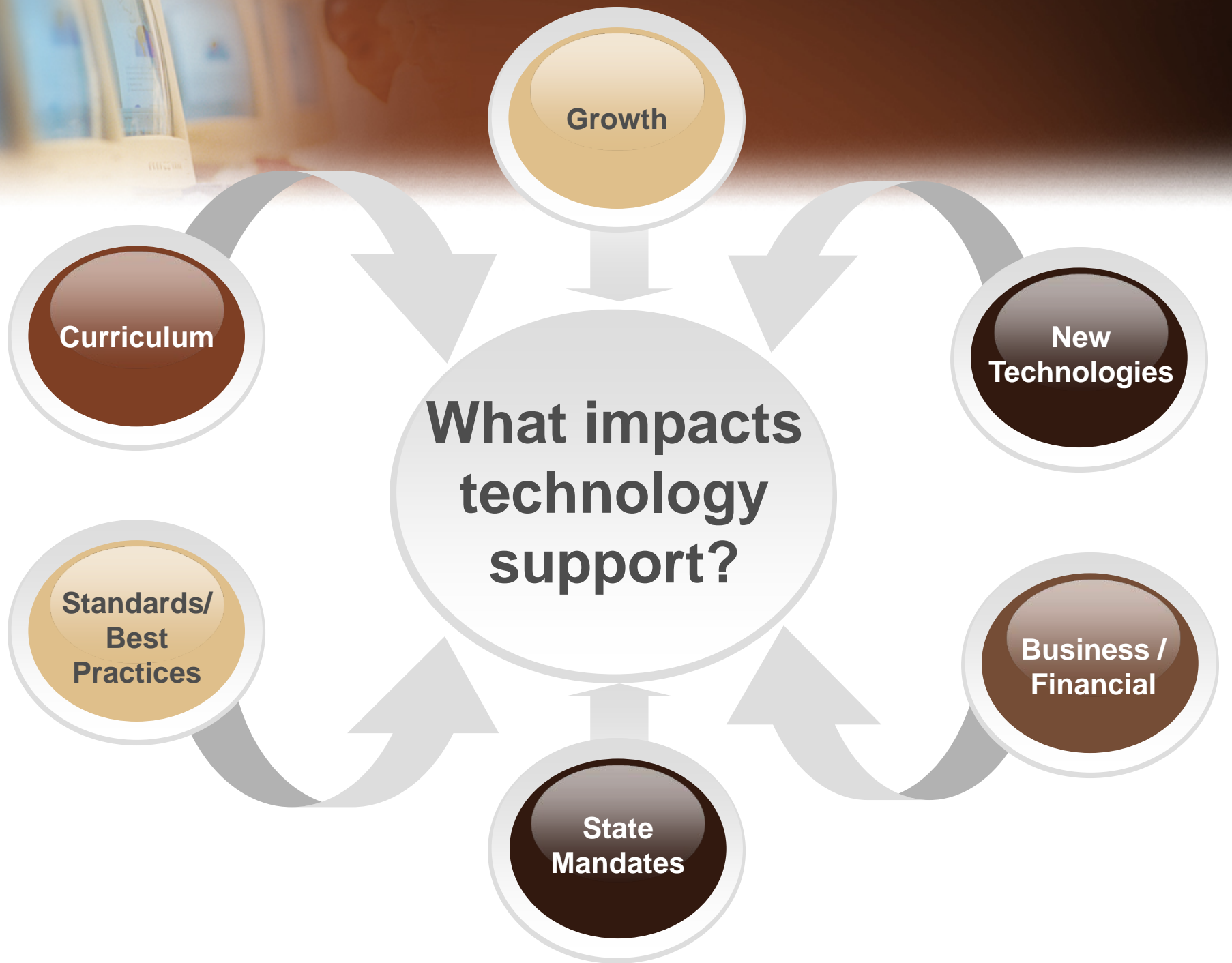
Technology must be cost effective

2

Technology must be sustainable

3

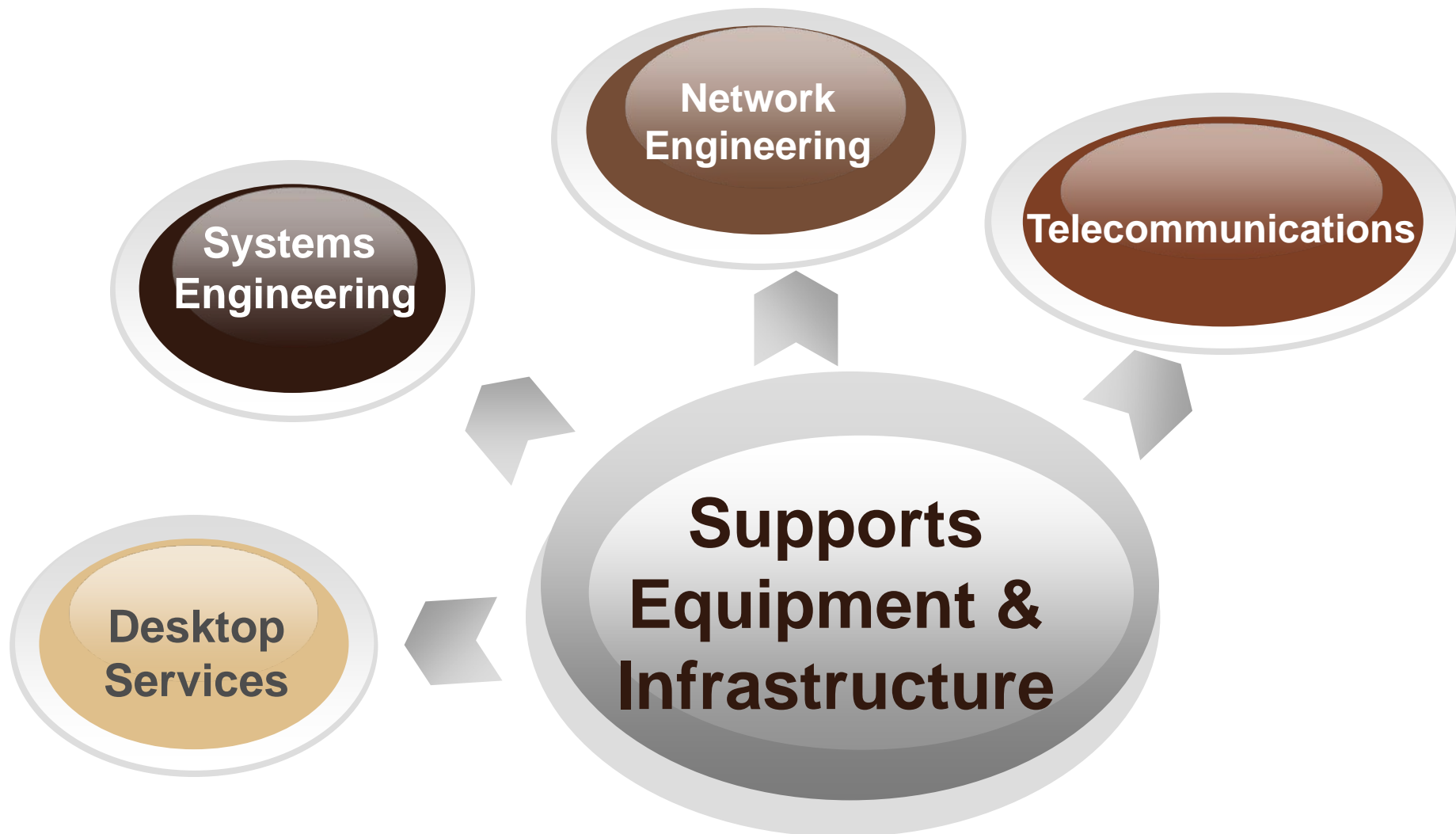
Technology must be a “value add “in the education of today’s digital learner



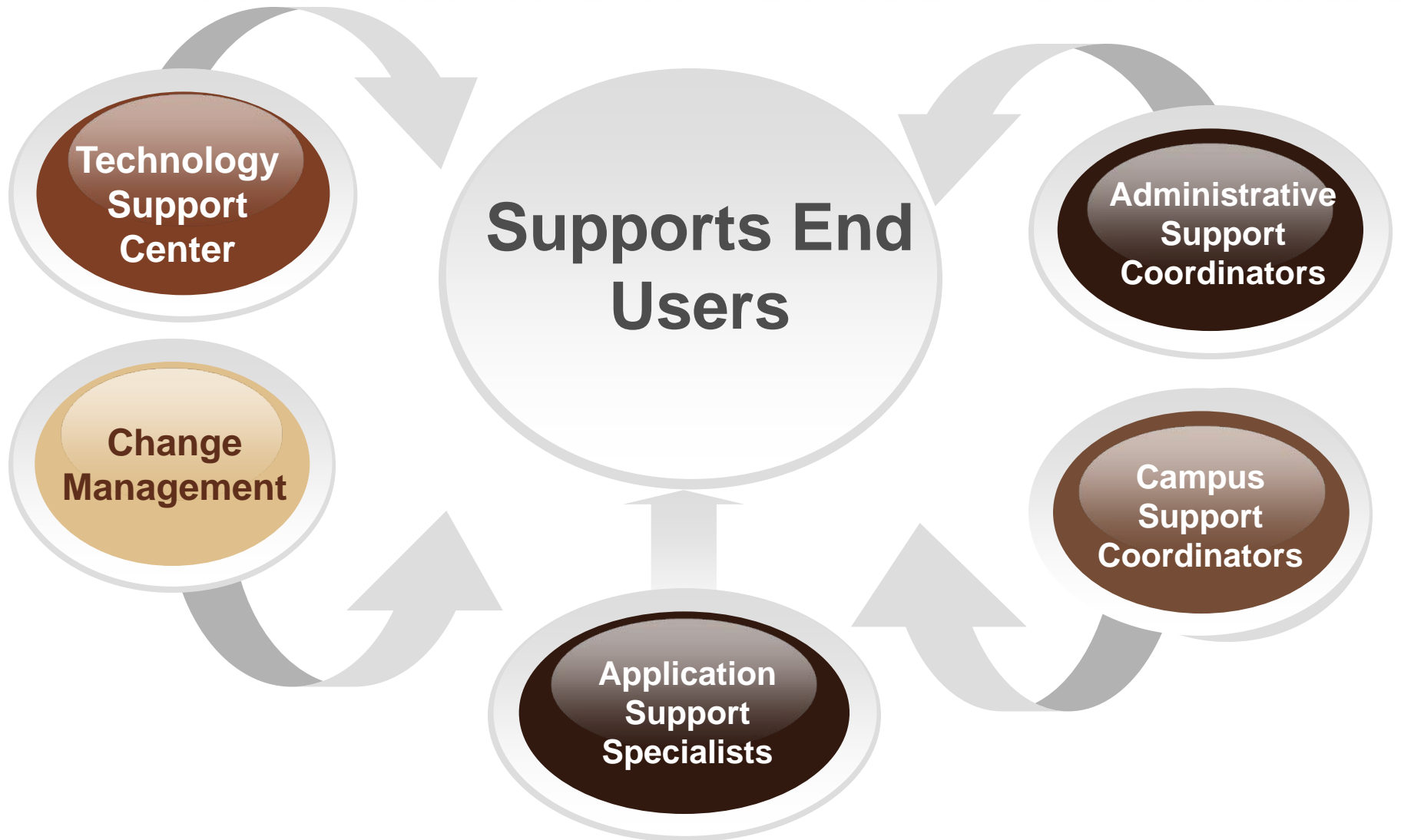
Organizational Structure



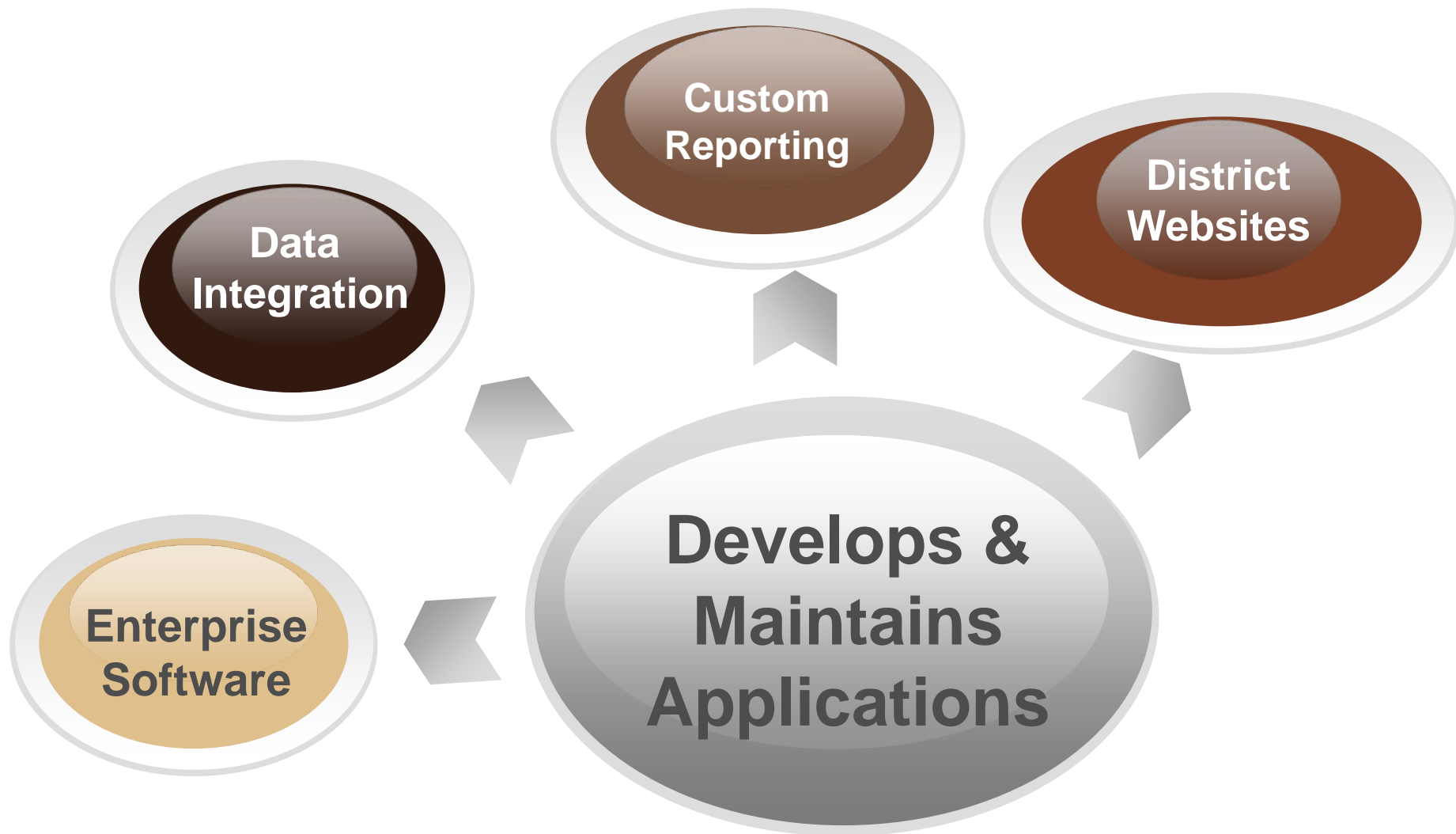
Technology Operations



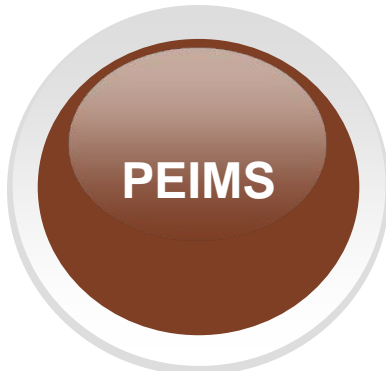
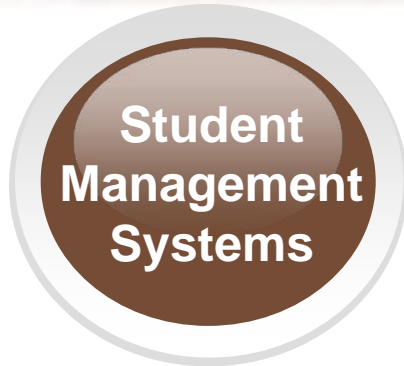
Technology Customer Services



Application Development



Application Production Support



Project Managers

**Financial
Management**

Implementation

**Project
Planning**

**Project
Management
Services**

**Project
Closure**



Measuring Service Execution

- **Key Performance Indicators (KPI's)**
- **Metric Reporting**
- **Management Reporting from outsourcing partners**
- **Root Cause Analysis**
- **Benchmark with other ISD's and private sector**
- **Weekly Project status meetings**



For more information contact:

Fran McTigrit
Katy Independent School District
Katy, Texas

franmctigrit@katyisd.org