

Information Technology Department
San Diego Unified School District
Organizational Profile

Updated June 25, 2007

Organizational Description

Organizational Environment

The Informational Technology (IT) department provides a number of products and services for its customer base. The main products and services that IT provides are the business applications which include: PeopleSoft Human Resources; PeopleSoft Financials; PeopleSoft Procurement; Zangle - Student Information System; Encore – Special Education IEP; Microsoft SharePoint; Microsoft Office SharePoint Services; Cognos - Business Intelligence and Performance Management tools, and Exchange eMail. The main services that are provided are: helpdesk; desktop support; network support; Voice Over IP, training and on-site support staff. All of our systems are redundant for failover for both hardware/software systems. The infrastructure supports integrated data/voice/video and ancillary systems which support all Business Application in a secure environment. The primary delivery system for services is via secure Internet/Intranet connections.

Organizational Culture

The vision of the IT department is to be the leading provider of state of the art technologies and services in support of excellence in learning. The mission of the IT Department is to support our schools by providing quality maintenance, IT support, and application development for district employees who use Student and Business Systems.

We value service, integrity and leadership in the Information Technology Department. The IT department is committed to improving its quality of service by implementing defined, repeatable and measurable processes and procedures aligned with industry best practices as defined by ITIL and/or Microsoft MOF. Our goals are to: raise our current level of support through the most cost effective means possible; improve management and support all business and student applications; strategically manage personnel, budget and assets by implementing Total Cost of Ownership and life cycle strategies; continue to build and strengthen strategic partnerships; and complete the implementation of a project management office within the IT Department to manage the portfolio of district technology initiatives.

The employees of the IT department have technical backgrounds varying from certified MCSE's and CCNE's to those that started at our helpdesk or came to us as a promotional opportunity from a school site and do not have any certifications. Education varies among the employees from High School, technical school and college degrees. All of the employees participate in various training activities. Information Technology employees represent a very diverse culture of many different ethnicities, religions and countries of origin and are representative of the district profile. All of the non-supervisory employees belong to one of two bargaining units (OSS or

OTBS). The IT Department is committed to helping its staff grow and improve professionally through mentoring, training, personal and professional development programs so that all employees enjoy the rewards of high productivity in an environment of dynamic teamwork that values the contributions of each individual.

The Information Technology Department is located at three different facilities. The Education Center houses the majority of the staff. We have two training centers. One training center which is comprised of two bungalows, is located on the Roosevelt Middle School. Our other training center is located on the Fremont campus and consists of 6 bungalows and houses approximately 28 staff members. The IT department also is building a Disaster Recovery Center currently under construction at the Hoover campus..

The IT department supports a number of technologies. The major technologies/equipment include: Computer Operations Center, 500 Servers, Data Communications equipment, Check Printer, Power Distribution Centers, HVAV, wireless technologies, Voice Over IP, Video conferencing, Meeting Place, Unity Voice Mail, Active Directory, Microsoft Office SharePoint Services and generator for the computer center. We are under the regulatory compliance of Education Code, HIPAA, and CIPA, as well as, software licensing compliance.

Organizational Relationships

The Information Technology Department is managed and lead by the Executive Director (Michael Casey) who reports to the Chief of Business Operations. The following supervisors and coordinators are responsible to the Executive Director for all IT functions: Director of Operations – Brian Hyland; Supervising Administrative Assistant – Kathleen Johnson; System Development Coordinator, PeopleSoft - Jessica Youngs; System Development Coordinator, SIS – Paul Gustafson; Software Systems Coordinator, Systems - Bill Honaker; Software Systems Coordinator, Security and DataComm – Jorge Beltran; Operations Coordinator, Computer Center – Pete Duenas; Program Manager for On-Site Support – Peyri Hamada; Project Manager, IT Projects, Help Desk, Computer Repair - Marie Laserna; and Project Manager, Cognos, CSIS – Gary Altstadt.

Our key customer groups have an expectation that services and applications are to be available 24/7/365 from any location (work, home, external access). Our customers include: internal IT Customers (Developers and Systems Support are the primary customers); external Education Center customers (Human Resources, Payroll, Procurement, Finance, Pupil Accounting, and Assessment and Accountability are our largest customers in this category); external school site customers (Principals); parents and the general public, who access key District information via systems supported by IT; as well as all employees who are supported through self service applications.

The Information Technology Department has strategic key partnerships with the vendor community, professional organizations and colleagues. Our key vendors include: IBM/Lenovo; Cisco; Dell; Microsoft; C-Innovations; SpectrumK12; PeopleSoft (Oracle); Cognos and AT&T. As industry leaders in their areas they provide not only services and product, but insight as to where the industry is moving, trends and future product information critical to our decision

making process.

The IT department also has partnerships with the San Diego county Office of Education, as well as, the Juvenile Court System.

The Council of Great City Schools CIO organization connects us to other large school districts throughout the United States that have similar challenges with K-12 technology solutions and the ability to provide services.

Key supplier and customer partner relationships are established through a variety of mechanisms: executive sponsor meetings; PowerUsers; On-Site Support Team; ZAP; Help Desk; Face-to-face communications; Web Site; SharePoint; Conferences; eMail; and the County Office of Education Superintendents Advisory Council. The Executive Director of IT is also a member of the Microsoft Advisory Board.