

IM&T QUARTERLY REPORT

(Period: September, October, November 2017)

UPDATE ON ACTIVITY FOR THE BUSINESS ENTERPRISE APPLICATIONS DEPARTMENT

Strategic Initiatives (District wide Impact)

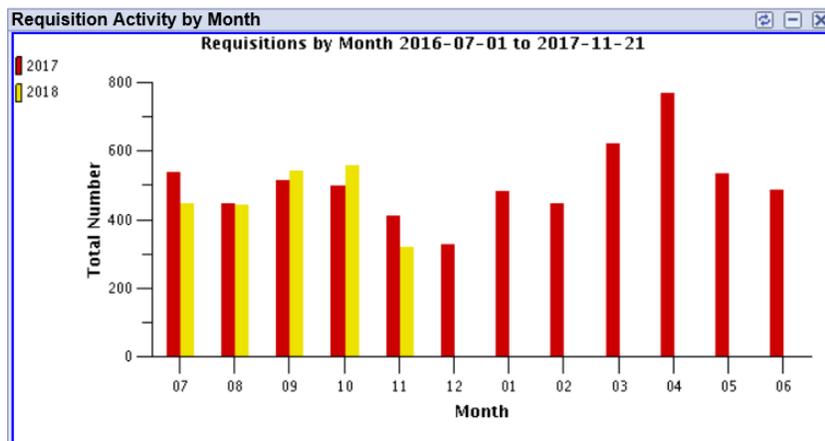
- Began investigation of state-of-the-art alternate solutions available in the market to replace current PeopleSoft system.
- Yearly License Verification Metrics of RCSD for 2017 for Oracle licensed products will likely result in additional license fees.

Solution Initiatives (Customizations, Bolt-Ons, Enabling Technologies, New Initiatives)

- Adding systematic invoicing (Direct Pay, claim vouchers, Sports officials, garnishments and Payroll) capability to existing Concur Expense Solution in order to resolve an audit finding on payments related to these areas.

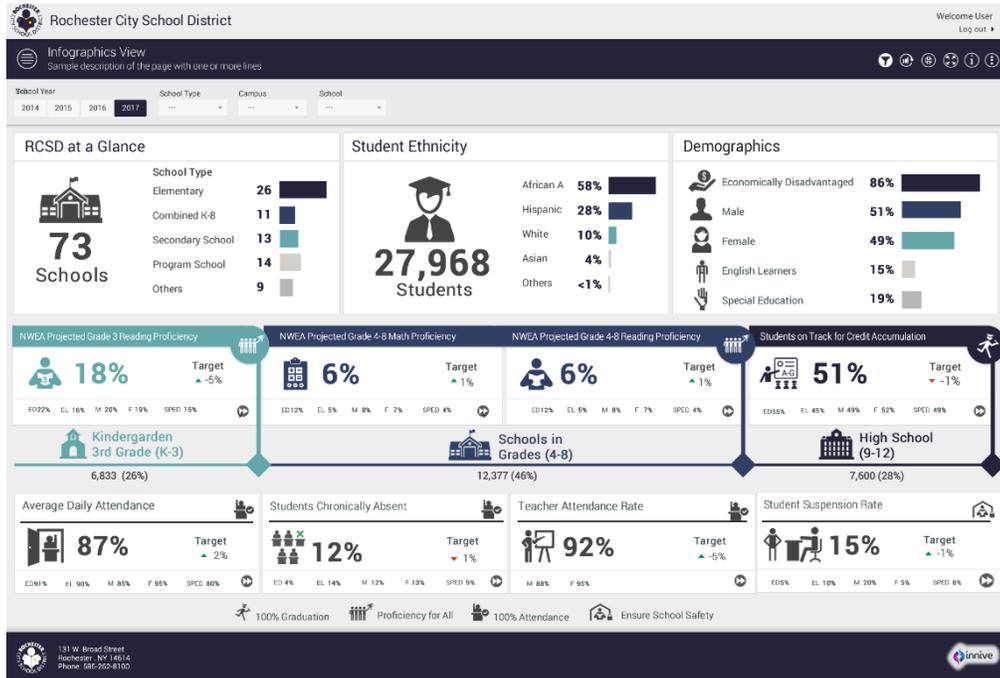
Break Fix – Support Activities (HCI, Finance, Budgets, Reports, Sub Systems)

- APPR – Documents released for over 5000 staff members
- Year-end financial reporting completed
- Summer School - concluding reporting
- Leave accruals completed
- Yearly pay increases completed
- 2018-19 Budget process started

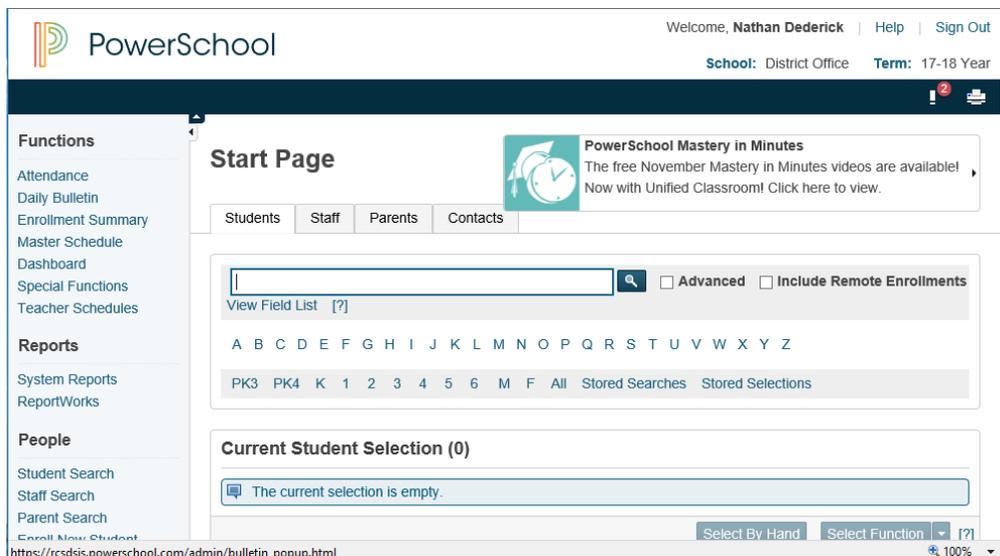


UPDATE ON DEPARTMENT ACTIVITY FOR THE STUDENT ENTERPRISE APPLICATIONS DEPARTMENT

Superintendent's Dashboard – SPA data warehouse environment has been upgraded from OBIEE 10g to OBIEE 12c, which will allow for the completion of the dashboard and all subsequent drill downs measuring critical metrics the district needs to monitor. In addition, our existing School Scorecard dashboard will be migrated to this new environment and given a fresh and updated look and feel. Anticipated completion date: February 2018.



PowerSchool Implementation - we have begun the planning and setup portion of our new PowerSchool Student Information System, which will replace our legacy SMS system. This is large project, which will require training nearly all educators and support staff as we transition to this new and robust system. Completion is expected Summer 2018.



Welcome to your service

Let's Talk!

powered by Let's Talk!

Welcome to At Your Service, where the Rochester City School District is always listening to the issues that matter most to you. At Your Service helps us open the lines of communication between parents, staff, students and our community. It's important that we make it easy for you to reach us at your convenience — anytime, anywhere.

Select from the topics below to ask a question, submit a comment or share a success. Please provide as much information as possible, and we will make every effort to review and respond to you within 24 hours.

If you are experiencing an emergency, please call 911 or the Rochester Police Department at 311.

Thank you for your continued support of our schools.

Let's Talk! ID: RC0426



Search

Student Placement

Enrollment	Safety Transfer
Elementary School Selection	PreK Programs for 3 & 4 Year Olds
Registration Questions	Foster Care and Child Custody
Language Assessment	Report an Issue
Secondary School Selection	Change of Address
Other Transfers	Special Education

Transportation

Report a Safety Concern	Transportation Eligibility
Transportation for Students with Special Needs	Report a Service Concern

Your Service

Safety	Specialized Services
Bilingual Education	General Questions
General Concerns	

Let's Talk App

The Let's Talk app implementation is complete and the app is now available for use from the RCSDk12.org main webpage. Parents can use the app to obtain information on areas where we receive the highest volume of questions/concerns from parents. Questions submitted through this app will be automatically routed to the appropriate individual for a response within 24 hours.

UPDATE ON DEPARTMENT ACTIVITY FOR THE NETWORK AND TELECOM SERVICES DEPARTMENT

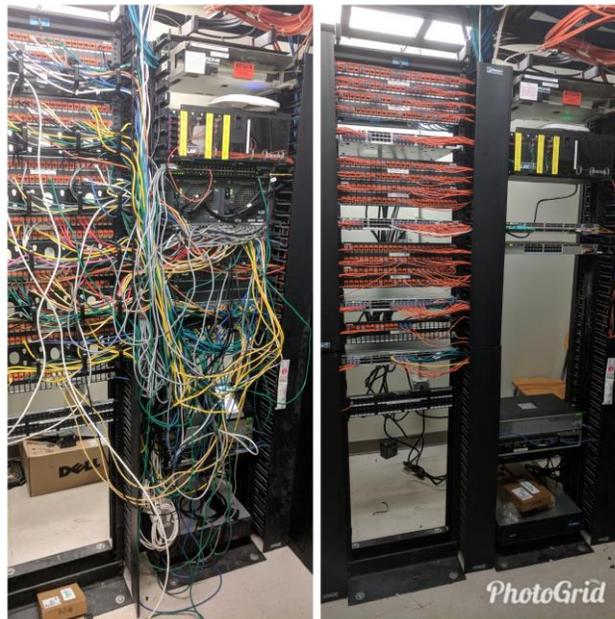
Comprehensive Network & Wireless Upgrade

In support of the proliferation of new wired and wireless technology district-wide, a \$5.5 million major Network Infrastructure revitalization is taking place. Smart Bond funding is being utilized to provide the schools with the infrastructure that is needed today and for many years into the future. The latest CISCO Network switch technology and Wireless Access Points are being deployed throughout the schools with a projected project completion date of January 30, 2018. The elementary schools will now have the same expansive wireless coverage that the high schools enjoy today. RCSD Network Engineers along with a contractor, TeleDataCom, are scheduling times outside of normal school hours (nights and weekends) to perform these upgrades. Once complete, the schools will have one of the most modern, expansive networks in the City of Rochester.



BEFORE

AFTER



UPDATE ON DEPARTMENT ACTIVITY FOR THE INSTRUCTIONAL TECHNOLOGY DEPARTMENT

- **Virtual Academy**
 - Online Credit Recovery (OCR) 100 courses recovered (increase from 21 during this time last year)
 - 130+ students enrolled in Virtual AP and Virtual Initial Credit Courses
 - Empire State After-School Program (ESAP) awarded and Twilight program (afterschool OCR) scheduled to begin for semester 2
- **Online Professional Development**
 - 1272 classes (Teacher/Course instances) of the Digital Transformation Google Ready Series completed and taught by IT Teachers on Assignment
 - 454 other (non Google Ready) classes completed
 - Several courses in development and facilitated for other departments via the eLearning LMS



- **Instructional Software Support**
 - Ongoing
 - 350+ grade level/data meetings focusing on the integration and implementation of instructional software/hardware with fidelity

- **Smart Schools Bond Act Hardware**

- **Chromebooks**
 - 2200 Chromebooks configured and shipped to schools
 - Additional shipments being received at the storehouse weekly for secondary, special education classrooms and a continuation of earlier elementary rollout
- **iPads/Chromeboxes**
 - Chromeboxes to be distributed to schools beginning the first week in December
 - 3000+ iPads received and in configuration, secure delivery to schools from storehouse beginning on 11/27
- **Staff Hardware**
 - 587 refreshed Teacher Laptops distributed
 - 58 refreshed Administrator Laptops distributed
- **PC Labs**
 - Over 850 All-in-One desktops have been deployed to refresh student use PC labs.



- **Helpdesk, Field Technicians and Hardware Support**

- 6,283 Phone calls received by Helpdesk
- 2,700 tickets closed by Helpdesk
- 1,420 Helpdesk walk in support
- 3,263 tickets closed by Field Technicians

- **FMP/DWT (District Wide Technology)**

- Monroe High School classroom hardware design complete
- School 7 classroom hardware design complete



UPDATE ON DEPARTMENT ACTIVITY FOR THE IT GOVERNANCE AND STRATEGY DEPARTMENT

Smart Bond

- Completed our first Smart Bond claim reimbursement through the SmartSchools portal for \$13,580. A check for that amount was issued three days later.
- A subsequent claim is being prepared; we should be submitting it within the next few days.

Print Management

- Worked with Toshiba and PaperCut to resolve a major performance issue with PaperCut that was impacting schools being able to retrieve their print from the copiers. The larger copiers were going into an error state if PaperCut could not respond fast enough with a teacher logged on to a copier. The solution required new software for these copiers and a reconfiguration as to how they were connected to PaperCut. In addition, we needed a separate dedicated server for PaperCut to ensure that it could respond quickly to authorization requests from the copiers.