



# **William S. Hart Union High School District**

***Technology Services Update – 2018/19***

# Infrastructure





# Infrastructure Projects

- Bandwidth Upgrades
- Network Equipment Upgrades
- Proactive Network Monitoring
- Surveillance Cameras

# Devices





# Current Device Counts

- 4,871 Desktop Computers
- 1,130 Laptop Computers
- 417 Macs and Macbooks
- 1,078 Apple iPads
- 28,923 Chromebooks
- **36,419 Total Staff and Student Devices**





# Student Mobile Devices

- ✓ **18/19** – Added 5,581 Chromebooks
- ✓ **18/19** – Refreshed 2,799 Chromebooks

School Year	17/18 Actual	18/19 Goal	18/19 Actual
HS Student / Mobile Device	≈ 1.65:1	≈ 1.2:1	≈ 0.81:1
JHS Student / Mobile Devices	≈ 1.03:1	1:1	≈ 0.68:1
DW Student / Mobile Device	≈ 1.39:1	≈ 1.1:1	≈ 0.76:1



# Summer Device Refresh

- 786 Desktop Computers
- 145 Laptop Computers
- 63 Macs / Macbooks
- 255 Staff Mobile Devices
- Windows 10



# Ongoing Refresh Budget

School Year	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
Infrastructure	\$500,000	\$500,000	\$500,000	\$500,000	\$500,000
Computer Refresh	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000
Staff Mobile Devices	\$300,000	\$300,000	\$300,000	\$300,000	\$300,000
Student Mobile Devices	\$3,750,000	\$4,000,000	\$4,000,000	\$4,000,000	\$4,000,000
Total	\$5,550,000	\$5,800,000	\$5,800,000	\$5,800,000	\$5,800,000





# Device Donations

- WiSH Chromebook Program
  - 1,370 Chromebooks
  - 11 School Sites / More Soon
- Paradise Unified School District
  - Camp Fire / Butte COE
  - 2,600 Chromebooks

# Systems

The background of the slide is a digital landscape. It features a series of glowing, perspective lines that create a sense of depth and movement. The lines are primarily blue and purple, with some white highlights. The overall effect is that of a high-tech, futuristic environment, possibly representing a data center or a complex system architecture. The word "Systems" is centered at the top in a white, bold, sans-serif font.



# Infinite Campus

- Student Information System (SIS)
- Updates
  - New Parent / Student Portal Apps
  - State Assessment Results
  - Online Registration (OLR)



# CALPADS

- California Longitudinal Pupil Achievement Data System
  - Student / Course / Teacher Data
  - State Assessments
  - Dashboard Indicators
  - More Data / More Integrations



# Castaic High School





# Castaic High School

- Meetings...Meetings...Meetings
- Equipment for Opening
  - Network / VoIP Phones / Server
  - Displays / Surveillance Cameras
- Equipment as Needed
  - Staff and Student Devices



# Support





# Team Members

- 1 Director
- 1 Supervisor
- 3 Network Systems Administrators
- 2 Information Systems Analyst
- 14 Information Technology Specialists

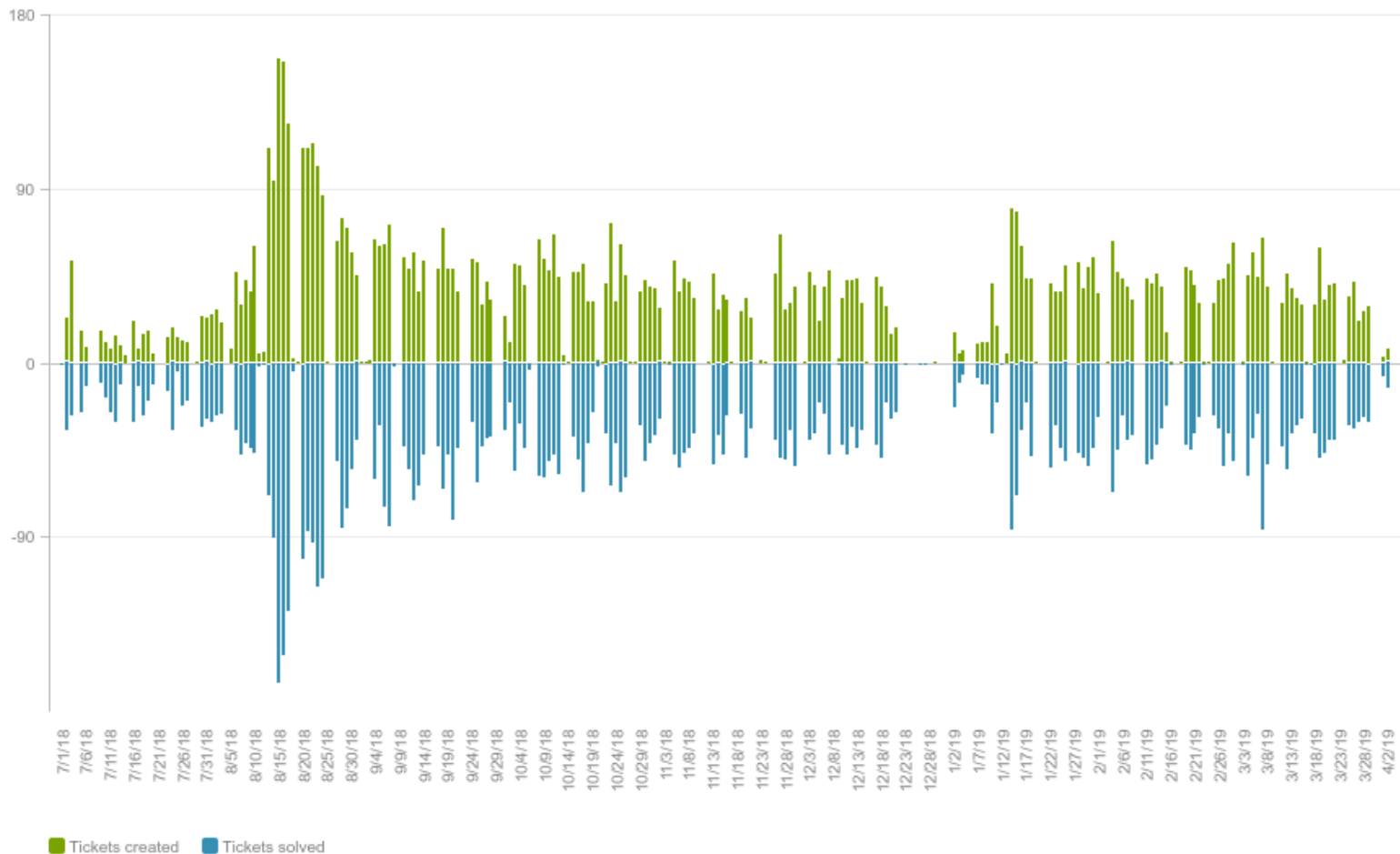


# Ticketing System

- 2<sup>nd</sup> School Year – Zendesk Support
- Since July 1, 2018...
  - 7,906 New Tickets
  - 7,996 Solved Tickets
  - Median First Reply Time: 86 Minutes
  - Average Resolution Time: 11 Hours
  - 99% Satisfaction Score



zendesk®





# Technology Services



Thank you!