



2015-2016 ITD Goals

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2015-2016 ITD Goals



During 2015-2016, ITD will work to achieve four main goals:

1. Meet the student information needs of schools and offices by providing a functional MiSiS

2. Extend ITD's service delivery model to provide excellent IT support to schools and offices

3. Actively collaborate with schools, offices, and stakeholders to align ITD's work to the District's strategic initiatives

4. Strengthen ITD to better support the District's modern technology needs

Goal #1: A Functional MiSiS



Meet the student information needs of schools and offices by providing a functional student information system (MiSiS)

Goal #1: A Functional MiSiS



Action Plan		2015-2016											
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
a.	Engage business/policy owners and end users as participants in MiSiS sketches for system features and functionality												
b.	Provide MiSiS training to at least one front office employee from every school												
c.	Publish a monthly progress report for the Superintendent, Board of Education, Bond Oversight Committee, and the public												
d.	Hold monthly Advisory Committee and Steering Committee meetings with senior leadership to ensure that the MiSiS project is staying on track and meeting school needs												
e.	Send a survey to school site staff to collect input about MiSiS ease of use and functionality in support of their work												
f.	Develop a plan and seek funding for Phase 2 of the MiSiS project												

Goal #1: A Functional MiSiS



Measures of Success:

- Participation from business/policy owners from LAUSD offices and end users from school sites in every MiSiS sketch
- Every school sends at least one front office employee to MiSiS training
- MiSiS system uptime of at least 99.98%
- Steadily decreasing number of MiSiS help desk calls and incidents
- Positive feedback (surveys, emails, phone calls, in-person) from District offices and MiSiS end users regarding training, ease of use, and system functionality as it relates to their work

Goal #2: Excellent Customer Service



Extend ITD's service delivery model to provide excellent IT support to schools and offices



Goal #2: Excellent Customer Service



Action Plan	2015-2016												
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
a. Create 6 IT liaison positions and assign one to each local district to optimize customer experience for schools, escalate support requests as needed, and support schools' instructional technology plans	█	█											
b. Survey local district leadership, principals, and other District employees about ITD's customer service and what we can do to improve					█	█						█	█
c. Clear backlog of all tickets that were opened before July 1, 2015	█	█	█	█	█	█							
d. Replace end-of-life Peregrine software with new service management tool (BMC Remedy) that will enable ITD to better track and improve IT customer support	█	█	█	█	█	█	█	█	█				
e. Complete monthly proactive IT maintenance visits and interviews at every school	█	█	█	█	█	█	█	█	█	█	█	█	█
f. Establish an ongoing customer satisfaction survey feedback loop to collect input on the quality of our service and how we can improve				█	█	█	█	█	█	█	█	█	█
g. Collect and analyze data to adequately staff IT customer support and progressively establish better and better service levels				█	█	█	█	█	█	█	█	█	█

Goal #2: Excellent Customer Service



Measures of Success:

- Zero backlog of IT support incidents opened before July 1, 2015
- Steadily increasing first contact resolution rate (% of IT support questions that are resolved immediately when the user reports it via phone or chat)
- Steadily decreasing:
 - Average age for IT support incidents
 - Average wait time for phone and chat support
 - % of abandoned calls and chats
- At least one proactive IT maintenance visit to every school each month
- Positive feedback (surveys, emails, phone calls, in-person) from Local District leadership, school staff, and central office employees about the quality of our service

Goal #3: Active Collaboration



Actively collaborate with schools, offices, local districts, and stakeholders to align ITD's work to the District's strategic initiatives

Goal #3: Active Collaboration



Measures of Success:

- At least 50 % of schools complete the ITD survey
- Completion of monthly meetings between ITD and Local District Leadership
- Completion of monthly meetings between ITD and Instruction, Facilities, and Educational Services
- Completion of monthly Technology Advisory Committee meetings
- Positive feedback (surveys, emails, phone calls, in-person) from Local District leadership, school staff, and central office employees about how ITD supports teaching and learning

Goal #4: Strengthen ITD



Strengthen ITD to support the District's modern technology needs

Goal #4: Strengthen ITD



Action Plan (continued)		2015-2016												
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
h.	Develop a 2015-2016 professional development plan for ITD employees													
i.	Provide professional development and training to ITD employees to improve their certifications and skillsets													
j.	Work with Personnel Commission to develop and implement a proactive recruitment strategy to attract skilled IT professionals													
k.	Work with an outside firm to complete a salary and classification study for ITD positions													
l.	Present findings from salary and classification study to the Superintendent, Board of Education, Human Resources, and Personnel Commission with proposed changes													
m.	Work with Personnel Commission to align ITD's job classifications with clear paths for employee advancement													

Goal #4: Strengthen ITD



Measures of Success:

- Completion and approval of IT Strategic Plan
- Selection of external firm for Comprehensive IT Study
- Progress on Phase 1 of Comprehensive IT Study
- Completion of professional development and training by ITD employees
- Positive feedback (surveys, emails, phone calls, in-person) from Local District leadership, school staff, and central office employees about how ITD supports the District's technology needs
- Positive survey feedback from ITD employees who attend professional development and training sessions

Strategy for Tracking Our Progress



ITD will track and share our progress on our 2015-2016 Goals, Operations Status, and Status on IT Projects in a Quarterly Report to the Superintendent and Board of Education.

Each report will include:

- Progress on Our Goals
 - Our key accomplishments aligned to each goal
 - Data that demonstrates our progress against the measures of success for each goal
 - Any obstacles or challenges hindering our progress and our plan to resolve these issues
- Status on IT Operations – Key Metrics for IT Customer Support, System Uptime, School Visits for Preventative IT Maintenance, etc.
- Status on IT Projects – Updates on Scope, Schedule, and Budget for IT projects that are high or medium complexity and/or risk