



*A Community of Learners*

## **Informational Memo: Managed Technology Systems and Support**

TO: School Board  
Superintendent Kocanda

FROM: Maureen Chertow Miller  
Director of Technology

April 24, 2018

### **Background**

Technology support used to be fairly simple, a student information system, a business system, and a productivity suite (Microsoft Office, Google, or Apple). In the past 10 years, the use of technology for teaching and learning has become ubiquitous and the systems to support teaching and learning have increased proportionally to the point that there really isn't a day that we can continue teaching without technology. If the network goes down, a projector doesn't work, a device fails, or an app doesn't load, learning can grind to a halt until a back-up plan is created or the right person is found to fix what has failed.

The purpose of this memo is to communicate the vast number of systems needed to support teaching and learning and to better understand the team and staffing behind all of these systems and supports.

Technology support begins at the building level. This is commonly referred to as Level 1. Level 1 support may include basic troubleshooting and just in time training and support. This is provided by the Resource Center directors, Tech Specialists, and Resource Center Tech Associates. When an issue cannot be resolved at the building level, a help ticket is escalated to the District Technology team. The Winnetka School District Technology staff at the District level consists of the following team members:

<b>Team Member</b>	<b>Title</b>	<b>Primary Responsibilities</b>
Maureen Chertow Miller	Director of Technology	Manage team and lead/support District initiatives.
Rob Repp	Network Administrator	Network Infrastructure, Data Privacy and Security
Beth Migalla	Database Coordinator	PowerSchool Administrator, State Reporting
Justin Heller	Technology Support Coordinator and Mobile Device Management	Manage and maintain all devices
Lance Gilchrist	Web Coordinator	Audio/Visual for school board meetings and other public events, website updates, phone maintenance, Adventures in Learning
Cathy Koller	Administrative Assistant (Shared with Director of Innovation, Teaching, and Learning)	Purchasing, Vendor Support

### **Technology Systems-** [Link to Comprehensive List](#)

There are now over 50 systems managed by the District technology team. These systems fall into three main categories- infrastructure, data, teaching and learning.

While there is usually one primary staff member serving point on each system, there is redundancy within the department so that all members can support another team member if someone is out.

Infrastructure is managed primarily by the Network Administrator. Systems include VMware, print services, servers, firewalls, switches, and wireless infrastructure. The web coordinator takes care of several key infrastructure pieces including the phone systems and website.

Data includes any system that requires an import or export of student or staff information. All of these systems are managed by the database coordinator. Another primary role of the database coordinator is state reporting. The number of systems requiring data has increased the most of all systems. This position started as a PowerSchool administer and has grown each year.

Student Learning includes all systems that relate to assessment, teaching , and learning. Most of

these systems are software installations, app deployment, device management, or data dashboards for assessment or student devices.

### **Next Steps**

Continue to monitor systems and eliminate any redundancies. With the new staffing structure of the Resource Center and Tech Specialist at the elementary schools, the new staff members will be provided with training to support level one tech tickets. At the start of next school year, District level staff will be available prior to school opening to support staff with any technology set up for their classrooms.

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### **Alignment with the District 36 Shared Vision**

The District's Technology team supports the goals outlined in the Shared Vision by:

- *Supporting all business operations, teaching and learning*
- *Providing the technology systems and support necessary for an innovative, experiential environment*