



WINDHAM SCHOOL
DISTRICT

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March 24, 2008

SUPERINTENDENT DIRECTIVE

SUBJECT: INFORMATION RESOURCES SERVICES

AUTHORITY: Windham Board Policy 3.02

APPLICABILITY: Windham School District (WSD or District)

POLICY:

District information resource users and the Computer Services Department will work together to ensure that information resources are developed, implemented, and managed as cost effectively and efficiently as possible with minimum disruption to District operations and employee workflow.

DEFINITIONS:

“Collateral Owners” are those persons or offices who have a direct interest in a business function or the associated data, but are not the primary users of the data or function.

“Enhancement” is changing or upgrading equipment, systems, or software applications.

“Information Resources” (IR) are any and all computer printouts, online display devices, magnetic/optical or other storage media, and all computer-related activities involving any device capable of receiving email, browsing web sites, or otherwise capable of receiving, storing, managing, or transmitting electronic data including, but not limited to, mainframes, servers, personal computers, notebook computers, hand-held computers, thin-client devices, personal digital assistants (PDA), pagers, distributed processing systems, network attached and computer controlled equipment, telecommunication resources, network environments, telephones, fax machines, and printers. Additionally, they are the procedures, equipment, facilities, software, and data that are designed, built, operated, and maintained to create, collect, record, process, store, retrieve, display, and transmit information.

“Maintenance” is the repair of hardware and software problems for existing equipment and applications. The term also includes issues related to gaining access to the network, questions on

how equipment and applications should function, and minor application changes needed to make the system perform as designed. Maintenance does not include system enhancements or new development.

“New Development” is the design of the program architecture, user interfaces, and source code for a new or significantly revamped business function.

“Owners” are the persons or office(s) responsible for defining a business function, and for determining the controls and access required to ensure the validity of the data supporting the business function.

“User” is an individual or automated application or process that is authorized access to the resource by the owner, in accordance with the owner’s procedures and rules.

PROCEDURES:

I. General

- A. The District Computer Services Department (CSD) is responsible for analysis, development, programming, data management, maintenance, and equipment services supporting the WSD mission.
- B. Data owners and application users are responsible for maintaining the business rules and procedures for their respective areas.
- C. All hardware and software planned, requested, purchased, or developed for use in any computer process must be coordinated through the Division Director responsible for information resources or a designee.
- D. No software shall be installed or utilized on District computers except that authorized by the Division Director responsible for information resources or a designee. This includes any software to be utilized by any contracting agent including, but not limited to, colleges, universities, and Project RIO. Modifications to computer applications written for District systems are prohibited except by authorized CSD employees.
- E. Offers for donated hardware or software shall be accepted only with prior approval from the Division Director responsible for information resources or a designee.

II. Technology Steering Committee:

- A. The District will establish a Technology Steering Committee to provide guidelines for the planning, development, implementation, and use of WSD information technology resources.
- B. Membership shall include:

Chair: Director, Division of Operational Support;

Vice-Chair: Director, Division of Instruction;

Members: Superintendent;

Chief Financial Officer;

Director, Division of Human Resources;

Director, Division of Continuing Education; and

Technical Advisor: Administrator, CSD.

C. The Committee shall:

1. Develop and present the District Technology Plan to the Superintendent for approval. Subcommittees may be established as deemed appropriate; however, each subcommittee shall include a CSD representative as a technical advisor. The plan shall address:
 - a. Teaching and Learning;
 - b. Educator Preparation & Development;
 - c. Leadership, Administration and Instructional Support; and
 - d. Infrastructure for Technology.
2. Approve District Information Technology policies and establish District priorities and goals.
3. Review and approve/disapprove agenda items established by the Chair to ensure the projects are warranted and conform to the District Technology Plan. Agenda items will include:
 - a. Enhancements to existing applications;
 - b. New development; and
 - c. Equipment requests exceeding \$50,000.
4. Review and approve CSD Disaster Recovery Plan(s).
5. Meet at the call of the Chair to review and approve/disapprove requests for service and to review and adjust the priorities of major projects.

D. Other Responsibilities

1. The Chair shall:
 - a. Chair meetings;
 - b. Ensure agendas are distributed at least three business days before meetings;
 - c. Ensure decisions are recorded and minutes are distributed to members; and
 - d. Implement actions of the committee as they relate to CSD.
2. The Vice-Chair shall act on behalf of the Chair when he/she is absent.
3. The Technical Advisor to the Technology Steering Committee (Administrator, CSD) shall:
 - a. Provide technical advice to the committee;
 - b. Brief committee on the status of major projects as requested by the Chair;
 - c. Prepare and submit request impact analyses to the committee;
 - d. Compile list of requests for review and approval/disapproval by the committee;
 - e. Ensure administrative support is available to assist the Chair in recording and distributing minutes; and
 - f. Assist Chair in establishing agendas.

III. Request for Services

The following criteria and processes will be followed when requesting CSD support:

A. Criteria

1. Priority 1: Software application or equipment is inoperable;
2. Priority 2: Mission critical support is required (e.g., enhancement or report mandated by legislature or specific mission needs);
3. Priority 3: Equipment/software enhancement or new development is required within 12 months;
4. Priority 4: Equipment/software enhancement or new development is required, but not mission critical or time sensitive.

B. Support Request Process

1. Priority 1 Software and Equipment Maintenance Support: Submit requests via WSD Help Desk Email (csdhelp@wsd.edu) or call the WSD Help Desk at 936.291.5268.
2. Priority 2 - 4:
 - a. Submit requests by completing the request form at the Data Service Request portal on the District Intranet web site.
 - b. Requests shall be:
 - 1) Reviewed for possible implementation as determined by the division process owners, CSD, and the Technology Steering Committee.
 - 2) Categorized as follows:
 - a) Approved for implementation;
 - b) Approved for implementation in future application upgrades (the requestor shall be notified); or
 - c) Disapproved and returned to the requestor with an explanation for disapproval.

IV. Systems Change Management

The CSD Administrator will develop internal procedures to ensure that the CSD staff and all users are given the maximum possible notice of changes impacting District systems.

Debbie Roberts, Superintendent
Windham School District