



WINDHAM SCHOOL
DISTRICT

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SUPERSEDES: SD-10.15 (rev. 1)
May 21, 2008

SUPERINTENDENT DIRECTIVE

SUBJECT: INFORMATION RESOURCES SERVICES

AUTHORITY: WBP-03.02, “Windham School District Superintendent Responsibilities and Authority”

APPLICABILITY: Windham School District (WSD)

POLICY:

WSD information resource users and the Division of Information Technology shall work together to ensure that information resources are developed, implemented, and managed as cost effectively and efficiently as possible with minimum disruption to WSD operations and employee workflow.

DEFINITIONS:

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

“Information Resources” 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, 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 resolution 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 Division of Information Technology 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 shall be coordinated through the director of the Division of Information Technology.
- D. No software shall be installed or utilized on WSD computers except that authorized by the director of the Division of Information Technology or a designee. This includes any software to be utilized by any contracting agent including, but not limited to, colleges and universities. Modifications to computer applications written for WSD systems are prohibited except by authorized Division of Information Technology employees.
- E. Offers for donated hardware or software shall be accepted only with prior approval from the director of the Division of Information Technology or a designee, and shall conform to the procedures concerning donations set forth in OP-11.08, "Control of Physical Property."

II. Technology Steering Committee

- A. The WSD shall 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 Information Technology;

Vice-Chair: Director, Division of Operational Support;

Members: Superintendent;

Chief Financial Officer;

Director, Division of Human Resources;

Director, Division of Instruction; and

Technical Advisors: Division of Information Technology Supervisors
(applications and network support).

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 Division of Information Technology representative as a technical advisor. The plan shall address:
 - a. Goals and a realistic strategy for using telecommunications and information technology to improve education or library services;
 - b. Professional development strategy to ensure that staff know how to use new and existing technologies to improve education or library services;
 - c. Assessment of the telecommunication services, hardware, software, and other services that will be needed to improve education or library services; and
 - d. An evaluation process that enables the school or library to monitor progress toward the specified goals and make midcourse corrections in response to new developments and opportunities as they arise.
2. Approve WSD information technology policies and establish WSD 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 shall include:
 - a. Enhancements to existing applications;
 - b. New development; and
 - c. Equipment requests exceeding \$50,000.

4. Review and approve Division of Information Technology 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 the Division of Information Technology.
2. The vice-chair shall act on behalf of the chair when he/she is absent.
3. The technical advisor(s) to the Technology Steering Committee shall:
 - a. Provide technical advice to the committee;
 - b. Brief the committee on the status of major projects as requested by the chair;
 - c. Prepare and submit request impact analyses to the committee;
 - d. Compile a 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 the chair in establishing agendas.

III. Request for Technology Services

Technology services may include repairs, installations, additions, relocations, and changes.

A. Requests for technology services shall be made by the following methods:

1. Completing the SysAid form online (preferred method);

2. Email to the help desk at helpdesk@wsdtx.org; or
3. Phone (936-291-5268) or in person for quicker response to emergency requests.

B. Requests shall be:

1. Reviewed and assigned a priority by the helpdesk;
2. Reviewed for a possible solution/implementation or an implementation timeline as determined by a help desk analyst and the requestor and/or supervisor; and
3. Assigned to technical staff.

C. The following priority criteria shall be applied to each service ticket, unless elevated at the request of a division director.

1. Priority 1 (outage or problem affecting multiple users, such as a business unit, classroom, or larger group);
2. Priority 2 (outage or problem affecting an individual desktop or printer);
3. Priority 3 (stand alone software issues, hardware and software installations);
4. Priority 4 (request for information, network access, or other technical services and software orders).

IV. New Project Requests

A project is a temporary endeavor undertaken to create a unique service or result.

A. Minor Project (under 40 hours work)

Requests shall be reviewed for possible implementation as determined by the division process owners and Division of Information Technology and categorized as follows:

1. Approved for implementation;
2. Approved for implementation in future application upgrades (the requestor shall be notified); or
3. Disapproved and returned to the requestor with an explanation for disapproval.

B. Major Project (over 40 hours work)

Requests shall be:

1. Reviewed for possible implementation as determined by the division process owners and Division of Information Technology;
2. Evaluated based on detailed requirements and time/costs shall be estimated;
3. Entered and documented in the SysAid Project system by Division of Information Technology staff; and
4. Presented to the Technology Steering Committee for approval and prioritization.

V. Service Monitoring and Performance Reporting

- A. The Division of Information Technology shall develop and implement service level performance measures to define service level objectives for each priority defined in Section III.C.
- B. Infrastructure performance criteria shall be established and reviewed monthly.
- C. Customer surveys shall be sent for all service and project requests.

VI. Systems Change Management

The director of the Division of Information Technology or designee shall establish a Systems Change Management Program to help ensure that new or modified infrastructure and applications meet their intended purpose and do not adversely impact existing production systems.

- A. A Change Advisory Board shall meet as required to review and approve changes.
- B. All Change Requests shall be electronically documented and include the following elements:
 1. Test plan;
 2. Implementation plan;
 3. Validation plan; and
 4. Back out plan.
- C. Customer verification of completed changes shall be requested before a Change Request is closed.

* Signature on file
Debbie Roberts, Superintendent
Windham School District