

Agency IT Operations Plan

2017-2019

Department of Public Instruction

Line of Business: Education
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Agency Number: 2010

2015-2017 Accomplishments

- BILLIT - Transitioned to new ITD billing system (BILLIT) by updating DPI internal processes to conform to ITD's new billing system.
- Data Collection - Added an import process for the Professional Development report in STARS.
- Data Collection - Added new vertical reporting process to the STARS Enrollment report to pull CTE courses from PowerSchool to STARS to help ease the burden on the districts to report this data.
- Data Collection - Added the Mental Health and Suicide Prevention data collection STARS.
- Data Collection - Added to collect teacher email address on the MIS03 Licensed Personnel report in STARS.
- Data Collection - Adding a nightly student export process for those districts opting to use the new Student Application and Administration Review (SAAR).
- Data Collection - Beginning analysis work with the Every Student Succeeds Act (ESSA) on the new federal requirements.
- Data Collection - Continue to create and upload student enrollment files 3x weekly for the CTE RU Ready (college and career planning tool)
- Data Collection - Continue to enhance and update the Adult Ed Grants Management with new requirements or changes.
- Data Collection - Continue to enhance and update the Special Ed Grants Manager with new requirements or changes including adding the Maintenance of Effort (MOE) process.
- Data Collection - Continue to enhance, update and provide support for the STARS to TIENET data flow.
- Data Collection - Continue to enhance, update and provide support to the LEA's and schools on all of the STARS reports during their data collection periods.
- Data Collection - Enhancements to the Scholarship application includes adding vertical reporting process to pull scholarship applications and approvals from PowerSchool and eTranscripts.
- Data Collection - New Early Childhood report added to STARS (State Automated Reporting System)

- Data Collection - Provide IT support, troubleshooting and business analysis for the ndTeach application which includes Student Contracts, Licensure, Credentials and TSE school approval process.
- Data Collection - Recreating the AMAO process in house so we can rerun internally on an as needed basis.
- Data Collection - Reviewed MIS01/MIS02 Fall Report data collections in STARS; removed data no longer required; added to collect military students.
- Data Collection - Updated the GED process to incorporate the new cut scores for GED testing.
- Data Collection - Upgrade all SQL Server 2008 databases to SQL Server 2016.
- Data Collection - Worked with Adult Ed vendor (LACES) and the SLDS to create an import to provide the employment and retention data that is required for federal reporting.
- Data Collection - Worked with new vendor on populating data for the Districts into the online assessment tool.
- Data Reporting Review Committee - MIS director gathered information to assist performing a comprehensive review of data collections within DPI. Focus is to reduce and streamline the data collections.
- ED Facts - Continue to coordinate, compile and submit the federal ED Facts data reporting submissions.
- ED Facts - Reviewing and making updates/enhancements for the new ESSA requirements for the ED Facts data submissions.
- Efficiency - Implemented Group Policy settings to standardize software configurations
- Efficiency - Implemented Help desk to log / track support efforts
- Efficiency - Initiated departmental process reviews
- Efficiency - Introduced and developed document libraries for DPI units
- Intranet - Centralized department-wide communications
- Intranet - Developed and customized document libraries
- Intranet - Developed and enhanced electronic Employee Time Tracking, Grant Management and Approval workflow
- Intranet - Developed electronic Employee Processing workflow
- Intranet - Developed electronic Request to Purchase workflow
- Intranet - Developed electronic Travel Authorization workflow
- Remodel - Organized checkout technology and installed/configured conference room
- Remodel - Rewired ethernet on north half of 10th floor
- Security - Authored and instituted Incident Response policy

- Security - Authored and instituted Information Security policy
- Security - Authored and instituted Mobile Device policy
- Security - Authored and instituted Remote Access policy
- Security - Began scheduled updates of 3rd party applications
- Security - Enabled drive encryption on portable devices
- Security - Enforced MDM for all ActiveSync users
- Security - Enforced multiple settings via Group Policy
- Security - Enhanced printer security
- Security - Implemented formalized new staff policy / security training
- Security - Implemented use of SFTS (file sharing)
- Security - Introduced and installed password management tools
- Security - Performed DPI-wide physical security audit
- Security - Segmented DPI network into multiple VLANs
- Security - Surplused unmanaged iPad pool
- Security - Transitioned to WSUS for OS and Office updates
- Security - Updated DPI's Acceptable Use policy
- Service - Centralized and enhanced department training materials
- Service - Established department-wide monthly training
- Service - Established service feedback
- Service - Implemented Help desk to log / track support efforts
- Service - Updated checkout pool equipment
- SLDS - Continue to work with the SLDS to streamline and reduce the burden of reporting of data to DPI.
- Website - An A - Z index was added to the website.
- Website - Continue to enhance our website to involve making it accessible and meeting ADA and Title II compliancy, information archival and one-stop-shop.
- Website - DPI rolled out our new website in July 2015, and has been updating and adding new information over the course of a year.
- Website - We added google analytics in 2016 to the website, but will also be employing Siteimprove for website analytics.

2017-2019 Technology Strategy Information

Goal

Strategy

Provide Customer Service and Support

The agency utilizes the ITD help desk for DPI staff account lockouts. The agency utilizes the ITD ticketing system for agency users to report and track network and computer issues.

Attract and Retain Quality Staff

Support School Climate and Academics

The agency uses information technology for office administrative duties, uses multiple SQL database applications, web interfaces, and .NET programs to collect data.

Provide Effective Communication

The agency maintains a website as the main form of public communication. The agency also has an active Facebook and Twitter account. Adobe Connect is used for interactive communications and desktop publishing software for multi-media presentations.

Provide High Quality Professional Development and Technical Assistance

The agency has partnered with EduTech to use a single help desk for the local education agencies to report data collection issues. These agencies are already familiar with the EduTech help desk making training very minimal.

Engage In Collaborative Data Driven Decision Making

The agency has continued to support the development of the state initiative to design and build a Statewide Longitudinal Data System.

2017-2019 Planned Activity Information

- Replace 20 desktops, Replace 53 laptops, 7 Microsoft Surfaces
- Replace 4 printers (including 1 multifunction printer)
- Replace 8 projectors
- Upgrade SQL2012 to SQL 2016
- Upgrade to .NET 4.5
- Migrate from SharePoint 2013 to SharePoint 2016
- Upgrade to Visual Studio 2013
- Continue enhancements on agency intranet
- Continue enhancements on agency website

- Continue maintenance and enhancements on agency data collection applications
- Continue to support the State Longitudinal Data System
- Update agency data collection applications to comply with ESSA
- Phishing awareness campaign
- Physical security audit
- Application and hardware whitelisting
- SharePoint 2016 training, including Nintex and InfoPath, along with migration tools
- Physical door security
- Multi-factor authentication
- Disaster Recovery testing
- Implement digital signatures
- Continue to enhance/grow social media

2017-2019 Technology Being Investigated or Considered

Social Networking/Web	DPI needs to begin to speak to a wider audience. One method will be the various social networking channels. The fear within the agency is balancing the accuracy of information with the need to keep content current. This will involve an increased work effort to maintaining relevant content.
Learning Management System	DPI needs a method to administer and monitor mandatory state training performed by school staff.
Security	Application and hardware whitelisting
Extranet	Portal to provide simplified access to externally-facing DPI systems while also enhancing functionality.
Intranet	E-discovery to assist with auditing, legal holds and open records requests.
Cloud	File storage, document sharing, secure file transfer, e-document signing

New Projects

- NDFoods 2.0

Technical Infrastructure Information

Number of Computers/Workstations	110
Number of Portable Devices	2
Number of Network Printers	12
Number of Servers	0
Number of public-facing web sites	1
Number of internally facing web sites	0

Application Information

<i>LACES</i>	Used to track and monitor students taking courses at one of the adult education centers
<i>Direct Certification</i>	Direct Certification System is used for determining students eligible for free meals at school.
<i>Child Nutrition & Foods Distribution System (NDFoods)</i>	Administers child nutrition and food distribution programs. A partnership of federal, state, and local agencies provides nutrition services and food assistance to students, young children, and adults.
<i>Adult Ed Grants Management</i>	Allows ND Adult Ed centers to manage and request funds for their federal grants that are paid from the Department of Public Instruction.
<i>Student Contracts (ndTeach)</i>	Allows Educating Entities to be reimbursed for costs associated with both regular and special education students from another financial responsible (resident) entity.
<i>Special Ed Grants Management</i>	Allows the ND Special Ed Units to apply, manage and request funds for their federal grants that are paid from the Department of Public Instruction.
<i>State Automated Reporting System (STARS)</i>	Collect State and Federal mandated data for required reporting

TIENET

A student file database which contains all of the components of the Individualized Education Program (IEP) and other forms required for students receiving special education service

Scholarship

This application collects data from a student applying for a state awarded scholarship.

DPI website

Public communication

ND Teacher Licensure, Credentials & DPI Approval (ndTeach)

Allows teachers to apply/renew teaching licenses and credentials online. Includes internal school approval process for DPI.

DPICentral

DPI Intranet portal for all DPI staff to share info. DPICentral provides a framework to integrate information, people and processes across department units, including content and document management and electronic workflow processes.