

Agency IT Operations Plan

2017-2019

School for the Deaf

Line of Business: Education
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Agency Number: 2520

2015-2017 Accomplishments

- Updated and setup new Smartboard in NDSR/RCDHH conference room and moved 'old' smartboard to the school's library
- Tested and implemented a new in-house Emergency Alert System for communicating with parents and staff
- Replaced and upgraded desktops (10) and laptops (5) on and off campus
- Upgraded NDSR1 IVN Room Video Conferencing equipment to Real Presence Group 700
- Setup a Video Conference room in NDSR/RCDHH Fargo Outreach Office
- Completed major changes on the NDSR/RCDHH and Dual-Sensory websites (working w/ITD)
- Upgraded the VIPRE Business Premium (Server and Clients)
- Upgraded MS Office Professional Plus 2010 to 2013
- Implemented Office 365, service provided through Edutech, as the school's new email client (replacing the Sendit accounts)
- Replaced and upgraded the on-site Server
- Created and published two Facebook (FB) pages (NDSR/RCDHH and Outreach Services)

2017-2019 Technology Strategy Information

Goal

Strategy

Maintain a Facebook page as a means to provide information to the public

Post information as it becomes available

Develop innovative approaches and access technologies to promote NDSR/RCDHH as a Model School for deaf educators

Research characteristics of a Model School, implement and promote them

Track services provided throughout the state

Research and develop a database program for staff to input services

Maintain an up-to-date web site as a means to provide information to the public

Update the current 'old' web site format/look to be more appealing to the public, verify the information posted and continue to update as changes occur

Serve as a Resource Center in support of NDSR/RCDHH's mission; to serve ALL deaf and hard of hearing individuals throughout

Work with the Outreach staff to develop and implement a plan providing technical support including hardware, software, video conferencing, and professional development

2017-2019 Planned Activity Information

- Redesign/update the NDSR/RCDHH website changing the entire format/look
- Implement the usage of the newly purchased MDM software w/iPads
- Setup and place newly purchased desktops/laptops/iPads
- Continue to update and keep information current on the NDSR/RCDHH and Dual-Sensory websites
- Continue to post informational data on agency FB page
- Upgrade PC machines to Windows 10

2017-2019 Technology Being Investigated or Considered

Video Conferencing

Codec equipment in our Fargo Outreach Office has reached its lifetime so we will use it until it no longer works. In the meantime, we will be re-evaluating the situation to determine if we use the equipment enough to justify replacing it.

Database Software

Research and investigate different cloud-based database software to be used for collecting services type and client data

Software/Tools to assist with delivery of outside services

Research the use of software program and/or other tools that would assist with delivering services into the homes of the families/clients being served by Outreach Program (ex: WebEx)

Paging/Light Flashing Notification System

Current paging system is very old and outdated. Would like to update the paging system but also look at a light flashing system that would help with notifying deaf/hh individuals on campus of different 'emergency' situations. Plan to research different options.

New Projects

- None identified

Technical Infrastructure Information

Number of Computers/Workstations	82
Number of Portable Devices	37
Number of Network Printers	26
Number of Servers	1
Number of public-facing web sites	1
Number of internally facing web sites	0

Application Information

<i>VIPRE Business Premium</i>	Antivirus Software
<i>MS Office Professional Plus 2013</i>	Productivity toolset
<i>Pink Notes (internal messaging software)</i>	Messaging
<i>Speech Apps for iPads (classroom usage)</i>	Educational - Classroom
<i>Specialized software that utilizes the Otoacoustic Emissions (OAE) unit</i>	Audiological Specialty
<i>Metasys (Energy Mgmt System) Honeywell Systems monitors/controls heating & cooling systems</i>	Management of environment
<i>WinPak (security camera software) from Honeywell Systems manages 24 cameras on campus</i>	Security management
<i>PayClock Pro (time mgmt software) from Lathem for recordkeeping of staff hours</i>	Time and Labor system
<i>CPC-700 CaptionMaker-DV software (captioning software) (off campus- Bsk Outreach office)</i>	Captioning
<i>Office 365 as agency's new email via Edutech</i>	Productivity
<i>Speechviewer (older software for deaf/hh)</i>	Speech
<i>FileMaker Pro (data compiled of services provided statewide)</i>	Data analytics

School for Deaf Agency Website

Public communication

DialMyCalls (Instant Messaging App) for communicating with parents and staff

Communication

Assurance NM

Communication

Lightspeed Mobile Manager Systems

Education