Information Services - Action Plan - SY 2023-24 - SY 2025-26 **Chief: Dr. John Mayo - Asst. Superintendent F&O: Raj Adusumilli**	

Goal #1	Average time to replace ALL students non-functional devices not to exceed 24 hours from the time reported.		
Strategic Plan Goal Area	Operational Excellence		
Strategic Plan Performance Objectives	PO-OE-1-Organizational operations will continuously improve their effectiveness as measured by identified KPIs.		
Baseline Data	This is a new process and the data is also tracked in the system starting this year. So no baseline data exists.	**Identify if goal is required based on state or federal requirements, or other guidelines**	Student Success and Instructional practices need a fully functional device (iPad/Laptop) for students at all times.

3 Year Performance Goal
By June 2026, all students devices that are reported to be not functional for instructional purposes will be replaced within twenty four hours of the time they are reported.

Annual Performance Goals	
Annual Performance Goal Year 1 (2023-24)	By June 2024, all students devices that are reported to be not functional for instructional purposes will be replaced within fourty eight hours (two days) of the time they are reported.
Annual Performance Goal Year 2 (2024-25)	By June 2025, all students devices that are reported to be not functional for instructional purposes will be replaced within fourty eight hours (two days) of the time they are reported.
Annual Performance Goal Year 3 (2025-26)	By June 2026, all students devices that are reported to be not functional for instructional purposes will be replaced within twenty four (one day) of the time they are reported.

Strategic Plan Strategies	
Strategic Plan Strategies- PRIMARY	S-OE-5-Systematically improve the quality of organizational operations
Strategic Plan Strategies- ADDITIONAL (OPTIONAL) -	S-OE-2-Provide high-performance learning and working environments that support Universal Design for Learning standards.

Action Steps			
Action Steps	**Timeline**	**Responsible & Accountable**	**Monitoring for Implementation**
This is a new process and we have designed a way that the process will include documentation of the time reported of the device issue for each student by a staff member. This data point will be used to track this goal.	Jul 2023 - June 2024	IS Leadership Team & Technology Services / Technician team	Asst. Supt will receive updates from direct reports

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IS will monitor and review the average time by building and for the district and do either fishbone analysis or time tracking analysis to identify efficiencies and tweak annual processes to improve turn around time of a student being setup with a fully functional device to ensure continuity of instruction.		July 2024 - June 2025	IS Leadership Team & Technology Services / Technician team	during 1:1 and team meetings

Progress Monitoring	
Strategic Plan Measures (Dropdown) - To determine if goal was achieved	M-OE-6- Information Services KPIs
Evidence of Progress toward Annual Goal (MOY)	**Results of Progress toward Annual Goal (EOY)**
Quarterly review of data from 2847 for Student Device issues - reporting category	Annual review of 2847 data for Student Device replacements category.

Goal #2	Implementation (includes all Data and System integrations necessary) of ALL digital resource adoptions (including new requests, modifications to existing resources, and new textbook adoptions) across the district supporting all students.	
Strategic Plan Goal Area	Operational Excellence	
Strategic Plan Performance Objectives	PO-OE-1-Organizational operations will continuously improve their effectiveness as measured by identified KPIs.	
Baseline Data	APS Implemented more than 65 different new and modified Digital resources across various curriculum in the past two years.	**Identify if goal is required based on state or federal requirements, or other guidelines**
3 Year Performance Goal		
By June, 2026, Information services will ensure the implementation of ALL new resources and moficiation to existing digital resources as identified and requested by the Department of Teaching and learning are completed on time as requested/scheduled.		
Annual Performance Goals		
Annual Performance Goal Year 1 (2023-24)	By August, 2024 - All idenfiied Digital resources (include new , modified and textbook adoptions) are completed on time/schedule.	
Annual Performance Goal Year 2 (2024-25)	By August, 2025 - All idenfiied Digital resources (include new , modified and textbook adoptions) are completed on time/schedule.	

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Annual Performance Goal Year 3 (2025-26)	By August, 2026 - All idenfiied Digital resources (include new , modified and textbook adoptions) are completed on time/schedule.

Strategic Plan Strategies

Strategic Plan Strategies- PRIMARY	S-SS-3-Provide learning opportunities in a variety of settings, times, and formats that include opportunities for students to align knowledge, skills, and personal interests with career and higher educational opportunities including internships and externships.
Strategic Plan Strategies- ADDITIONAL (OPTIONAL) -	S-OE-5-Systematically improve the quality of organizational operations

Action Steps

Action Steps	Timeline	Responsible & Accountable	Monitoring for Implementation
Identify and finalize all requests for new, modificaitons for digital content and textbook adoptions in the district by the end of third quarter of current school year.	March - 2024	IS and DTL Leadership Teams	Asst. Supt will receive updates from direct reports during 1:1 and team meetings
Identify and finalize all requests for new, modificaitons for digital content and textbook adoptions in the district by the end of third quarter of current school year.	March - 2025	IS and DTL Leadership Teams	
Identify and finalize all requests for new, modificaitons for digital content and textbook adoptions in the district by the end of third quarter of current school year.	March - 2026	IS and DTL Leadership Teams	

Progress Monitoring

Strategic Plan Measures (Dropdown) - To determine if goal was achieved	M-OE-6- Information Services KPIs

Evidence of Progress toward Annual Goal (MOY)	Results of Progress toward Annual Goal (EOY)
Quarterly review of new requests for the digital resources to ensure Technical requirements, data protection and implementation challenges.	Final list of adopted resources at the end of the third quarter by DTL and the list of final resources implemented on schedule for new school year by August.

Goal #3	Overall annual unscheduled downtime of all CORE Technology Services will be less than 0.01%
Strategic Plan Goal Area	Operational Excellence
Strategic Plan Performance Objectives	PO-OE-1-Organizational operations will continuously improve their effectiveness as measured by identified KPIs.

Baseline Data	The overall core services uptime is currently more than 98%. The down time include both scheduled and unscheduled down times.	Identify if goal is required based on state or federal requirements, or other guidelines	(Enter)

3 Year Performance Goal

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By June, 2026, Information services will ensure that the overall down time for CORE technology services that include three compoments will be less than 0.01%. The three CORE Technology Services include: 1. Communication platforms (Telecommunication and Email), 2. Network availability (Wired and Wireless) 3. Infrastructure Services (Single-Sign on for Myaccess and File Servers)

Annual Performance Goals

Annual Performance Goal Year 1 (2023-24)	By June 2024, IS will ensure that all the three identified Technology Service compoments will be up for atleast 99%
Annual Performance Goal Year 2 (2024-25)	By June 2025, IS will ensure that all the three identified Technology Service compoments will be up for atleast 99.5%
Annual Performance Goal Year 3 (2025-26)	By June 2026, IS will ensure that all the three identified Technology Service compoments will be up for atleast 99.9

Strategic Plan Strategies

Strategic Plan Strategies- PRIMARY	S-OE-2-Provide high-performance learning and working environments that support Universal Design for Learning standards.
Strategic Plan Strategies- ADDITIONAL (OPTIONAL) -	S-OE-5-Systematically improve the quality of organizational operations

Action Steps

Action Steps	Timeline	Responsible & Accountable	Monitoring for Implementation
Track the unscheduled times in 2847 System to ensure that we will be able to accurately report the overall down time for all three service components	Dec-23	IS Leadership	Asst. Supt will receive updates from direct reports during 1:1 and team meetings
Migrate key services to Cloud or SAAS model based services to ensure more focused support for the availablity of core services.	Jun-25	IS Leadership	

Progress Monitoring

Strategic Plan Measures (Dropdown) - To determine if goal was achieved	M-OE-6- Information Services KPIs

Evidence of Progress toward Annual Goal (MOY)	Results of Progress toward Annual Goal (EOY)
Quarterly downtime for the CORE Services as reported in 2847	Annual downtime for the CORE Services as reported in 2847

Goal #4	Overall annual unscheduled downtime of all CORE Information Systems will be less than 0.01%
Strategic Plan Goal Area	Operational Excellence
Strategic Plan Performance Objectives	PO-OE-1-Organizational operations will continuously improve their effectiveness as measured by identified KPIs.

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Baseline Data	The overall core services uptime is currently more than 98%. The down time include both scheduled and unscheduled down times.	Identify if goal is required based on state or federal requirements, or other guidelines	(Enter)

3 Year Performance Goal

By June, 2026, Information services will ensure that the overall down time for CORE Information systems that include three compoments will be less than 0.01%. The three CORE Technology Services include: 1. Student Information System (Synergy - All modules), 2. Learning Management System (Canvas - Instructure) 3. Business Management systems - Enterprise Resource Planning platform - STARS

Annual Performance Goals

Annual Performance Goal Year 1 (2023-24)	By June 2024, IS will ensure that all the three identified Technology Service compoments will be up for atleast 99%
Annual Performance Goal Year 2 (2024-25)	By June 2025, IS will ensure that all the three identified Technology Service compoments will be up for atleast 99.5%
Annual Performance Goal Year 3 (2025-26)	By June 2026, IS will ensure that all the three identified Technology Service compoments will be up for atleast 99.9%

Strategic Plan Strategies

Strategic Plan Strategies- PRIMARY	S-OE-5-Systematically improve the quality of organizational operations
Strategic Plan Strategies- ADDITIONAL (OPTIONAL) -	S-OE-4-Use long-term and systematic processes to ensure academics and operations are financially sustainable.

Action Steps

Action Steps	Timeline	Responsible & Accountable	Monitoring for Implementation
Track the unscheduled times in 2847 System to ensure that we will be able to accurately report the overall down time for all three service components	Dec-23	IS Leadership	Asst. Supt will receive updates from direct reports during 1:1 and team meetings
Migrate key services to Cloud or SAAS model based services to ensure more focused support for the availablity of core services.	Jun-25	IS Leadership	

Progress Monitoring

Strategic Plan Measures (Dropdown) - To determine if goal was achieved	M-OE-6- Information Services KPIs

Evidence of Progress toward Annual Goal (MOY)	Results of Progress toward Annual Goal (EOY)
Quarterly downtime for the CORE Services as reported in 2847	Annual downtime for the CORE Services as reported in 2847