

Information Services - Action Plan - SY 2025-26 - SY 2027-28
Business Officer: Andy Hawkins - 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-4-By 2030, APS technology systems and operational services will be functional and available for use by students, staff, and community 99.9% of the year.		
Baseline Data	2024-25 76% students devices that are reported to be not functional for instructional purposes were replaced within twenty four (one day) of the time they are reported.	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 2028, at least 90% 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.

Annual Performance Goals			
Annual Performance Goal Year 1 (2025-26)	By June 2026, at least 80% 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.		
Annual Performance Goal Year 2 (2026-27)	By June 2027, at least 85% 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.		
Annual Performance Goal Year 3 (2027-28)	By June 2028, at least 90% 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-4.1-Implement processes for the review and deployment of new instructional and operational technologies to ensure compatibility, effectiveness, and efficiency with APS business and instructional systems.		
Strategic Plan Strategies- ADDITIONAL (OPTIONAL) -	S-OE-4.3-Establish and improve processes to ensure students and staff have consistent and equitable access to instructional/information technology facilitating quality teaching and learning.		
Action Steps			
Action Steps	Timeline	Responsible & Accountable	Monitoring for Implementation
IS will enhance our service metrics by implementing a timestamp system for requests. This will accurately track the time elapsed from the reporting of an issue to the resolution, ensuring students are promptly provided with a working device.	Jul 2024 - June 2025	IS Leadership Team & Technology Services / Technician team	Asst. Supt will receive updates from direct reports during 1:1 and team meetings
IS will monitor and review the average time by building and for the district on a monthly basis 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	
Progress Monitoring			

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Strategic Plan - Measures - To determine if goal was achieved	LGI-OE-4.2-% of staff & student devices reported to be not functional for instructional purposes that are replaced within twenty-four hours of the time they are reported.	Strategic Plan - Key Performance Indicators	KPI-OE-4.2-% of student devices reported to be not functional for instructional purposes that are replaced within twenty-four hours of the time they are reported.
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-4-By 2030, APS technology systems and operational services will be functional and available for use by students, staff, and community 99.9% of the year.		
Baseline Data	2024-25 APS Implemented more than 400 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 August, 2028 - All identified Digital resources (include new , modified and textbook adoptions) are completed on time/schedule.

Annual Performance Goals	
Annual Performance Goal Year 1 (2025-26)	By August, 2026 - All identified Digital resources (include new , modified and textbook adoptions) are completed on time/schedule.
Annual Performance Goal Year 2 (2026-27)	By August, 2027 - All identified Digital resources (include new , modified and textbook adoptions) are completed on time/schedule.
Annual Performance Goal Year 3 (2027-28)	By August, 2028 - All identified Digital resources (include new , modified and textbook adoptions) are completed on time/schedule.
Strategic Plan Strategies	
Strategic Plan Strategies- PRIMARY	S-OE-4.1-Implement processes for the review and deployment of new instructional and operational technologies to ensure compatibility, effectiveness, and efficiency with APS business and instructional systems.
Strategic Plan Strategies- ADDITIONAL (OPTIONAL) -	S-OE-4.3-Establish and improve processes to ensure students and staff have consistent and equitable access to instructional/information technology facilitating quality teaching and learning.
Action Steps	

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Action Steps	Timeline	Responsible & Accountable	Monitoring for Implementation
Identify and finalize all requests for new, modifications 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	Asst. Supt will receive updates from direct reports during 1:1 and team meetings
Identify and finalize all requests for new, modifications 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	
Identify and finalize all requests for new, modifications for digital content and textbook adoptions in the district by the end of third quarter of current school year.	March - 2027	IS and DTL Leadership Teams	

Progress Monitoring

Strategic Plan - Measures - To determine if goal was achieved	LGI-OE-4.3-% digital resources from the Office of Academics that are implemented on-time as approved	Strategic Plan - Key Performance Indicators	KPI-OE-4.4-% of digital resources from the Office of Academics that are implemented on-time as requested/scheduled
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-4-By 2030, APS technology systems and operational services will be functional and available for use by students, staff, and community 99.9% of the year.		
Baseline Data	2024-25 - The overall core services uptime was 99.9% . The down time includes unscheduled down times. 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)	Identify if goal is required based on state or federal requirements, or other guidelines	(Enter)
3 Year Performance Goal			
By June 2028, IS will ensure that all the three identified Technology Service components will be up for at least 99.6%			

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Annual Performance Goals			
Annual Performance Goal Year 1 (2025-26)	By June 2026, IS will ensure that all the three identified Technology Service compoments will be up for at least 99.3%		
Annual Performance Goal Year 2 (2026-27)	By June 2027, IS will ensure that all the three identified Technology Service compoments will be up for at least 99.5%		
Annual Performance Goal Year 3 (2027-28)	By June 2028, IS will ensure that all the three identified Technology Service compoments will be up for at least 99.6%		
Strategic Plan Strategies			
Strategic Plan Strategies- PRIMARY	S-OE-4.2-Implement technology infrastructure plans to maintain and improve efficiency and effectiveness of operational and business systems and infrastructure of APS.		
Strategic Plan Strategies- ADDITIONAL (OPTIONAL) -	S-OE-4.3-Establish and improve processes to ensure students and staff have consistent and equitable access to instructional/information technology facilitating quality teaching and learning.		
Action Steps			
Action Steps	Timeline	Responsible & Accountable	Monitoring for Implementation
IS will individually track the down times for the following individual services: 1. Telecommunication Service 2. Email Services 3. Wired and Wireless - Intranet and Internet Services 4. Single Sign Services and 5. File Server Access. The final metric will be an agregation of the the mentioned service downtimes. Will monitor on a monthly basis to identify and implement operational efficiencies	Dec-24	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 availability of core services.	Jun-25	IS Leadership	
Progress Monitoring			
Strategic Plan - Measures - To determine if goal was achieved	LGI-OE-4.1-Up-time for core Technology Services	Strategic Plan - Key Performance Indicators	KPI-OE-4.1-% of up-time for core Technology services (Communication, Network, Infrastructure)
Evidence of Progress toward Annual Goal (MOY)		Results of Progress toward Annual Goal (EOY)	
Annual downtime for the CORE Services as reported individually and aggregatedly.		Annual downtime for the CORE Services as reported individually and aggregatedly.	

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-4-By 2030, APS technology systems and operational services will be functional and available for use by students, staff, and community 99.9% of the year.

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Baseline Data	2024-25 The overall core services uptime is currently more than 99.5%. The down time includes unscheduled down times.	Identify if goal is required based on state or federal requirements, or other guidelines	(Enter)
	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		
3 Year Performance Goal			
By June 2028, IS will ensure that all the three identified Technology Service compoments will be up for at least 99.5%			
Annual Performance Goals			
Annual Performance Goal Year 1 (2025-26)	By June 2026, IS will ensure that all the three identified Technology Service compoments will be up for at least 99.3%		
Annual Performance Goal Year 2 (2026-27)	By June 2027, IS will ensure that all the three identified Technology Service compoments will be up for at least 99.5%		
Annual Performance Goal Year 3 (2027-28)	By June 2028, IS will ensure that all the three identified Technology Service compoments will be up for at least 99.5%		
Strategic Plan Strategies			
Strategic Plan Strategies- PRIMARY	S-OE-4.2-Implement technology infrastructure plans to maintain and improve efficiency and effectiveness of operational and business systems and infrastructure of APS.		
Strategic Plan Strategies- ADDITIONAL (OPTIONAL) -	S-OE-4.1-Implement processes for the review and deployment of new instructional and operational technologies to ensure compatibility, effectiveness, and efficiency with APS business and instructional systems.		
Action Steps			
Action Steps	Timeline	Responsible & Accountable	Monitoring for Implementation
IS will individually track the down times for the following individual service. 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. The Call Type(Global Outage) and Service(Synergy, Canvas LMS and STARS) on tickets in 2847 will be used to measure downtime. The final metric will be an agregation of the the mentioned service downtimes. Will monitor on a monthly basis to identify and implement operational efficiencies.	Dec-24	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 - To determine if goal was achieved	LGI-OE-4.4-Up-time for core Information Systems	Strategic Plan - Key Performance Indicators	KPI-OE-4.5-% of up-time for core Information Systems services (Synergy, Canvas, STARS)
Evidence of Progress toward Annual Goal (MOY)		Results of Progress toward Annual Goal (EOY)	

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Quarterly downtime for the CORE Services as reported in 2847

Annual downtime for the CORE Services as reported in 2847