Office of Information Technology Services

Purpose: Administer and manage information and telecommunication systems, facilities, and services of the public school system in order to support its strategic goals.

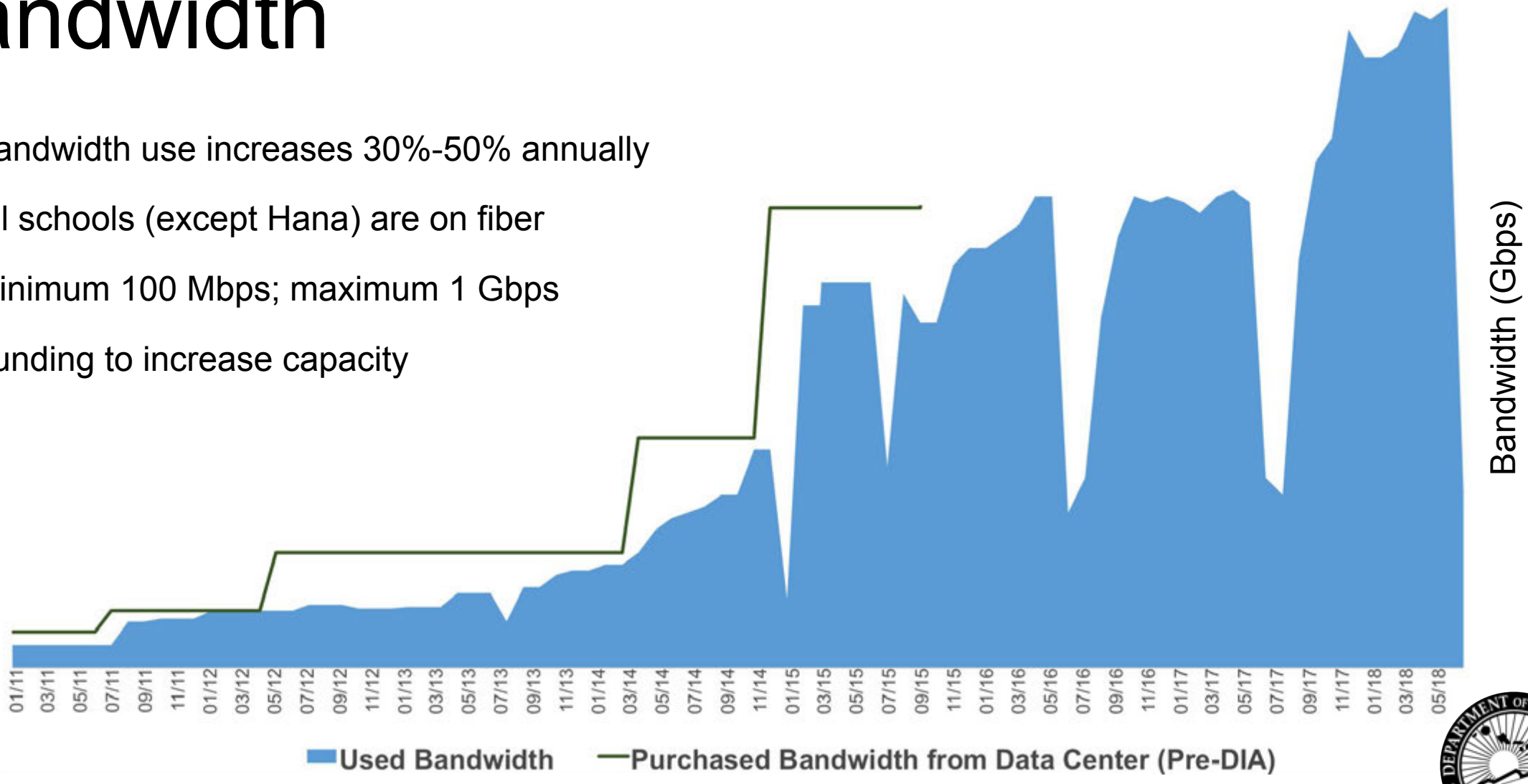
BROOK CONNER
ASSISTANT SUPERINTENDENT
& CHIEF TECHNOLOGY OFFICER

2018-19 deliverables

- Network Utilization
- Streamline Service Requests

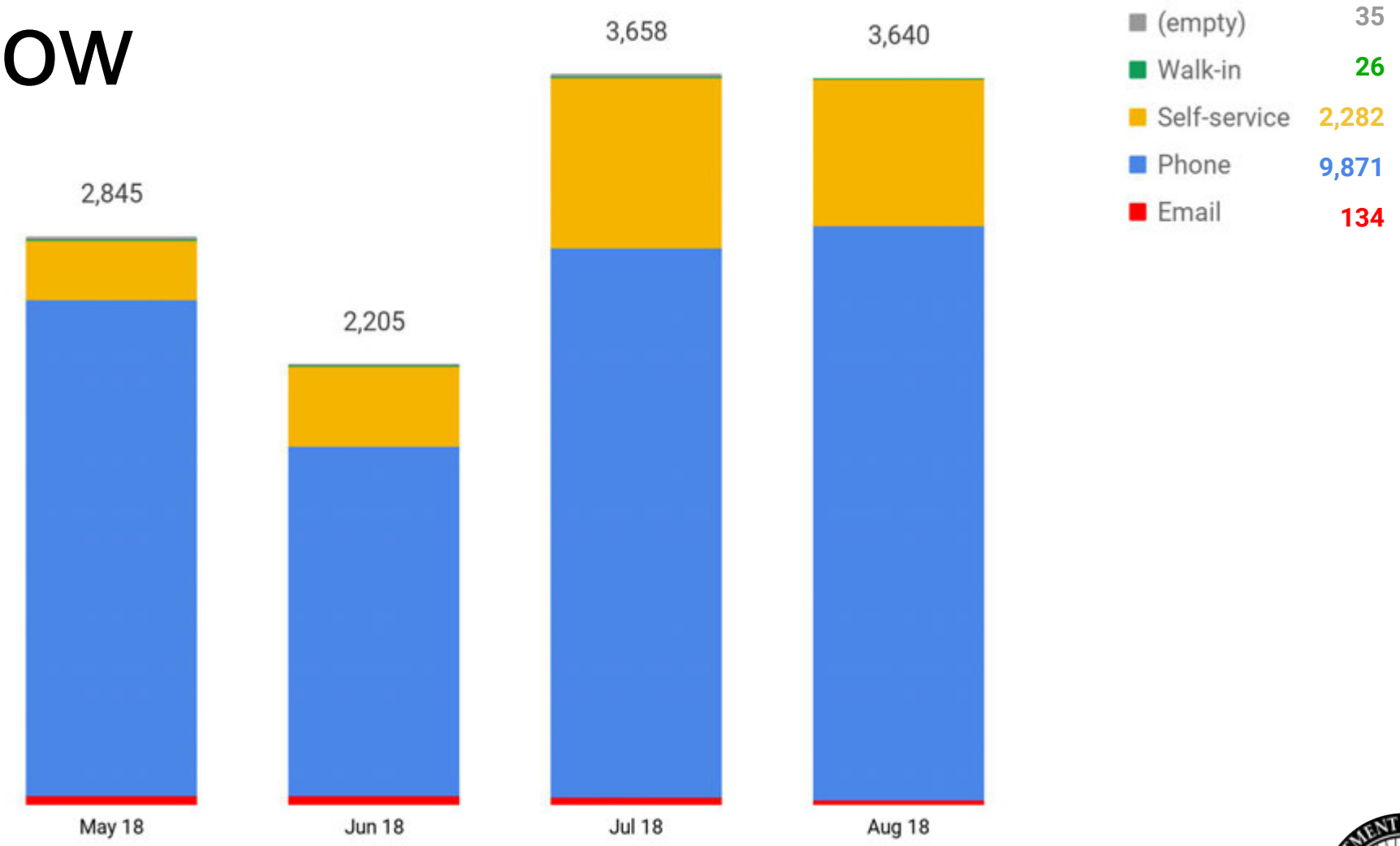
Bandwidth

- Bandwidth use increases 30%-50% annually
- All schools (except Hana) are on fiber
- Minimum 100 Mbps; maximum 1 Gbps
- Funding to increase capacity



ServiceNow

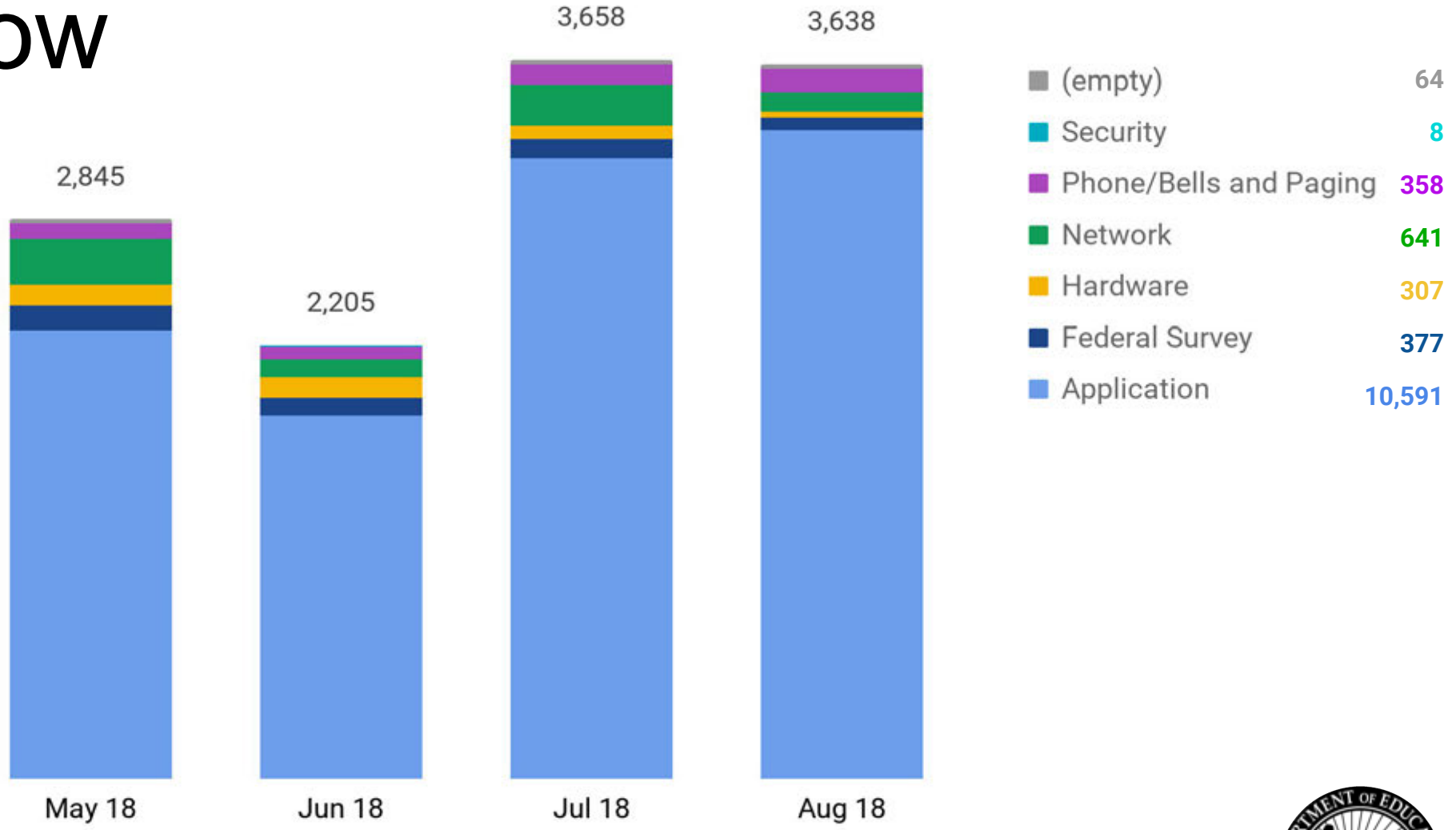
How we hear of a problem ...



Source: ServiceNow, data pulled on Aug. 13, 2018

ServiceNow

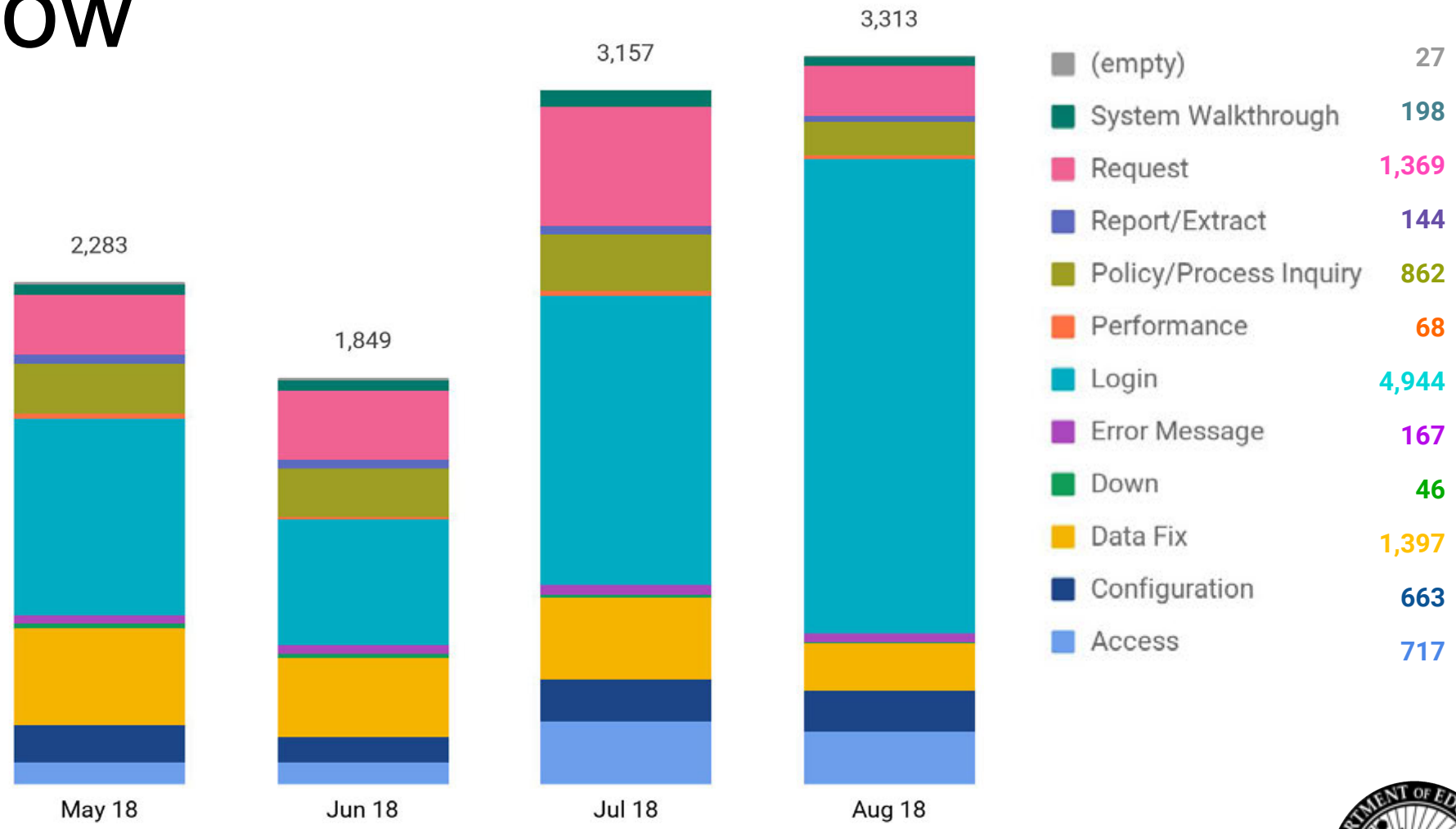
Analysis: What kinds of systems have problems ...



Source: ServiceNow, data pulled on Aug. 13, 2018

ServiceNow

Drill down on applications: Understanding the problem leads to solutions ...



Anticipated outcomes

- Enhance network capacity and infrastructure
- Increased self-service use of ServiceNow for faster and better service
- Use data to confirm priorities for technology investment