MASTER PLAN

IT Digital Transformation

2023 – 2024

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Course Group Number: 39002502

Purpose

The mission of the IT Department is to proactively provide current, sustainable, and resilient information technology needed to facilitate high-quality instruction, continuous improvement, and effective communication across District schools and departments. The IT Digital Transformation professional development provides training for multiple target audiences throughout the district.

The IT Digital Transformation professional learning and training program seeks to establish and implement digital transformation strategies and programs in alignment with the BCPS' strategic and technology plans. It provides a framework to monitor the district-wide implementation of IT professional development and resources linked to the defined desired outcomes, and measures fidelity of implementation in reaching those outcomes. The professional learning master plan will develop and deliver the training, adoption, and continuous improvement processes and functions of the IT Division. This will be accomplished by working together with BCPS leaders, tackling complex issues, managing relationships, and guaranteeing project timelines and deliverables are successfully achieved. Recognizing the varying levels of technological abilities, this master plan will ensure staff use a variety of instructional methods to deliver effective training and adoption of technology solutions.

SAP training is geared toward training site-based staff in the five SAP roles. IT security requires staff to be appointed by site-based administrators in these roles. Staff must be in the role and attend training to be granted administrative access to SAP. This training prepares the designee to successfully use the system to process Budget, HR, Finance, Payroll, and Procurement transactions.

SAP training also includes training for staff using SAP Success Factors for recruitment, screening and onboarding of new jobs/hires.

FOCUS training is geared towards training end users that use the Student Information System. This training prepares staff to successfully enter/edit student and teacher data, class schedules, attendance discipline, grades, run and analyze FTE reports, and submit DOE Surveys and Reports. In addition, training on teacher processes such as daily attendance, entering grades, creating interim reports and report cards, and other topics will be delivered to all instructional staff.

The FOCUS implementation will also consist of the Special Student Services System (SSS module) where training will be provided to staff who work with the Exceptional Student Education population. Training will integrate Special Education processes including 504, RTI, and all special student services with enrollment/registration, discipline, state reporting, and progress monitoring.

PITAC will be developing and delivering professional development on overarching IT Division technology solutions for programs and applications procured to develop all staff technology skills.

Needs Assessment

The tables on the following pages describe the Desired Outcomes for professional learning in support of each role associated with this Master Plan.

The Information & Technology Division conducts an annual technology needs assessment to gather data for use in upcoming projects. Principals are asked to work with school personnel to answer the questions so that the information gathered is used to plan multiple classroom technology enhancement projects throughout the school year. Training associated with project implementation is designed to meet the needs of all end users.

The Planning and Implementation functional team of the PITAC Department uses the PITAC Intake Form for new Procurement items which describes the end user's product and/or services needed, the target audience for the product or service, goals and objectives for the purchase, and training and support needs associated with implementation.

The Training, Adoption, and Continuous Improvement functional team of the PITAC Department will facilitate the training of newly adopted technology solutions and monitor the use of the technology solutions to ensure fidelity and continuous improvement.

SAP Training and Support: System updates and upgrades of the SAP system require updating of SAP training materials (HR, Payroll, Budget, Finance, and Procurement) which assist in determining revisions to previously delivered training.

FOCUS Student Information System (SIS) Use Case Meetings with specific Business Process Owners elicit information on how to configure the SIS system. The information is used to determine how the system will be configured and details the training content on which end users will need to successfully use the system.

Projects and Technology Training (PTT) is designed to foster professional growth and enhance job performance, aligning with the District's strategic plan for increased effectiveness. Future projects, which are part of the IT Digital Transformation Master Plan, will focus on innovative configurations, equipping end users with the skills necessary to navigate and lead in the evolving digital landscape.

Desired Outcomes and Performance Indicators

1.0 INDIVIDUAL – SAP Roles
1.1 Desired Outcome: Participant attends SAP training to maintain and continuously improve business processes with the District roles including Budget, HR, Finance, Payroll, and Procurement.

Performance Indicators			
Level 4	Level 3	Level 2	Level 1
Consistently implements the District Standards, policies, and procedures. Has built self-capacity to support their site without assistance from District staff. Continues to participate in training and attends monthly tech meetings to show continuous improvement in accordance with the Information Technology (IT) Strategic Plan.	Demonstrates proficiency in the named role and is aware of the application capabilities but does not utilize all tools. Continues to participate in training as SAP tools are introduced and updated. Attends monthly tech meetings, when applicable, to learn of technology updates and changes in practices. Still relies on the IT staff for assistance.	Is minimally aware of SAP processes and procedures. Participates in trainings to become familiar with the technology tools available.	New to District or SAP support role and has no knowledge of available tools and the District's policies and procedures.

Data Collection Plan: SAP Roles			
Level of Measurement	Instrument/Data Type	Frequency	Responsible for Collecting Data
1. Participants' Reactions	Attendance, sign-in sheets, class discussion	Throughout training	Trainer, Project Manager
2. Participants' Learning	Pre-and post-tests, practice in training environment	Throughout training	Trainer
3. Organizational Supports	IT Service Desk-Helix tickets	Continuous	IT Support
4. Participants' Practice	Follow-up, implementation activities	End of each training	Trainer, Project Manager
5. Student Outcomes	Survey data, appraisal data	End of each training	Trainer, Project Manager

2.0 INDIVIDUAL – SAP SuccessFactors/HR Recruitment

2.1 Desired Outcome: Participant attends SAP SuccessFactors training to maintain and continuously improve business processes within the District. Training includes Recruitment, Screening, and Onboarding of new jobs/hires.

Performance Indicators			
Level 4	Level 3	Level 2	Level 1
Consistently implements the District Standards, policies, and procedures. Has built self-capacity to support their site without assistance from District staff. Continues to participate in trainings and attend monthly tech meetings to show continuous improvement in accordance with Information Technology (IT) Strategic Plan.	Demonstrate proficiency in named role and is aware of the application capabilities but does not utilize all tools Continues to participate in training as SAP tools are introduced and updated. Attends monthly tech meetings, when applicable, to learn of technology updates and changes in practices. Still relies on the IT staff for assistance.	Is minimally aware of SAP processes and procedures. Participates in trainings to become familiar with the technology tools available.	New to District or SAP technology support role and has no knowledge of available tools and the District's policies and procedures.

Data Collection Plan: SAP Success Factors/HR Recruitment			
Level of Measurement	Instrument/Data Type	Frequency	Responsible for Collecting Data
1. Participants' Reactions	Attendance, sign-in sheets, class discussion	Throughout training	Trainer, Project Manager
2. Participants' Learning	Pre-and post-tests, practice in training environment	Throughout training	Trainer
3. Organizational Supports	IT Service Desk-Helix tickets	Continuous	IT Support
4. Participants' Practice	Follow-up, implementation activities	End of each training	Trainer, Project Manager
5. Student Outcomes	Survey data, appraisal data	End of each training	Trainer, Project Manager

3.0 INDIVIDUAL – FOCUS – End Users

3.1 Desired Outcome: Participant attends FOCUS training to maintain and continuously improve business processes within the District and to understand the Florida Department of Education's requirements.			
Performance Indicators			
Level 4	Level 3	Level 2	Level 1
Consistently implements FOCUS processes and procedures. Has built self-capacity to support their site without assistance from District staff. Continues to participate in trainings to show continuous improvement in accordance with the Information Technology (IT) Strategic Plan.	Demonstrates use of some of the available FOCUS processes and procedure, but does not utilize others. Continues to participate in training as FOCUS tools are introduced and updated. Attends trainings to learn of FOCUS updates and changes in practices.	Is minimally aware of FOCUS processes and procedures. Participates in trainings to become familiar with the technology tools available.	New to District, IMT/IMS or FOCUS technology support role and has no knowledge of available tools and FOCUS processes and procedures.

Data Collection Plan: FOCUS End Users			
Level of Measurement	Instrument/Data Type	Frequency	Responsible for Collecting Data
1. Participants' Reactions	Attendance, sign-in sheets, class discussion, surveys	Throughout training	Trainer, Project Manager
2. Participants' Learning	During in-person, HOT labs, live virtual, and/or asynchronous training learners will submit pre- and post-tests and practice in training environment, Helix tickets identifying specific learner problems	Throughout training, post training	Trainer and IT Service Desk
3. Organizational Supports	IT Service Desk-Helix tickets, IT Trainer/Adoption Specialist office hours, FOCUS Resource Hub	Continuous	IT Support
4. Participants' Practice	Follow-up, implementation	End of each training	Trainer, Project Manager
5. Student (Enduser) Outcomes	Survey data, appraisal data, view usage data in FOCUS	Continuous	Trainer, Project Manager

4.0 INDIVIDUAL – Projects and Technology Training (PTT)

4.1 Desired Outcome: Participants develop an understanding of overarching IT Division technology solutions for programs and applications procured to develop staff technology skills, professional

growth, and enhanced job performance.

		Performance Indicators		
Level 4	Level 3	Level 2	Level 1
Demonstrates proficiencies in the use of a variety of software applications pertinent to their job performance.

Significant understanding of and works with a variety of technologies deployed in the District. | Understands some software applications and can apply these skills into their job performance.

Continues to expand knowledge of other applications by taking classes or viewing online resources.

Uses District websites to locate technology resources. | Attempts to utilize available technology systems and has a desire to improve technology skills.

Starts to participate in classes to increase knowledge. | Limited understanding and use of District technologies.

Unaware of available technology resources. |

Data Collection Plan: Projects and Technology Training (PTT)			
Level of Measurement	Instrument/Data Type	Frequency	Responsible for Collecting Data
1. Participants' Reactions	Attendance, sign-in sheets, class discussion, surveys	Throughout training	Trainer, Project Manager
2. Participants' Learning	Pre-and post-tests, embedded formative & summative assessments, exit tickets, Helix tickets identifying specific learner problems	Throughout training	Trainer, Project Manager
3. Organizational Supports	IT Service Desk-Helix tickets, IT Trainer/Adoption Specialist office hours, FOCUS Resource Hub	Continuous	IT Support
4. Participants' Practice	Follow-up, implementation activities	End of each training	Trainer, Project Manager
5. Student (Enduser) Outcomes	Survey data, appraisal data, usage data	End of each training	Trainer, Project Manager

Evaluation Plan

Level 1. Participant Reactions

Audience	Mid-Year Evaluation	End-of-Year Evaluation
SAP Roles	Skills check during training Exit ticket	Skills check during training Exit ticket
SAP Success Factors/HR Recruitment	Skills check during training Exit ticket	Skills check during training Exit ticket
FOCUS End Users	Skills check during training Exit ticket	Skills check during training Exit ticket
Projects and Technology Training	Skills check during training Exit ticket	Skills check during training Exit ticket

Level 2. Participant Learning		
Audience	Mid-Year Evaluation	End-of-Year Evaluation
SAP Roles	LAB surveys Pre-and post-test Quiz Helix Tickets	LAB surveys Pre-and post-test Quiz Helix Tickets
SAP Success Factors/HR Recruitment	LAB surveys Pre-and post-test Quiz Helix Tickets	LAB surveys Pre-and post-test Quiz Helix Tickets
FOCUS End Users	LAB surveys Pre-and post-test Quiz Helix Tickets	LAB surveys Pre-and post-test Quiz Helix Tickets
Projects and Technology Training	LAB surveys Pre-and post-test Quiz Helix Tickets	LAB surveys Pre-and post-test Quiz Helix Tickets
Level 3. Organizational Support		
Audience	Mid-Year Evaluation	End-of-Year Evaluation
SAP Roles	Monthly training available IT Service desk-Helix ticket resolutions BMC reports	Monthly training available IT Service desk-Helix ticket resolutions BMC reports
SAP Success Factors/HR Recruitment	Monthly training available IT Service desk-Helix ticket resolutions BMC reports	Monthly training available IT Service desk-Helix ticket resolutions BMC reports
FOCUS End Users	Monthly training available IT Service desk-Helix ticket resolutions	Monthly training available IT Service desk-Helix ticket resolutions

	BMC reports IT Trainer/Adoption Specialist office hours Views of FOCUS Resource Hub	BMC reports IT Trainer/Adoption Specialist office hours Views of FOCUS Resource Hub
Projects and Technology Training	Monthly training available IT Service desk-Helix ticket resolutions BMC reports	Monthly training available IT Service desk-Helix ticket resolutions BMC reports

Level 4. Participants' Use of New Knowledge and Skills

Audience	Mid-Year Evaluation	End-of-Year Evaluation
SAP Roles	Analyze patterns of IT Service desk-Helix tickets BMC reports Review discussion boards	Analyze patterns of IT Service desk-Helix tickets BMC reports Review discussion boards
SAP Success Factors/HR Recruitment	Analyze patterns of IT Service desk-Helix tickets BMC reports Review discussion boards	Analyze patterns of IT Service desk-Helix tickets BMC reports Review discussion boards
FOCUS End Users	Analyze patterns of IT Service desk-Helix tickets BMC reports Review discussion boards	Analyze patterns of IT Service desk-Helix tickets BMC reports Review discussion boards
Projects and Technology Training	Analyze patterns of IT Service desk-Helix tickets BMC reports Review discussion boards	Analyze patterns of IT Service desk-Helix tickets BMC reports Review discussion boards

Level 5. Participant/Student Learning Outcomes

Level of Impact	Mid-Year Evaluation	End-of-Year Evaluation
SAP Roles/Participant	LAB surveys Pre-and post-test Quiz	LAB surveys Pre-and post-test Quiz
SAP Success Factors/HR Recruitment/Participant	LAB surveys Pre-and post-test Quiz	LAB surveys Pre-and post-test Quiz
FOCUS End Users/Participant	LAB surveys View usage data in FOCUS	LAB surveys View usage data in FOCUS
Projects and Technology Training/Participant	LAB surveys Pre-and post-test Quiz	LAB surveys Pre-and post-test Quiz