



MASTER PLAN

Technology Systems & Operations

2023-24

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DEPARTMENTS: Information Technology Division

BCPS has one of the nation's largest technology-rich networks. BCPS's network infrastructure touches every school and classroom to prepare staff and students for working in the 21st century. Hardware and software deployments are generally District-wide and according to BCPS Technology Standards.

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 Technology Systems & Operations program provides training for multiple target audiences throughout the District.

Tech/TLC training is geared toward training site-based support staff to maintain their sites according to BCPS standards and assists them in becoming self-sufficient. IT security requires that staff be appointed by site-based administrators in technology roles in the SAP Corporate Functions. Staff must be in the role and attend training to be granted administrative access to systems. Training prepares the designee to maintain the systems deployed at their site and to assist staff and students with the technology to increase student achievement as well as improve job performance.

SAP/BRITE training is geared toward training site-based staff in the five SAP roles. IT security requires that staff 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 toward training site based IMT/IMS/Guidance and Administrative staff that uses 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.

The vision of the IT department is to utilize technology to enable learning for all – any time, any place. Additional technology classes are offered for those who are not in designated roles but want to improve technology skills thereby enhancing their job performance or increasing their earning capacity. This training includes operating systems and productivity apps.

1. INDIVIDUAL –Technical Support Specialist/TLC

1.1. DESIRED OUTCOME: Participant maintains site’s technology systems utilizing the technology support tools in accordance with the District’s Standards, policies, and procedures.

LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1
<p>Consistently implements the District Standards, policies, and procedures.</p> <p>Has built self-capacity to support their site without assistance from District staff.</p> <p>Continues to participate in trainings and attend monthly TLC meetings to show continuous improvement in accordance with Information Technology (IT) Strategic Plan.</p>	<p>Demonstrates a use of some of the available tools but does not utilize others.</p> <p>Continues to participate in training as tools are introduced and updated.</p> <p>Attends monthly Tech meetings to learn of technology updates and changes in practices.</p> <p>Still relies on IT Staff for assistance.</p>	<p>Is minimally aware of available tools to maintain systems deployed at their site.</p> <p>Participates in trainings to become familiar with the technology tools available</p>	<p>New to District or technology support role and has no knowledge of available tools and the District’s policies and procedures.</p>

2. INDIVIDUAL – Corporate Function Assignments

2.1 DESIRED OUTCOME: Participant utilizes the technology support tools provided by the District to maintain the systems at their site based on their assigned roles. These roles include, but are not limited to, Server Admin, Parent link Administrator, SharePoint Controller, FileMaker Admin, Web Designee, etc.

LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1
<p>Consistently implements the District Standards, policies, and procedures.</p> <p>Has built self-capacity to support their site without assistance from District staff.</p> <p>Continues to participate in trainings and attend monthly tech meetings to show continuous improvement in accordance with Information Technology (IT) Strategic Plan.</p>	<p>Demonstrates use of some of the available tools but does not utilize others.</p> <p>Continues to participate in training as tools are introduced and updated.</p> <p>Attends monthly tech meetings, when applicable, to learn of technology updates and changes in practices.</p> <p>Still relies on the IT Staff for assistance.</p>	<p>Is minimally aware of available tools to maintain systems deployed at their site.</p> <p>Participates in trainings to become familiar with the technology tools available.</p>	<p>New to District or technology support role and has no knowledge of available tools and the District’s policies and procedures.</p>

3. INDIVIDUAL – SAP Roles

3.1 DESIRED OUTCOME: Participant attends SAP training to maintain and continuously improve business processes within the District. Roles include Budget, HR, Finance, Payroll and Procurement.

LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1
<p>Consistently implements the District Standards, policies, and procedures.</p> <p>Has built self-capacity to support their site without assistance from District staff.</p> <p>Continues to participate in trainings and attend monthly tech meetings to show continuous improvement in accordance with Information Technology (IT) Strategic Plan.</p>	<p>Demonstrates use of some of the available tools but does not utilize others.</p> <p>Continues to participate in training as SAP tools are introduced and updated.</p> <p>Attends monthly tech meetings, when applicable, to learn of technology updates and changes in practices.</p> <p>Still relies on the IT Staff for assistance.</p>	<p>Is minimally aware of SAP processes and procedures.</p> <p>Participates in trainings to become familiar with the technology tools available.</p>	<p>New to District or SAP support role and has no knowledge of available tools and the District’s policies and procedures.</p>

4. INDIVIDUAL – SAP Success Factors/HR Recruitment

4.1 DESIRED OUTCOME: Participant attends SAP training to maintain and continuously improve business processes within the District. Training includes recruitment, screening and onboarding of new jobs/hires.

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

5. INDIVIDUAL – FOCUS Technicians/Specialists and FTE Administrators

5.1 DESIRED OUTCOME: Participant attends FOCUS training to maintain and continuously improve business processes within the District and to understand the Department of Education’s requirements.

LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1
<p>Consistently implements the District Standards, policies, and procedures.</p> <p>Has built self-capacity to support their site without assistance from District staff.</p> <p>Continues to participate in trainings and attend monthly tech meetings to show continuous improvement in accordance with Information Technology (IT) Strategic Plan.</p>	<p>Demonstrates use of some of the available tools but does not utilize others.</p> <p>Continues to participate in FOCUS training as tools are introduced and updated.</p> <p>Attends monthly tech meetings, when applicable, to learn of technology updates and changes in practices.</p> <p>Still relies on the IT Staff for assistance.</p>	<p>Is minimally aware of FOCUS processes and procedures.</p> <p>Participates in trainings to become familiar with the technology tools available.</p>	<p>New to district, IMT/IMS or FOCUS Administrator and has no knowledge of available tools and the District’s policies and procedures or the requirements of the Department of Education.</p>

6. INDIVIDUAL – All Staff Technology Skills

6.1 DESIRED OUTCOME: Participants gain an understanding of technology skills to enhance their job performance, increasing a participant’s marketability thereby preparing for career advancement.

LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1
<p>Demonstrates proficiencies in the use of a variety of software applications pertinent to their job performance.</p> <p>Significant understanding of and works with a variety of technologies deployed in the District.</p>	<p>Understands some software applications and can apply these skills into their job performance.</p> <p>Continues to expand knowledge of other applications by taking classes or viewing online resources.</p> <p>Uses district websites to locate technology resources.</p>	<p>Attempts to utilize available technology systems and has a desire to improve technology skills.</p> <p>Starts to participate in classes to increase knowledge.</p>	<p>Limited understanding and use of District technologies.</p> <p>Unaware of available technology resources.</p>

Data Collection Plan

End Goal of plan: Participant is proficient in the use of technology tools and utilizes them in accordance with District Technology Standards and Technology Strategic Plan.

What type of data needs to be collected?	What sources of data will help the investigation?	Are the data available or do new data need to be collected?	Where are these data located?	Who will be responsible for collecting these data?	When will these data be collected?
Attendance	Sign-in sheets	Data available	LAB	Trainer/Program Managers	End of each course
Performance Improvement	LAB Surveys	Data available	LAB	Trainer/Program Managers	End of each course
	IT Surveys	Data available	MS Forms	Trainer/Program Managers	As needed
	Service Desk BMC Reports	Data available	BMC Reports	BMC Admin/ Program Managers	As needed

Area of Impact	Formative Measures	Summative Measures
Employee Performance	Survey Data Appraisal Data Follow-up/Implementation Activities	Survey Data Appraisal Data

Level 1. Participant Reactions

<u>Audience</u>	<u>Mid-Year Evaluation</u>	<u>End-of-Year Evaluation</u>
Tech/TLC	Skills Check in Class Discussions Exit Slips	Skills Check in Class Discussions Exit Slips
Corp Func Roles	Skills Check in Class Discussions Exit Slips	Skills Check in Class Discussions Exit Slips
SAP Roles	Skills Check in Class Discussions Exit Slips	Skills Check in Class Discussions Exit Slips
SAP HR	Skills Check in Class Discussions Exit Slips	Skills Check in Class Discussions Exit Slips
FOCUS	Skills Check in Class Discussions Exit Slips	Skills Check in Class Discussions Exit Slips
All Staff	Skills Check in Class Discussions Exit Slips	Skills Check in Class Discussions Exit Slips

Level 2. Participant Learning

<u>Audience</u>	<u>Mid-Year Evaluation</u>	<u>End-of-Year Evaluation</u>
Tech/TLC	LAB Surveys Pre-Post Test Quiz	LAB Surveys Pre-Post Test Quiz
Corp Func Roles	LAB Surveys Pre-Post Test Quiz	LAB Surveys Pre-Post Test Quiz
SAP Roles	LAB Surveys Pre-Post Test Quiz	LAB Surveys Pre-Post Test Quiz
SAP HR	LAB Surveys Pre-Post Test Quiz	LAB Surveys Pre-Post Test Quiz
FOCUS	LAB Surveys Pre-Post Test Quiz	LAB Surveys Pre-Post Test Quiz
All Staff	LAB Surveys Pre-Post Test Quiz	LAB Surveys Pre-Post Test Quiz

Level 3. Organizational Support

<u>Audience</u>	<u>Mid-Year Evaluation</u>	<u>End-of-Year Evaluation</u>
Tech/TLC	Monthly Training Calendars	Monthly Training Calendars
Corp Func Roles	Monthly Training Calendars	Monthly Training Calendars
SAP Roles	Monthly Training Calendars	Monthly Training Calendars
SAP HR	Monthly Training Calendars	Monthly Training Calendars
FOCUS	Monthly Training Calendars	Monthly Training Calendars
All Staff	Monthly Training Calendars	Monthly Training Calendars

Level 4. Participants' Use of New Knowledge and Skills

<u>Audience</u>	<u>Mid-Year Evaluation</u>	<u>End-of-Year Evaluation</u>
Tech/TLC	BMC Reports Review Discussion Boards	BMC Reports Review Discussion Boards
Corp Func Roles	BMC Reports Review Discussion Boards	BMC Reports Review Discussion Boards
SAP Roles	BMC Reports Review Discussion Boards	BMC Reports Review Discussion Boards
SAP HR	BMC Reports Review Discussion Boards	BMC Reports Review Discussion Boards
FOCUS	BMC Reports Review Discussion Boards	BMC Reports Review Discussion Boards
All Staff	N/A	N/A

Level 5. Student Learning Outcomes

<u>Level of Impact</u>	<u>Mid-Year Evaluation</u>	<u>End-of-Year Evaluation</u>
N/A	N/A	N/A

Master Plan Self-Assessment Tool

(For use by implementers of the Plan)

Please review the innovation configuration components, desired outcomes, and described behaviors. Identify for each desired outcome the level that most closely describes your current practice. Place an x in the box for the appropriate level.

Component 1 Desired Outcome 1.1	Component 2 Desired Outcome 2.1	Component 3 Desired Outcome 3.1	Component 4 Desired Outcome 4.1
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Level 4	Level 3	Level 2	Level 1	Level 4	Level 3	Level 2	Level 1	Level 4	Level 3	Level 2	Level 1	Level 4	Level 3	Level 2	Level 1
	X				X				X				X		

What do I need to move to the next level?

Offer qualifications and/or certifications.