

Information Technology

2021-22 Highlights & Accomplishments

Background

Our Livermore Valley Joint Unified School District's (LVJUSD) Information Technology (IT) Department is charged with maintaining and building technological systems, while pursuing new and innovative opportunities to work more effectively and efficiently. In addition, our Department continues to review instructional technology resources to enhance learning opportunities, support student learning, and provide staff with efficient, reliable tools.

Status

This year, one of our biggest challenges is supporting our one-to-one program. We gathered over 18,000 Chromebooks District-wide in July to prepare for distributing to our students in August. There were 3,000 devices identified as end-of-life or damaged beyond repair, with 600 awaiting repairs. We processed 14,475 (full diagnostics, updates, cleaning, scanned into inventory) for redistribution by site and grade level so that the end-of-life dates would last the assigned student for up to 6 years or until graduation.

Our Information Technology Department has responded to and resolved more than 11,300 Help Desk tickets, while maintaining a high level of customer satisfaction.

Our highest Help Desk request type by far was Chromebooks. We had 2,470 tickets related to distribution and repair of Chromebooks. That translates to 17% of all our Help Desk tickets for the year.

Below is a list of the highlights that our District has implemented or is currently implementing this school year.

Highlights

One-to-One Support

Prepared and distributed over 13,000 Chromebooks to support our student one-to-one program. This process entailed collecting over 18,000 Chromebooks over the summer so that we could conduct a District-wide inventory, clean, update, and sort each one based on end-of-life dates, plus those in need of repair. They were then organized by school site and grade level for distribution back to the sites. The inventories were uploaded into Destiny to ease the checkout process to each student.

Staff Laptop Refresh

In continuing with our computer refresh, we deployed over 130 laptops to replace laptops that were five years and older.

Network Upgrades / Security / Safety

Network Upgrades

Installed new data cabinets, cabling upgrades and cleanup as a part of an E-rate approved project.

Network Security

Added additional end point protection to help prevent ransomware and other attacks and notify us of any hacking attempts.

Additional training for staff on identifying and mitigating security incidents.

Security bulletins for teachers and staff to educate them on current security and scam alerts.

Expanded the use of Gaggle to all High Schools and Middle Schools to alert of us of any possible student crisis situations.

Applications

PowerSchool Additions

Setup document delivery for sending out Electronic Report Cards resulting in substantial savings in materials and reduction in required staff time. Added customizations and alerts for commonly needed student information.

JAMF

Implemented JAMF to assist in the management and support of Macs, iPads and District iPhones.

Classroom Management Platform

Piloted GoGuardian to evaluate the impact it has on assisting teachers and students with managing Chromebooks with curriculum. The feedback from teachers was outstanding! We plan to implement GoGuardian District-wide next school year.

Innovation & Communication

District Technology Committee

District Technology Committee chaired by Chief Technology Officer, Geoff Warner was tasked to review and contribute to the updated District Technology Plan. Our District Technology Committee, which includes administrators, teachers, classified staff and community members, is where the latest technology news and information is shared with the opportunity to voice concerns, provide feedback, and ask questions.

PowerSchool Training

Data Specialists continue to conduct voluntary bi-weekly trainings (Data Dives) for office staff to learn about maintaining accurate student data in PowerSchool. Some of the areas covered have been student enrollment and registration, electronic report cards, setting up courses, student alerts and attendance.

Student Help Desk

In partnership with Tri-Valley Regional Occupational Program (TVROP), high school students at Livermore High have participated in a pilot Student Help Desk. They have resolved over 160 Help Desk tickets mostly dealing with supporting the Chromebook one-to-one repairs.

Staff Help Desk

Customized the Help Desk to streamline support for our Human Resources Department with the required steps for new hires, long-term subs, contractors, and transfers.

Goals for 22-23

LVJUSD Technology Plan Update

Updated our District Technology Plan to incorporate current goals.

Network Connectivity Upgrades

Bandwidth upgrades from our school sites to our District Office.

Student Help Desk

In partnership with Tri-Valley Regional Occupational Program (TVROP), work on expanding our Student Help Desk program to additional sites.

Chromebook Refresh

Continue to refresh end-of-life Chromebooks District-wide that are not useable for testing and support our one-to-one program.

Network Security

Continue to update network security and training. Implement a Cybersecurity Response Plan to prepare us in the event of an incident.

PowerSchool

Implement a new Health module to condense required health information and tracking into one easy-to-access location for students.