

# INFORMATION TECHNOLOGY (IT) UPDATE

February 14, 2024

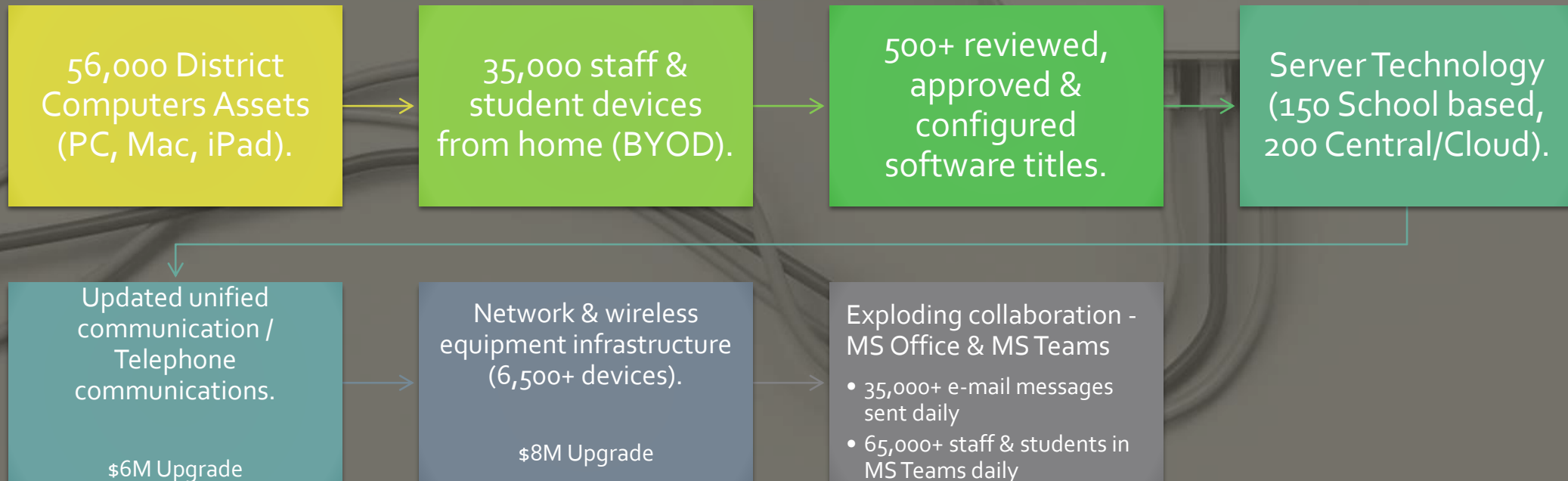
DESIGN

RESEARCH

B

A

# Technology Ecosystem – High Level



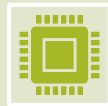
Technology as a  
“utility” supports all  
staff and students  
with having a  
positive learning  
experience!



Two decades of focused journey to deliver technology as a “utility.”



Technology serves all staff, students and departments – 90,000+ daily.



Technology is increasingly mission critical to daily operation of the District.



Reduce the number of lost learning opportunities due to technology failure.



Safe platform where students can make mistakes, learn and become well-rounded global digital citizens.



Information  
Technology (IT)  
Organization



Leader	IT Function	Staff
Caroline Wang	Client Services	26
Marvin Pinili	Infrastructure Delivery	10
Greg Sherart	Technology Solutions	9
Geoffrey Day	Application Services	14
Steve Stobbe	Cyber Security	7
Nasib Singh	IT Administration	4

# IT Goals, Objectives, Strategies, Tactics

Goal #1: IMS is a valued and engaged strategic partner in the Surrey Schools ecosystem.

Goal #2: Surrey Schools is protected against cyber threats and systems failures.

Goal #3: Surrey Schools recognizes significant savings and on-going efficiencies from its technology investment.

Goals updated through a formal process, Summer 2022.

Objectives, Strategies and Tactics are assembled and review yearly for each goal.

Approximately 60 Project initiatives identified each year across our six functional teams.

- IE: Replacement for FreshGrade software, establishing partnership with SpacesEDU by myBlueprint – link to CSL

# Learning by Design (LbD) Themes



Learning - Honours our diverse cultures and traditions. Inspired by individual passions, interests and connected to real-world experiences and challenges. Supported by all who work with, and for our students.



Structures - Time, physical space, access to information, and connection to community provide the flexibility to support powerful learning.



Tools - Tools that enable digital citizenship support access to information and demonstrations of learning. Tools to support learning extend beyond digital technologies.

# Business by Design (BbD)

## IT Themes & Efficiencies

### All schools:

- file servers being moved to cloud storage
- networks upgraded
- Unified Communications Telephone systems replaced

### Expanded usage of Teams

- Online staffrooms, hybrid/remote meetings, etc

### New surreyschools.ca and intranet (the hub)

- Improved performance, capability, integration with Office.com, enhanced search, etc.

### Leveraging Artificial Intelligence (AI) technology

- documentation, e-mail, scripts

### Enterprise Resource Planning (ERP)

- HR & Finance System replacement

### Enhanced cyber security measures

# IT Challenges

District enrollment growth

Increasing rate of technology change

Responsiveness to speed of change (fast / slow)

Inflation rate across technology sector

- Rising costs beyond average

Aging hardware & software

- Software patches not available for certain older models.

Staff and student safety

- Cyber protection, identity, awareness, education, etc



Further Cyber Security maturity initiatives.

Sustainable 3-4yr Computer replacement program for all staff.

Student Bring Your Own Device Initiative Grades 6 through 12.

Sustainable technology program for Grades K thru 5.

Parent Portal initiative (to augment CSL and SpacesEdu).

Data Driven Decision making improvements (PowerBI, etc).

Service Desk and Asset Management system replacement

Enhanced capability and resilience of Wide Area Network

- Internet connections

Planning for Artificial Intelligence (AI) across the organization

- Teaching, learning & business

# IT Strategic Planning



**QUESTIONS**

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