

Maine School Administrative District #75
Identify Necessary Technology & Coordinating with other Resources

“. . . a description of how the applicant will coordinate activities funded through the Ed Tech program with technology related activities supported with funds from other sources.”

Introduction. This document provides a description of Telecommunication and Technology services, hardware, software, and support staff provided by the District that may be coordinated to support technology related activities. All technology related projects must be coordinated through the District Technology Department to ensure supportability with existing infrastructure and technology standards.

Technology Budget. The District supports a \$1,061,397 technology budget representing 2.91% of the overall district budget (see [Appendix “District Technology Budget FY07-08”](#)). A detailed plan is approved to support the network and information system infrastructure replacement (see appendices [“Infrastructure Budget”](#) and [“Infrastructure Standards”](#)). A detailed plan and budget is approved to support the replacement of desktop computers across the district (see appendices [“Computer Replacement Plan”](#) and [“Computer Replacement Plan Budget”](#)).

Telecommunication Services. The District purchases contracted support of its telephone services. Staff members utilize telecommunication services to communicate with parents, community members, and organizations affiliated with the District. Cell phone and pager services offer critical communications support ensuring fast emergency response times during crisis.

Technology Services. The District offers a variety of technology services (see [Appendix “District Technology Services”](#)) at an enterprise level (services that are provided to all staff and students of the District), at a site level (services that are provided specific to a school or activity), and at the workstation level (services that are provided to individual computers). While some services are easily recognizable as necessary, others are required as background services that provide support.

Technology Hardware. The technology services are delivered by a variety of equipment (see [Appendix “Asset Counts”](#)) across a wide-area network that links the District Office, Buildings and Grounds, Transportation, and the eight schools that make up the District.

1. **Network Hardware.** The routers that guide the network traffic are Cisco 2500 series and 3600 series, which are no longer supported by Cisco and will continue to be replaced as resources become available. Additional routing services are provided by Hewlett-Packard ProCurve routable switches. The switches that distribute network traffic within each site are also primarily Hewlett-Packard ProCurve models (see [Appendix “Network Hardware Report”](#)).
2. **Servers.** The servers are primarily Dell PowerEdge models (see [Appendix “Server Report”](#)).
3. **Printers.** Networked printers are almost exclusively Hewlett-Packard and are distributed throughout each site to accommodate printing requirements (see [Appendix “Printer Report”](#)). A small number of specialized printers are in place to support specific functions.

4. **Workstations.** Workstations are a variety of Apple models mixed with primarily Dell computers (see [Appendix “Workstation Report”](#)). Establishing workstation standards is a Technology Department goal to facilitate expedient repair and maintenance and to reduce training requirements on Technology staff.

Technology Software. The technology services are delivered by a variety of software applications. While not all-inclusive, the major systems are presented below:

1. **Server Operating Systems.** Novell NetWare provides the majority of services to the District, managing user login, private and shared data storage, printing, and Active Directory, SQL Database support, web support, and many business and instructionally related applications. There is one Apple server in support of administering the Maine Learning Technology Initiative (MLTI) program at the Middle School.
2. **Workstation Operating Systems.** All workstations are supported by either Apple OS X or Windows XP Professional operating systems. The workstation operating systems provide additional functionality including Internet browsing and multimedia support.
3. **Server Security.** The district is using Websense Enterprise web filtering for Microsoft Internet Security and Acceleration server, a Cisco PIX firewall, and various other industry standard security and anti-virus systems. Servers are patched to the current vendor supplied security updates.
4. **School Information Systems.** The District is currently supporting two systems to report student progress and manage student and teacher information, Abante and SchoolMaster, respectively. Additionally, the Libraries use the software tool, Spectrum, to catalog and manage their library resources.
5. **Desktop Productivity Suites.** The District is currently supporting multiple desktop productivity suites. AppleWorks is supported to provide compatibility with legacy documents, and Microsoft Office is supported for most current document processing.

Technology Support Staff. This section covers the duties necessary to support the services, hardware, and software currently used in the District without respect to current resources.

1. **Director.** The role of the Technology Director is to serve as the chief advisor to the District Superintendent and the School Board in all technology matters concerning the District including policies and projects. The Director provides guidance for all technology projects sponsored by functional managers within the district. The position serves as the central manager of the technology staff, providing guidance and determining policy and procedures within department to direct efforts in support of District goals. The Director is responsible for planning and executing the Department’s budget as well as providing recommendations on technology purchases initiated outside the Technology Department to ensure they meet with desired goals and are able to integrate with the existing infrastructure.
2. **Server Manager.** The Server Manager is responsible for the maintenance and configuration of all servers supporting the District. Responsibilities include backup and recovery, service integrity, post office support for the e-mail repository, and other activities that ensure daily operation of services.
3. **Network Manager.** The Network Manager is responsible for the maintenance and configuration of all District owned network hardware across the wide area network

and communicates with the commercial service provider to re-establish failed links. The position also manages the static (fixed) Internet Protocol Addresses that are assigned to equipment as needed to avoid network address contention.

4. **Database Administrator.** The Database Administrator controls access to the data stored in various School Information Systems, designs and integrates systems as necessary, and ensures backups of data files and logs are maintained.
 5. **Help Desk Manager.** This position is responsible for managing the automated Help Desk, assigning work to and supervising the Customer Support Technicians, and analyzing the data to identify training requirements for District staff and technicians.
 6. **Customer Support Technicians.** The technicians respond to problems as they are submitted to the District HelpDesk system. They are responsible for resolving problems at the workstation and assisting with troubleshooting problems with the network or technology services. A goal of the Technology Department to provide equitable service across the District is to have a technician assigned to each site who can provide reliable, responsive support.
7. **Additional Positions.**
- a. **MLTI Project Manager.** This is position necessary to manage the State initiative where there is a potential for deploying over 1800 laptops in support of one-to-one computing. Duties of this position include inventory management of the laptops, chargers, and batteries, as well as the wireless base stations and switches provided by the state, hard drive image configuration management as local requirements are added to the image provided from the state, and responding to student and teacher issues that are outside the scope of general support.
 - b. **District WebMaster.** Because the District sponsors publicly accessible web pages it requires a position to manage the information published. Although the position is not required to be affiliated with the Technology Department, there are often benefits to their direct association. This position is responsible for ensuring compliance applicable regulations, pre-screening web pages before publication, and checking the content to ensure the documents are designed for efficiency and speed minimize their network bandwidth requirement.
 - c. **Technology Integrator.** This position is funded in the 2007-2008 school. This position will work with curriculum focus groups to define strategies for integrating technology into their curriculum and assist with effecting those goals. Additionally, the individual would serve as a mentor for teachers to provide training of the integration strategies and methods.