

INFORMATION SERVICES

2017-2018 LEADERSHIP

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DID YOU KNOW THAT DURING THE 2016-2017 SCHOOL YEAR:

MCOE PROGRAM SUPPORT

- Continued to work with departments on office moves and relocations in both the central office and program classrooms
- Deployed new Meeting Room Management software for the MCOE meeting rooms
- Continued staff development in all areas related to technology with a focus on the Microsoft Office suite and Aeries Student Information System
- Extended our backup solution to include off-site storage and increased the frequency of backups to allow for more flexibility in case of data loss or disaster
- Initiated review and testing of a centralized and secure log-in process for MCOE technology resources
- Upgraded the Filemaker Pro Server and hosted services for BTSA program
- Assembled a team to research refreshing the MCOE website look and feel, as well as the back-end technology that runs the website
- Created a mobile technology lab to accommodate any of the MCOE meeting spaces as a technology training facility
- Performed network upgrades at Marindale, upgrading the network switches to increase performance and reliability
- Worked with Special Education Local Plan Areas (SELPA) on developing new forms and database for forms and contract management

- Deployed all new mobile technology to Special Education teachers
 - Completed upgrades to the Walker Creek Ranch wireless system to new access points and a new wireless system
 - Continued efforts to transition to paperless processing of Purchase Orders, employee onboarding, Professional Expert Agreements, timesheets, and leave requests
 - Provided support staff professional development on data management and entry in Aeries Student Information System (SIS)
 - Continued efforts to provide program staff with technology training and support for integrating technology into their curriculum
 - Continued upgrading and provisioning at MCOE sites of our Enterprise Wireless systems
- COUNTYWIDE**
- Held Fourth (4th) Annual Marinovators event at the College of Marin on April 22, 2017. More than 1,000 people attended with over 60 exhibits presented
 - Continued to expand Disaster Recovery (DR) services with key services to be hosted on Cloud Storage sites to promote continual access to critical resources without data loss and with minimal down time
 - Continued countywide migration from AT&T Opteman Wide Area Network (WAN) services to a more efficient and cost effective solution - AT&T Switched Ethernet (ASE) services
 - Continued to evaluate countywide private fiber solutions for long-term flexibility and to support bandwidth growth over the coming years
 - Expanded collaboration between MCOE, districts, and partners (i.e. Autodesk, Maker Ed, Exploratorium, Microsoft, Google, Facebook - Oculus Rift, 3D Robotics, Marin General Hospital, Buck Institute for Aging, and Bay Area Science Festival)
 - Continued to provide technology support to three (3) Marin County rural school districts
 - Facilitated transition of Harris School Solutions acquisition of the QSS financial system

WORK IN PROGRESS FOR 2017-2018:

MCOE PROGRAM SUPPORT

- Expand our laptop and hardware inventory to Web Help Desk - Versions, system details and warranty
- Continue to support MCOE central office moves and classroom relocations
- Work on upgrades to our wireless system. Our Aerohive updates and site upgrades include software upgrades to the access points and controller software
- Continue student program teachers' technology returns and upgrades along with evaluation of upgrade needs
- Will be developing a new MCOE website in Blackboard that will contain a new look and feel as well as an updated structure
- Work with Marin's Community School in supporting the program redesign and new technology deployments

- Work with SELPA to integrate the Special Education Information System (SEIS) with Aeries SIS for exchanging student data
- Expand our core data center servers and storage to accommodate the expansion of services being utilized by employees
- Re-work website and other public accessible content to be ADA WCAG 2.0 AA compliant, per Office for Civil Rights (OCR) standards
- Expand training opportunities related to technology for all MCOE staff
- Continue to expand our Voice over Internet Protocol (VoIP) phone system to more of our program sites i.e. Grant Grover, Braun and Mag Park

COUNTYWIDE

- Deploy an employee self-service portal in QSS for employees to retrieve paystubs, review demographic information, access forms, etc.
- Provide leadership in new E-Rate standards and regulations for the coming year
- Roll out countywide access to Web Help Desk to district staff for Aeries and QSS support
- Continue to expand collaboration between MCOE, districts and partners (i.e. Autodesk, Maker Ed, Exploratorium, Microsoft, Google, Facebook - Oculus Rift, 3D Robotics, Marin General Hospital, Buck Institute for Aging, and Bay Area Science Festival)
- Continue work on the migration countywide from AT&T WAN services to ASE services, a more efficient and cost effective solution
- Provide leadership and support on website and content ADA compliance standards
- Continue to evaluate countywide private fiber solutions for long-term flexibility and to support bandwidth growth over the coming years
- Advance testing of our disaster recovery services OffSite Data Sync; creating a disaster recovery plan for procedures in the case of an emergency
- Archive old student data from the HP3000 QSS software to portable document format (PDF)
- Continue to facilitate transition of Harris School Solutions acquisition of the QSS financial system

DATES TO REMEMBER

Countywide Technology Committee Meetings

September 8, 2017	February 9, 2018
November 3, 2017	April 6, 2018

Aeries Marin Users Group Meeting

October 6, 2017	February 9, 2018
December 8, 2017	May 4, 2018

Data Processing Consortium Committee Meeting

July 26, 2017	September 27, 2017
August 23, 2017	October 25, 2017