

IT SERVICES

BOARD PRESENTATION
AUGUST 2025



WHO WE ARE



SIMONE LLORENS
EXECUTIVE ADMIN



JAIME SALINAS
SERVICE DESK



GEORGE HEMBREE
OPERATIONS SERVICES



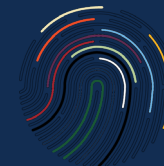
TIM DAVIS
APPLICATIONS



JOHN KRACHT
INFORMATION
SECURITY



TANEEKA HENDERSON
PROJECT MANAGEMENT
OFFICE (PMO)



YOUR IT SERVICES TEAM

LEFT TO RIGHT FRONT ROW:

Sharon Liu, Srivani Erukulla, Andre Jumonville, Simone Llorens, Monica Garcia, Sonho Dao, Richard Sanchez, Teeya Davis, Hicham Al-Hazbari, Taneeka Henderson

LEFT TO RIGHT SECOND ROW:

Tim Davis, Raechel Mozer, Cathy Oropeza, Jonathan Euceda, Jonathan Murillo, Christian Munguia, Syed Ali, John Kracht

LEFT TO RIGHT THIRD ROW:

Chris Hoesel, Steven Sanchez, Dustin Lognion, Shiraz Siddiqi, Robert Bell, Marcial Chavez, George Hembree
Not shown in photo: Jaime Salinas



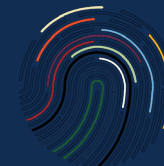


2025 CHILI COOKOFF

1st Place: Chili made by Andre Jumonville
1st Place: Dessert made by Raechel Mozer

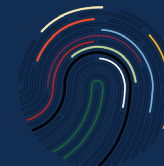
SERVICES AND PRODUCTS PROVIDED

- **IDENTITY MANAGEMENT:**
 - UserID's, Email Accounts, Permissions, and Role-Based Security Access Controls
- **LOCAL, WIDE-AREA, AND METRO-AREA NETWORKS**
 - Provide near real-time high bandwidth internet and data access services
- **FACILITY AND EVENT A/V SUPPORT:**
 - Audio-visual presentation, event, conference, and streaming support services
- **APPLICATION DEVELOPMENT AND SUPPORT:**
 - Building and integrating in-house as well as off the shelf applications, reports, and data structuring
- **DEDICATED ERP AND BUSINESS TECHNOLOGY FUNCTIONS SUPPORT:**
 - Business technology support maintaining, updating, and facilitating the function of the Enterprise Resource Planning Platform



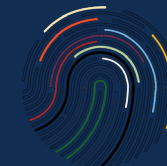
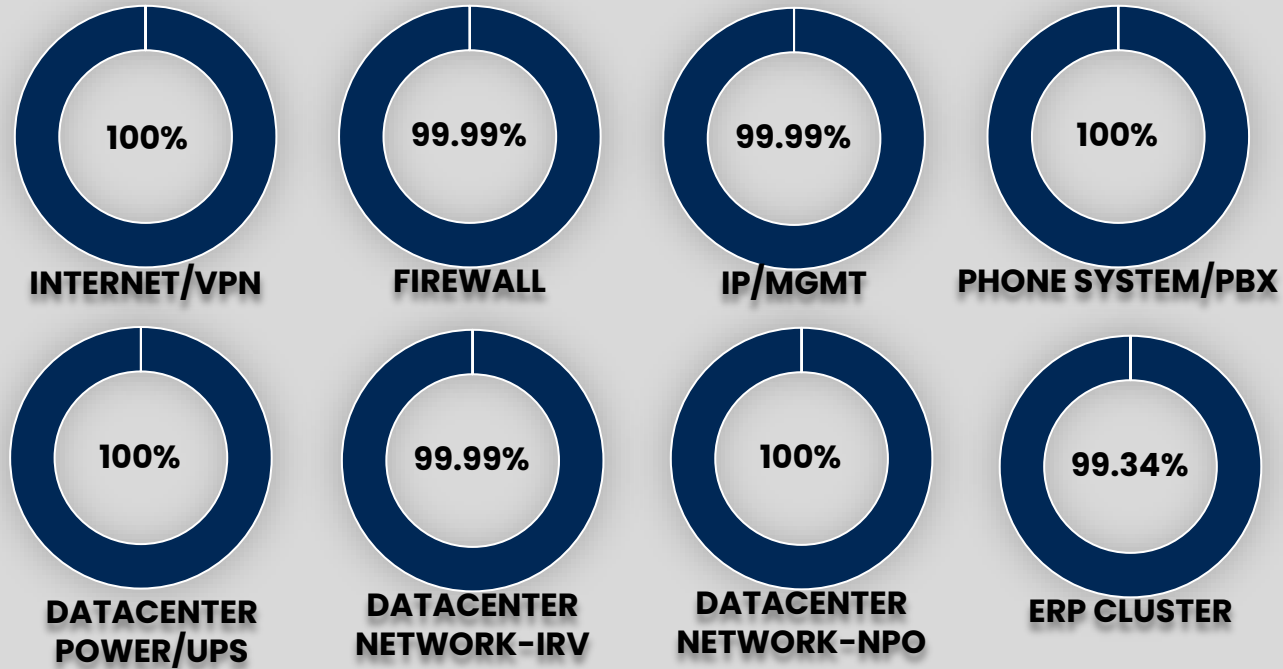
SERVICES AND PRODUCTS PROVIDED

- **DEDICATED LEARNING MANAGEMENT SYSTEM (LMS) SUPPORT:**
 - Support, build, and maintain the digital Learning Management System and provide guidance on content management
- **IN-HOUSE TECHNOLOGY TRAINING:**
 - Provide curated, subject matter expert end user training and original tech training content production
- **DEDICATED SERVICEDESK:**
 - Offering deskside, phone, Endpoint Management, and remote helpdesk support services
- **INFORMATION SECURITY:**
 - Managed by a dedicated InfoSec Officer in charge of data governance, intrusion prevention, data security, compliance, and new for this year; In-house AI capabilities development and safety
- **PROJECT MANAGEMENT OFFICE:**
 - Structured IT Project Management and Process Improvement using formalized PMI processes



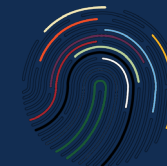
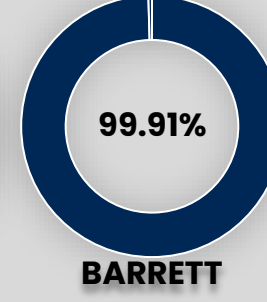
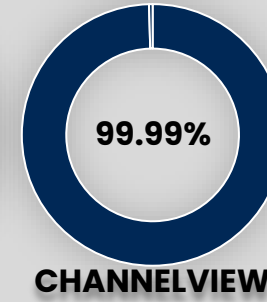
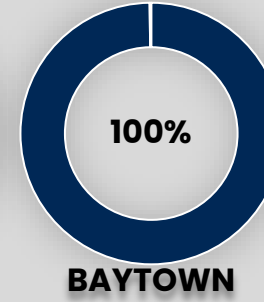
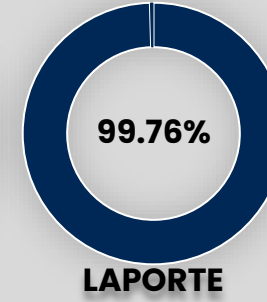
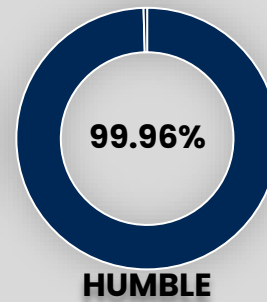
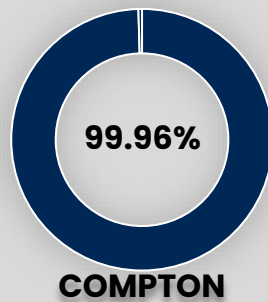
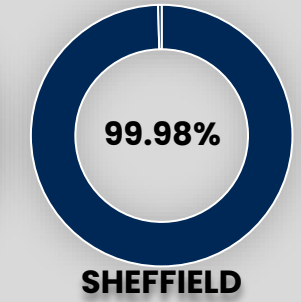
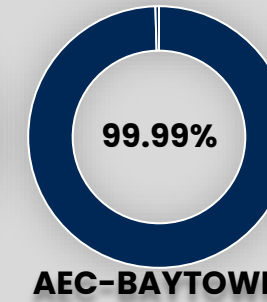
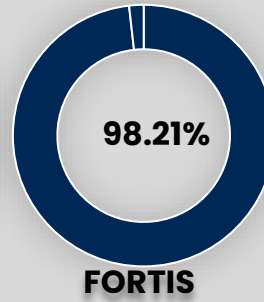
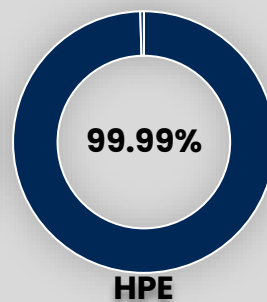
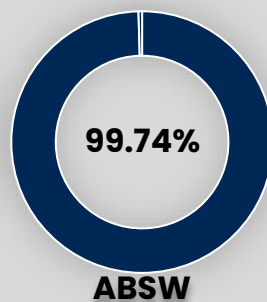
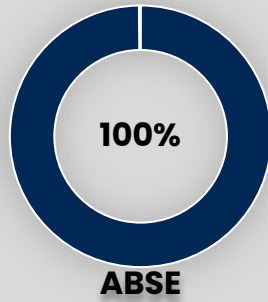
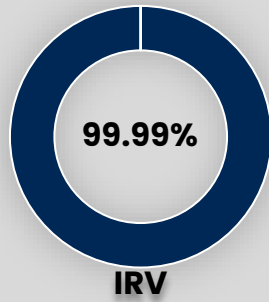
DATA HIGHLIGHTS

SERVICES OVERALL AVAILABILITY



DATA HIGHLIGHTS

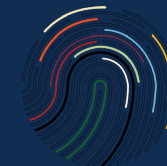
SITE OVERALL NETWORK UPTIME



DATA HIGHLIGHTS

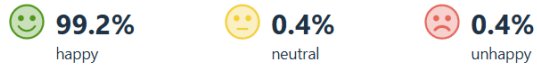
CLIENT SATISFACTION SURVEY

GENERAL SERVICES



DATA HIGHLIGHTS

INTERNAL POLLING UPON TICKET RESOLUTION



235 responses received

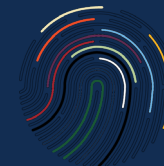
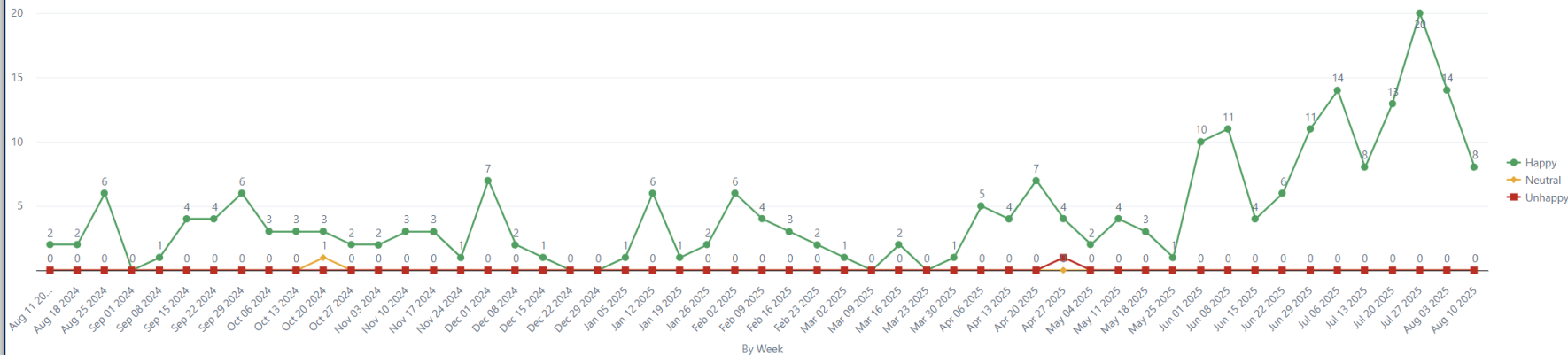
TICKETS LAST 365 DAYS
5865

RESPONSES RECEIVED
LAST 365 DAYS
235

TICKETS RESOLVED ON
FIRST CONTACT
(NO FURTHER
ESCALATION)
88.72%

Employee Satisfaction - Trend

Group By : By Week



KEY HIGHLIGHTS

- **MAJOR INFRASTRUCTURE PROJECTS COMPLETED:**
 - Campus 5G instant-failover redundancy eliminated unplanned outages due to provider failures
 - Upgraded core and edge network switching infrastructure at all sites with modular equipment
 - Upgraded compute capability with latest technology modular hyperconverged servers
 - Virtualization architecture migrated away from a costly and predatory pricing scheme
- **HOME-GROWN GENERATIVE AI SOLUTION PILOT PROGRAM:**
 - ISO-led science project to develop in-house AI tools and capability governed by an emphasis on data security and student safety
- **REQUEST TO ATTEND (RTA) AND DIGITAL WORKFLOW MANAGEMENT PLATFORM UPGRADES:**
 - Expected to complete by the end of the summer and in use by start of FY26
 - Modernized and refined travel request and reimbursement platform along with forms and workflow platform upgrades



KEY HIGHLIGHTS

- **FIRST YEAR PMO IMPLEMENTATION:**
 - Effective installation of new functional area with minimal disruption
 - Elevate IT communications and value to divisions and stakeholder with regimented and structured Project Management Methodologies
- **ENTERPRISE PHONE SYSTEM UPGRADE:**
 - Complete ground-up phone system upgrade completed in record time with substantial cost savings/avoidance by leveraging time-sensitive discounts
- **RESOURCE SCHEDULER/ROOM BOOKING SYSTEM UPGRADE:**
 - Replacement of the Meeting Room Manager system, apps, booking screens, and added functionality and integration with existing systems
 - Modernized and refined travel request and reimbursement platform along with forms and workflow platform upgrades



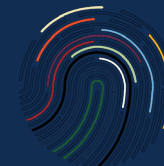
KEY HIGHLIGHTS

- **IMPLEMENTATION OF NEW EDUCATIONAL SUPPORT PLATFORM MODULES:**
 - **PowerSchool Schoology** replaces Blackboard Learn for Professional Development (PD) and provides a modern Learning Management System Platform (LMS)
 - **PowerSchool Performance Matters** improved functionality to Student Information System (SIS)
 - **PowerSchool Professional Learning** replaces Ungerboek for workshop development and (PD) functionality
 - **PowerSchool Perform (for teachers)** provides new workflows to newly-implemented performance evaluation platform, but customized for teacher performance evaluations
- **MAJOR UPGRADE TO HCDE'S ENTERPRISE RESOURCE PLATFORM**
 - Implemented a major version upgrade to the ERP system (Efinance Plus), and renaming to PowerSchool ERP



UPCOMING COMMITMENTS

- **PROJECT C.L.E.A.R. (CENTRALIZED LIFECYCLE EQUIPMENT ASSET RENEWAL)**
 - Aims to centralize all technology purchases such as computers for staff
 - Provide end-to-end device management and patch management
 - Standardize the computing experience and normalize a high-end experience for all staff
 - Provide comprehensive asset tracking and management
 - Leverage volume pricing and educational discounts at scale
 - Regular refresh intervals of 3,4, or 5 years



TRENDS

- **AI AND MACHINE LEARNING APPS:**

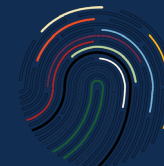
- You can't do anything or go anywhere without hearing about the AI hype-trend. Mainly a profit-center for corporations, there are certain useful features that can be leveraged to improve efficiency and productivity.
- These turn-key tools are often prohibitively expensive to deploy at scale, therefore school districts could look towards grants to help fund mass adoption, which is the ultimate goal of AI providers.
- AI Agents are easily built to automate tasks and write code.

- **LOWER CLOUD RELIANCE:**

- Where able and feasible, districts look towards reducing their cloud footprint and finding ways around subscription pricing models that rely on continuous (and increasing) funding levels.
- Finding ways to repatriate some data to on-premise datacenters or home-grown solutions becomes more and more feasible and preferable.

- **PROCESS AND DOCUMENTATION REFINEMENTS**

- Focusing on improving or refining existing processes and documentation



QUESTIONS?

