Technology Services Department

**ISO/ProMS – LOWER LEVEL OBJECTIVES**

The role of the Technology Services Department is to provide effective computer/application support and services in the areas of help desk, network support, telephone services, applications and central printing to achieve high level customer service.

The Technology Services Department acknowledges the need for documented and measurable departmental lower level objectives that support the District’s Strategic Plan, the Three Pillars, and Operational Expectations. Therefore, the Technology Services Department identifies the following departmental lower level objectives:

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| **Lower Level Objective 1** | Increase department’s efforts to provide accessibility and support on Zangle’s ParentConnection improve awareness and involvement regarding attendance, grades, and communication. |
| **Specific Support to Strategic Plan and/or Operational Expectation** | * Pillar II – Family and Community Engagement –
1. Develop meaningful opportunities that will empower parents to participate in their children’s education.
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| **Implementation** | * Ensure Zangle (Student Information System) is available 24/7 district-wide and via the public website.
* Ensure all schools sites have the proper training and support to keep data current and accurate.
* Partner with Family and Community Engagement Office and school sites in the implementation of Zangle’s Parent Connection.
* Monitor parent access by reporting by school sites.
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| **Measurement** | * Track number of parents accessing Zangle ParentConnection by school site.
* Report reporting results and analysis to Family and Community Engagement and Accountability Offices and determine additional needs/measurement to provide continue improvement.
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| **Desired Results** | Measureable increase in number of parent involvement and participation in their children’s education.  |

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| **Lower Level Objective 2** | To streamline the process of pulling “check holds” for Payroll Services for each pay period.. |
| **Specific Support to Strategic Plan and/or Operational Expectation** | * Pillar III - Organizational Transformation
1. Create a “no-excuses” culture that is focused on results and continuous improvement.
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| **Implementation** | * Ensure accurate and timely check delivery
* Create procedure in working with Payroll Services
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| **Measurement** | * Track the amount of time found in “check holds” for Payroll Services for each pay period.
* Identify and track the types of problems finding “check holds”.
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| **Desired Results** | Using the data collected develop a process to improve the efficiency and save time and money. |