Technology Services
Status Update
April 6, 2009
Where Are We?

• Arrival on July 1, 2008 to assess, recommend & fix technology infrastructure – Currently engaged for 8 months

• New Technical Network infrastructure

• New Non-Technical Process Improvements

• Long range forecast for continuous improvement

Let’s have a look.........
## Technical Accomplishments
### July 1, 2008 - Present

<table>
<thead>
<tr>
<th>TBNG Solutions:</th>
<th>Existing Infrastructure:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) New Microsoft Exchange Email Server</td>
<td>-Old Non Std. Email Server (died 3 days after cutover)</td>
</tr>
<tr>
<td>2) New Blackberry Server (45+ Users)</td>
<td>-Non-Existent</td>
</tr>
<tr>
<td>3) Created Help Desk (2000 Cases Closed)</td>
<td>-Email Acct/Web Form to ?</td>
</tr>
<tr>
<td>4) Installed (220+) Middle School Computers</td>
<td>-Replaced 9 to 12 yr. old Computers</td>
</tr>
<tr>
<td>5) Installed (3) New Computer Labs @WHHS</td>
<td>-Two 5 yr. &amp; one 9 yr. old CPU Labs</td>
</tr>
<tr>
<td>6) New Perimeter UTM Security (WHHS/Blake)</td>
<td>-Two Cisco Pix Firewalls</td>
</tr>
<tr>
<td>7) New AD Mgr. P/W Reset to Techs</td>
<td>-Email Process to Chg. PW to ?</td>
</tr>
<tr>
<td>8) Barracuda Mail Archiver</td>
<td>-Single Email Acct. used to copy all</td>
</tr>
<tr>
<td>9) VLAN Designs- 4 Locations</td>
<td>-Flat Networks</td>
</tr>
<tr>
<td>10) New Switch Upgrades (12+ Gig Switches)</td>
<td>-Old 10/100 Switches</td>
</tr>
<tr>
<td>11) Fiber Optic WAN Cutover (GBE Links)</td>
<td>-AT&amp;T Frame Relay 1.5MB links</td>
</tr>
<tr>
<td>12) VPN &amp; UTM @ WHHS Rink</td>
<td>-Sep. Unfiltered DSL Line</td>
</tr>
<tr>
<td>14) SSL VPN Access to Vendors for HVAC</td>
<td>-Non-Existent</td>
</tr>
<tr>
<td>15) Re-deploy Power School Test Server</td>
<td>-Non-Existent</td>
</tr>
<tr>
<td>16) Install new Finance Server for Quickbooks</td>
<td>-Non-Existent</td>
</tr>
<tr>
<td>17) Exchange OWA Security Certificates</td>
<td>-Non-Existent</td>
</tr>
<tr>
<td>18) Additional Structured Cabling – Molloy, SR, WHHS</td>
<td>-Improved on existing infrastructure</td>
</tr>
</tbody>
</table>
TBNG Technical Solutions

Technical

Prior to TBNG

TBNG 2008-Present

Scale: 1 to 5 as % of operational effectiveness

Prior to TBNG: 23.65
TBNG 2008-Present: 68.2
## Non-Technical Management Functions
### July 1, 2008 - Present

<table>
<thead>
<tr>
<th>TBNG Solutions:</th>
<th>Existing Infrastructure:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Hartford Toner Solution</td>
<td>-Expensive Repair/Refill at will</td>
</tr>
<tr>
<td>2) Budget Forecasts w/ Finance</td>
<td>-Decentralized Process</td>
</tr>
<tr>
<td>3) District Wide Inventory</td>
<td>-Unorganized Asset List</td>
</tr>
<tr>
<td>4) Power School Management</td>
<td>-Decentralized Process</td>
</tr>
<tr>
<td>5) Helpdesk Process – single POC</td>
<td>-Decentralized Process</td>
</tr>
<tr>
<td>7) Tech Services Office Space</td>
<td>-Non-Existent</td>
</tr>
<tr>
<td>8) Vendor Teaming – IKON &amp; Pitney</td>
<td>-New services effective Q1 2009</td>
</tr>
<tr>
<td>9) Document Networks &amp; Create SOP</td>
<td>-Non-Existent</td>
</tr>
<tr>
<td>10) Solution via SNAP (nurses)</td>
<td>-Individual Copies</td>
</tr>
</tbody>
</table>
TBNG Strategic Process

Non-Technical

Prior to TBNG

TBNG 2008-Present

Scale: 1 to 5 as % of operational effectiveness
# IT Spending Summary

<table>
<thead>
<tr>
<th>FYE Period</th>
<th>Hardware Software &amp; Equip. Purchases</th>
<th>Consulting Services</th>
<th>Communications Expense</th>
<th>Salaries*</th>
<th>Total Expenditures</th>
</tr>
</thead>
<tbody>
<tr>
<td>6/30/01</td>
<td>$100,680.14</td>
<td>N/A</td>
<td>N/A</td>
<td>$531,980.77</td>
<td>$632,660.91</td>
</tr>
<tr>
<td>6/30/02</td>
<td>$29,439.44</td>
<td>N/A</td>
<td>$62,405.64</td>
<td>$559,979.76</td>
<td>$651,824.84</td>
</tr>
<tr>
<td>6/30/03</td>
<td>$29,476.23</td>
<td>N/A</td>
<td>$81,408.29</td>
<td>$589,452.38</td>
<td>$700,336.90</td>
</tr>
<tr>
<td>6/30/04</td>
<td>$208,307.46</td>
<td>$184,930.88</td>
<td>$117,129.28</td>
<td>$620,476.19</td>
<td>$1,130,843.81</td>
</tr>
<tr>
<td>6/30/05</td>
<td>$298,017.38</td>
<td>$380,041.99</td>
<td>$46,844.10</td>
<td>$653,132.83</td>
<td>$1,378,036.30</td>
</tr>
<tr>
<td>6/30/06</td>
<td>$159,366.03</td>
<td>$251,106.90</td>
<td>$75,705.91</td>
<td>$687,508.24</td>
<td>$1,173,687.08</td>
</tr>
<tr>
<td>6/30/07</td>
<td>$205,207.17</td>
<td>$66,314.50</td>
<td>$85,053.93</td>
<td>$723,692.89</td>
<td>$1,080,268.49</td>
</tr>
<tr>
<td>6/30/08</td>
<td>$531,608.32</td>
<td>$48,740.92</td>
<td>$73,171.91</td>
<td>$761,781.99</td>
<td>$1,415,303.14</td>
</tr>
<tr>
<td>FYTD 02/09</td>
<td>$171,040.98</td>
<td>$196,203.95</td>
<td>$95,740.35</td>
<td>$429,868.01</td>
<td>$892,853.29</td>
</tr>
</tbody>
</table>

*Salary Expense based on cash compensation plus benefits (est. 40%); in FY 01-07 Salary Exp. Is based on 5% increases each Fiscal Year. FYTD 02/09 Salary expense adjusted for current Tech Team members

**All expense figures provided by BOE Finance Dept.
Engineering Time Analysis

Actual Consulting Hrs

- Total Hours from July 1, 2008 to March 31, 2009: **2447.75**
- Actual Hours Invoiced: **2191.25**
- Hours of Professional Courtesy: **256.50**
- 20% of time spent on Security Matters: **489.55**
- 15% of time spent on Non-Technical Matters: **367.16**
- 65% of time spent on Technical Matters: **1591.04**
Additional Savings:

- Removal of local ink jet printers - $34,840 per year  
  [$28/Cart*8 Cart/Mach*3Mach/Week*52Weeks/Year]
- Purchase Order Review with Finance for all IT expenses –  
  Example: $137,000 this year with removal of Destiny Software
- Provide Finance with at least 2 quotes for equipment pricing to  
  ensure lowest cost (if not state contract pricing)
- Upgraded internal HP switches with lifetime warranty where  
  possible.
Where Are We Going?

- Improve current help desk procedures with more phone support, centralized office space, online ticket tracking and better end user communications
- Implement better wireless security at HS via Cisco 4404 Controller
- Add redundant Email & PowerSchool servers to existing platform
- Implement centralized SNAP server for Nursing Department
- Implement SIF-type server for centralized student record entry points (works with PS and SNAP)
- Add Redundant head-end firewall for Active-Active high availability
- Develop a more comprehensive Network Usage Security Policy
Moving Forward

“I find the great thing in this world is, not so much where we stand, as in what direction we are moving.”

Johann Wolfgang von Goethe
German Playwright, Poet, Novelist and Dramatist
1749-1832