

Infrastructure, Service & Support

Goal: We will strive to ensure all staff, students and stakeholders have access to the latest technology tools, rich digital learning resources and infrastructure to help foster student success. Establishing and maintaining a stable and reliable internet service, access to high quality software programs and timely IT support for the entire RCCDSB community will be a top priority.

System:

- Provide reliable and secured wired and wireless internet access for all staff and students.
- By August 2022, 50% of school sites will be re-cabled and brought up to industry standards and by August 2023 all school cabling will be upgraded.
- Develop and implement a new re-greening staff and student policy/procedure.
- Continue to refine and promote our process for e-cycling for all outdated electronic devices to meet privacy, security and environmental standards.
- Reduction in duplication of technological purchases that perform similar functions.
- Develop a more efficient process to allow staff to reset SSO Passwords for students in order to save time and improve workflow.
- To improve workflow, IT will strive to support and optimize the user experience by focusing on high level customer service.
- All classrooms will have 65"-75" Smart TV that include the tools (i.e. Apple Tv, Chromecast, etc.) necessary to display student work.

Staff:

- Know how to access timely support for all Board software applications and programs (i.e. School Messenger, communication and collaboration tools, etc.)
- Well versed in IT support procedures (i.e. eBASE IT Tickets, Help Desk, etc.).
- Educational teaching staff will know and understand how to reset SSO passwords for their students should they want to expedite the process.
- Know how to easily find the necessary information about Software as a Service (SaaS) (i.e. Board subscriptions, software and programs for teaching and learning, etc.).
- Continue to leverage our cloud first and cloud ready approach.
- Effectively use and understand all aspects of our cloud identity.

Students:

- Know and understand how to access and navigate all RCCDSB software applications and programs
- Have easy access to IT support (i.e. Self-help guidance and overviews on My APPS page, through classroom teachers, Help Desk, etc.).
- IT support (i.e. getting assistance getting on the wifi, etc.) for students who fall under our RCCDSB BYOD Policy.
- Equitable access to chromebooks and charging stations for students from Grade 3 - 12.

- Stable and reliable connectivity/wifi access.

Key Deliverables:

- By August 2023 all schools will be recabled to comply with Ministry Standards
- Improved connectivity/wifi
- A new Re-greening Program will be developed and implemented
- The tech e-cycling program will be widely promoted and implemented to improve privacy, security and meet environmental standards
- The Learning & Technologies Committee will design a process for renewing and purchasing all digital tools, software and programs
- Develop a new workflow/procedure for SSO resets to maximize learning time.
- All classrooms will have SMART TVs installed to enhance the learning experience.