

PASADENA UNIFIED SCHOOL DISTRICT  
2022-2023 DEPARTMENT PLAN

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**Department Name:** ITS Operations

**Department Contact:** Albert Garcia

**Contact Email:** garcia.albert@pusd.us

**Contact Phone:** 626-720-2513

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### **Department Purpose**

*What does the department do?*

Ensure the reliable operation and availability of the District Network and Systems. Ensure the safety and security of the District Network and Systems. Provide technical support services for all school sites, staff, and students both on site and remotely.

### **Department Services**

*What is a general list of services that your department provides?*

#### Network Infrastructure

- Physical and wireless network
- Network security
- Content filtering
- Phones
- Physical network cabling
- Surveillance systems

#### Systems Infrastructure

- Server infrastructure
- Systems security

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- Collaboration systems
- Identity management
- Google workspace
- Application integrations

Helpdesk

- Service desk systems
- Level 1 and 2 technical support
- Quotes for end user equipment
- Distribution of technical work orders
- Mobile device management

Field Site Technical Support

- Computer repair and maintenance
- School site support
- Curbside support
- Printer setups
- Application installation and configuration

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**Total Department Budget**

*What is your department's total budget?*

The total department budget is N/A.

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**Prior Year Reflection**

*This section of the department plan reviews the intent of prior department plans and the successes/challenges encountered while implementing the planned actions. This portion of the plan summarizes key learnings that inform the planning for the current year.*

**Prior Year Intended Outcomes**

*What did your department plan set out to achieve during the prior year?*

**Prior Year Achievement**

*Did the department achieve what it had outlined? How do you know?*

**Prior Year Successes, Challenges, and Learnings**

*What successes, challenges, and learnings should be highlighted from the prior year?*

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**Current Year Priorities**

*This section of the department plan provides a summary of the identified needs that are prioritized for informing the department plan's actions for the current year.*

**Data and Information Used for Plan Development**

*What data did you consider when developing this plan?*

Service desk system reporting data

**Stakeholder Engagement/Input**

*What stakeholder engagement or information was used to inform this plan?*

We look at staff/student written and verbal feedback

**Key Data Findings/Information for This Plan**

*Based on data analysis and stakeholder information, what key data findings are considered in the development of this plan?*

There is large number of new challenges that is changing the way we provide support to staff and students

**Current Plan Priorities**

*Based on the key data findings, what needs emerged from your Department's root cause analysis, and which of these needs are given priority for this planning cycle?*

The is a major need to continue to develop systems that support a hybrid work and learning environment

Provide tools to increase effectiveness of the learning and opeational enviornments

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**Current Year Planned Actions and Metrics**

*This section of the department plan provides a summary of the planned actions that address the identified priorities based on data analysis and stakeholder input. Metrics associated with monitoring and/or evaluating the effectiveness of the planned actions are summarized in this section.*

*What action could you take to address the identified needs of your department?*

*What would you be able to monitor throughout the year (quarterly or more than twice per year) to know that your actions are creating a change?*

**Theory Of Action**

**If we...** Replace legacy phone devices

**then...**

**which will...** Modern phone devices

**If we...** Increase system automation

**then...**

**which will...** Reduce Service Completion Times

**If we...** Replace legacy on premise device management system with a cloud based solution

**then...**

**which will...** Remote device configuration

**If we...** Provide staff with laptops

**then...**

**which will...** Staff device refresh

**Priority 1: Modern phone devices**

[Action 1]

Replace legacy phone devices

Metrics

a.

**Priority 2: Reduce Service Completion Times**

[Action 1]

Increase system automation

Metrics

a. Completion of end user service time reduction through service desk reporting data

**Priority 3: Remote device configuration**

[Action 1]

Replace legacy on premise device management system with a cloud based solution

Metrics

a.

**Priority 4: Staff device refresh**

[Action 1]

Provide staff with laptops

Metrics

a.