
Indicators of Digital Readiness

Indicator	Adequate Support and Services for Digital Learning
Element	Technology Support and Services
Priority Level	P2
Organizational Level	District

Description of the Indicator

A sufficient organization of technology needs to be in place to effectively support, transform a digital learning environment to reduce work space issues. Based on the process and service level agreements the district has designed and implemented Support Organization must be staffed adequately.

Why is this indicator important?

Timely support and understanding the stakeholders' needs is the difference between success and failure to maintaining the desired digital environment to meet the district's educational and operational needs, objectives and long-range vision. To assure such success, adequate staffing of the Support Organization is vital.

Indicator Rubric

Insufficient Evidence of Implementation (0 Points)	<ul style="list-style-type: none">• The Support Organization is not inclusive as outlined below
Foundational Stage of Implementation (2 Points)	<ul style="list-style-type: none">• The Support Organization has met and has begun formulating an annual action plan for support
Achieving Success in Implementation (4 Points)	Evidence is provided for all previous rubric levels, as well as: <ul style="list-style-type: none">• The Support Organization has scheduled meetings for review and implementation of the action plan
Exemplary Success in Implementation (6 Points)	Evidence is provided for all previous rubric levels, as well as: <ul style="list-style-type: none">• A Support Organization has completed an action plan

Who in the school/district should lead and be involved with this indicator?

- District Administration
- Buildings and Grounds
- Technology Leader
- IT Personnel

How to execute the indicator

Staffing levels can vary widely depending on many moving parts, including: the established support process, service level agreements, the number of people supported, the number of devices in district, the network infrastructure, the backend systems, age of all technologies, repairs addressed internally as opposed to outside entities, responsibilities for technologies such as copiers, surveillance, and physical building maintenance and security.

There is no “one-size” fits all plan to model what staffing levels should be based on these varying criteria; however, having enough staff to address these criteria is crucial. As general method of determining staffing levels, districts can begin by:

- Have a solid understanding of the service level agreement (SLA) for equipment and services.
- Timeline for support process
- Identify areas of strengths/needs as it relates to meeting SLAs
- Establish and annually review the Support Organizational chart to assure staffing is adequately meeting existing SLAs and ever-changing technology demands
- Review/adjust SLAs if staff augmentation is not possible

Evidence to submit for successful execution of this action

In an effort to best determine adequate staffing and support, the evaluation committee will need an overall sense of the environment. Please include:

- Network Diagram (includes number of buildings supported)
- Power Plan
 - Auxiliary power
 - Charging stations
 - Building circuit capacity
- Work order tracking system building and technology
- Systems implemented
 - Financial
 - Email
 - File/Print
 - Applications
 - Learning Management System
- Software used to administer/manage the network and system infrastructure
- An overview of technology inventory, including:
 - Device models/quantities of all educational, administrative and support staff (i.e. 500, 2013 11" MacBook Airs for all students; 100, 2013 13" MacBook Airs for teachers; etc...)
 - Number of physical/virtual servers
 - Number of Network closets
 - Wireless Network information (Technology used, how many APs, age of network, Floorplans of school or schools showing AP locations)
 - Wireless Network Active Site Survey Report (this should be performed by an organization that is Certified under the CWNP Program (Certified Wireless Network Professionals))
- Organization chart (includes total number of employees in Support Organization)
- Job Descriptions of Support Organization

Resources schools can use to complete this action successfully

- [COSN Report: Building an Effective District Technology Team](#)
- [NJ Trax \(Inventory\)](#)

Certified Schools Exemplars

1. [Grenloch Terrace Early Childhood Center, Washington Township, 2018 Bronze Certified](#)

The district has 4 educational technology specialists that work full time with staff. Two are primarily dedicated to the elementary schools, one for the middle schools, and one for the high school.

With all the technology specialists, teachers have easy access to professional development within the school day. Integrated technology is of high importance that technology specialist are constantly providing the teachers and administration with updates and new ideas regarding software.

The network systems are updated on a regular basis. Computers, iPads and other equipment and its issues are handled by the HELP desk.