



imd connection

August
2008

A PUBLICATION OF THE GCPS INFORMATION MANAGEMENT DIVISION
SUPPORTING INSTRUCTION AND ADMINISTRATION THROUGH TECHNOLOGY

Welcome Back to School!

As the school year begins, the Information Management Division is proudly bringing major technology improvements to the school district, some of which are detailed on page 8, "The District by the Numbers 2008". This past year has seen amazing growth in the field of educational technology, and Gwinnett leads the southeast in our processes and resources.

Our goal, to "meet the continuing and changing demand for essential information through technological systems and processes to support effective performance and desired results" is more than just words... it reflects all aspects of our division's activities.

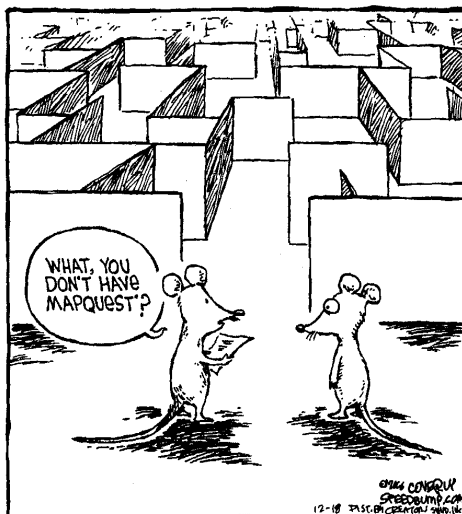
From Lotus Notes databases to data reporting tools, from GCPS-TV broadcasts to Media Center resources, from telephone systems to data backups, and from classroom technology implementation to outstanding customer support, our division continues to partner with schools and central offices to put technology in the hands of students and staff members.

Enjoy the new school year!

Scott Futrell, GCPS Chief Information Officer

Quick Facts!

Prior to school opening on August 11, a total of 109,985 students were set up for network use by the LAN Operations Team! That was 27,322 elementary students, 35,956 middle school students, 46,622 high school students, and 850 special entity student usernames and passwords!



In this Issue

Welcome Back to School!	1
World-Class Customer Service and Support	2
Calendar News & Notes	2
GCPS TV News & Notes	3
The District by the Numbers 2008	4
Online World News	4

World-Class Customer Service & Support

The Customer Service & Support (CS&S) team is dedicated to delivering a customer-focused experience while empowering GCPS employees to maximize the use of information technology.

Our mission is to provide high quality, timely, effective, and courteous support solutions to our customers, giving them the resources to deliver a world-class education. As a result, our team specializes in the critical software applications used by school personnel such as SASI, Go Portal, IEP.Online, Elements, Successmaker, and Peoplesoft. CS&S provides expertise on a variety of different hardware components, from computers and monitors to adaptive technology and output devices.

CS&S also supports internal and external users of the eRecruit application, used by existing or potential GCPS staff members. The team's support structure reaches throughout the district, supporting local schools, central office facilities, and the Instructional Support Center.

CS&S strives to be the initial point of contact to those requesting services from the Information Management Division. A customer-focused experience is only a phone call away!



Ken McClung, Director of Customer Service & Support

Pictured below are (L-R): Theresa Moore, Tara Ward, Carolyn Grimes, Ruthann Figlestahler, Wendy Ferguson, Sandra Choates, Jade West, Harold Bamberg.



Pictured to the right are (Back row from left to right): Matt Seritt, Scott McIntyre, Craig Myers, Robert Davis, Don Howell, Jon Wilson, Paul Stanow; (Front row from left to right): Ed Garner, Mike Long, Michael Lewis, Charlie Caldwell, Lindy Brotherton.

Quick Facts! Last year, CS&S...

- Created more than 30,000 help desk requests
- Averaged more than 600 requests per week
- Handled 5,000 telephone calls requesting assistance per month and more than 200 calls per day



Not pictured are Theresa Konick, Bill Stillwell, and Mike Sumrell.

Calendar News and Notes

August 2008

- 19th - Media Specialists Inservice
- 26th - LSTC Fall Conference
- 27th - TST Inservice

September 2008

- 1st - Labor Day Holiday
- 16th - Media Clerks Conference
- 17th - ES SASI Roundtable (Groups C & D)
- 18th - ES SASI Roundtable (Groups A & B)
- 24th - MS SASI Roundtable
- 25th - HS SASI Roundtable





GCPS TV News & Notes

A New School Year... New Accomplishments!

Many thanks to the team of Broadcast & Distance Learning staff who worked diligently all summer long to retrofit and equip new and existing schools with the latest in AV & broadcast technology. Team members successfully completed 7 school upgrades, set up broadcast studios for 6 new schools, and coordinated classroom retrofits with ceiling video/data projectors for 15 new and existing schools—that's nearly 1,000 classrooms! In addition, a complete re-cabing of 5 school buildings for closed-circuit capabilities was accomplished before summer's end.



parentvision: teen issues for concerned parents

Parentvision premieres this September on GCPS TV. This new series of programs, hosted by Collins Hill HS counselor and graduation coach Margaret Cheeley, explores topics relating to raising teens in the 21st century. Each episode takes an in-depth look at this "millennial" generation, and helps parents better understand issues facing teens today. Whether you're a parent, an educator, or a concerned caregiver, you'll want to mark your calendars and "be there" for the season premiere.

The first 4 programs in the series center on the following CWK (Connect with Kids) Network productions:

- **The Teenage Brain** – Why do teens think differently than adults? - The scientific evidence may surprise you! September 8-14 at 7 PM
- **The Internet Generation** – MySpace, FaceBook, YouTube... what parents need to know about these and other "social networking" sites. September 15-21 at 7 PM
- **Affluenza** – How materialism and feelings of entitlement are affecting today's youth. September 22-28 at 7 PM
- **A Matter of Degree** – What are the issues causing some teens to skip or drop out of school - and how can we help? September 29-October 5 at 7 PM

Tune in to Gwinnett County Public Schools' educational access channel for education programs and information. TV cable channels and providers include:

- Adelphia on Channel 20
- AT&T – formerly BellSouth – on Channel 21
- Charter on Channel 22
- Comcast on Channel 24 or 26 (depending on school location)

GCPS TV's regularly scheduled programs include GCPS FOCUS, In5ive, Gwinnett Prep Rally, and our scrolling News Bulletin Board. GCPS TV also broadcasts a wide-range of satellite broadcasts (US Department of Education, NASA, Annenberg, RIF), educational enrichment programs, electronic field trips and special coverage of schoolwide events.



Information Management Division: The District by the Numbers 2008

During the 2007-2008 school year, there were...

Bytes of data backed up to tape monthly	over 15,000,000,000,000 bytes of data
Data fields reported to the State	97,021,322
Spam emails blocked	18,372,137
Searches for online research resources	3,915,014
Tests, Surveys, and Testing Labels processed	488,949
Tech equipment tracked by IMD Business and Resource Management	144,563
Resource records added to the central media catalog	115,568
Computer network ports managed on the GCPS network	94,800
Requisitions processed through PeopleSoft	42,024
Phone calls to the IMD Help Desk	35,110
Training CDs and DVDs created for technology support	9,462
Applications tested in the test bed	4,762
Number of computers installed in new schools	1,915
Wireless access points	1,717
Servers in the production system	694
Number of security threats identified & eliminated	452
Data backup processes running daily	320
Schools and sites receiving new digital / IP phone systems	16



All to support 1 world class school system, GCPS.

What's News in Iraq... from Iraq's Newspapers

In an amazing way, technology has brought other parts of the world to our fingertips. The New Book of Knowledge found under General Reference on the Media Resources web page, <http://media>, has links to countries around the world and the newspapers published each day in major cities.

Newspapers include news of today, photographs, fashion, advertisements and sports information, just as you find in U.S. newspapers each day. Keep up with U.S. politics from the other side of the world, practice your foreign language skills, or read in English daily newspapers from other countries!



Feedback Forum *Tell us what you think...*

Tell us what you think about this newsletter, its format, or its content. Send suggestions, feedback, etc. to Christopher Wells via Lotus Notes.