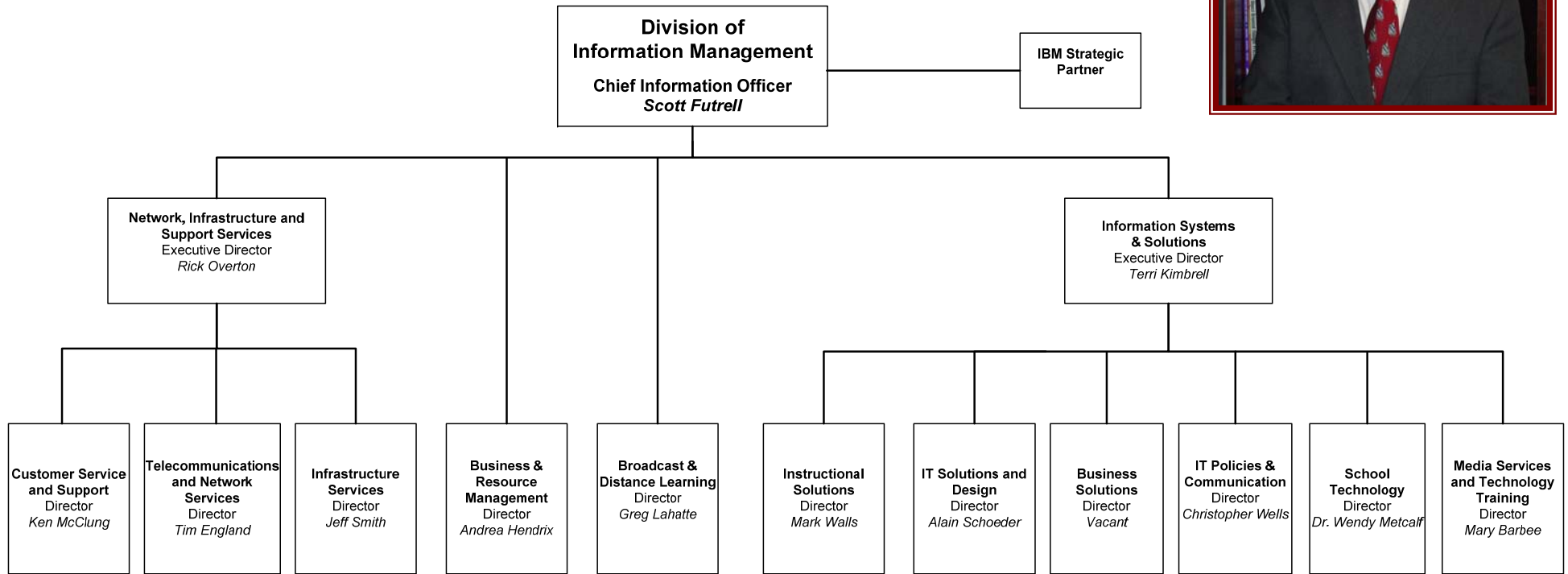


Division of Information Management
Scott Futrell, Chief Information Officer
678-301-6500 / fax: 678-301-6523
(Instructional Support Center)



Strategic Objectives

- Implement, provide and sustain access to district-wide applications, connecting GCPS stakeholders to critical data and information.
- Deploy, maintain, and secure information technology resources, as required, to meet GCPS's instructional and business needs.
- Enable access to technology training for system-wide administrative applications and instructional technology applications.
- Provide new technology tools and resources to enhance district-wide communication and collaboration.



Department of Information Systems
Terri Kimbrell, Executive Director
678-301-6510 / fax: 678-301-6523
(Instructional Support Center)

The **Department of Instructional Solutions** (Mark Walls, Director) provides application design, build, and implementation in the areas of eCLASS, Student Portal, Parent Portal, SASI, Student Profile, MY Students, Riverdeep, SuccessMaker, IEP Online, Elements, State & Federal reporting, and the data warehouse. Level 3 application support, data integration and reporting, and SASI Training are also provided by the department. The **Department of Business Solutions** (Vacant, Director) provides application design, build, and implementation in the areas of Peoplesoft, SFO, CPI Reporting, School Nutrition, Applitrack, TrueNorthgic, Maximo, and Mapnet. Level 3 application support, data integration and reporting are also provided by the department. The **Department of IT Solutions and Design** (Alain Schoeder, Director) provides application design, build, and implementation in the areas of Lotus Notes Databases, AKS, GCPS web pages, portal, collaboration, content management, and database administration. Level 3 application support is also provided by the department. The **Department of Media Services and Technology Training** (Mary Barbee, Director) provides leadership and support for school library media programs, allowing student access to online reference resources which are essential to teaching and learning. A professional library offers access to resources for all GCPS teachers, administrators, and staff. Professional learning opportunities are provided for media specialists, media clerks, and local school technology coordinators (LSTC) to ensure the integration of technology into the curriculum. Coordination and delivery of technology training for system-wide initiatives such as eCLASS, SASI, and Peoplesoft are also provided. Learning opportunities are available face-to-face or self-paced through the eLearn solution on the Go Gwinnett Portal. **School Technology** (Dr. Wendy Metcalf, Director) is the liaison for IMD to the schools regarding technology initiatives. Focus in on deployments, retrofits, curriculum areas and emerging technology requests. **IT Policies and Communication** (Christopher Wells, Director) focuses on establishing and adhering to GCPS policies and procedures for information management. This office also develops internal documentation for IMD standards, processes, and procedures for standard business operations, as well as, the IMD Connection newsletter.



Instructional Solutions
Mark Walls, Director
678-301-6860



IT Solutions and Design
Alain Schoeder, Director
678-301-6650



IT Policies and Communication
Christopher Wells, Director
678-301-6650



Media Services & Technology Training
Mary Barbee, Senior Coordinator
678-301-6431



School Technology Solutions
Dr. Wendy Metcalf, Director
678-301-6650



Department of Broadcast & Distance Learning
Greg LaHatte, Director
678-301-6460 / fax: 678-301-6523
(Instructional Support Center)

The **Department of Broadcast and Distance Learning** oversees the daily operations of GCPS TV, an educational access channel for Gwinnett County Public Schools found on all cable providers in Gwinnett County. The staff also produces informational and instructional videos for central office and local schools as requested and provides a video on-demand hosting service. In addition, the department coordinates the installation, design, support, and repair for classroom technologies and oversees system-wide AV needs including traditional AV equipment, local broadcast studios, presentation technologies, cable TV and closed circuit television systems. The Broadcast group also coordinates support for local and district video conferencing needs.



Department of Business & Resource Management
Andrea Hendrix, Director
678-301-6639 / fax: 678-301-6523
(Instructional Support Center)

The Department of **Business and Resource Management** provides resource support for all Information Management departments. The department's roles include coordination of budget and finance actions for Information Management, providing a "single view" budget; technology deployments; vendor management; parts management; audiovisual repair; asset management, procurement, the coordination of budgets for the Special Purpose Local Option Sales Tax (SPLOST) program; and assistance in applying a technology obsolescence plan, replacing obsolete technology as funds allow. This department also responds to "just in time" requests for technology equipment, as funds allow, due to growth in student enrollment. The department is responsible for maintaining accurate asset management records for technology deployed by IMD.



Department of Network, Infrastructure, and Support Services
Rick Overton, Executive Director
678-301-6525 / fax: 678-301-6523
(Instructional Support Center)

The **Department of Network, Infrastructure, and Support Services** delivers direct service and support to our schools, support offices and other locations. Services include providing continuous operation of the network infrastructure for Gwinnett County Public Schools, designing, building, and implementing IT architectural solutions, and providing support services to students, teachers, and support staff. The **Department of Telecommunication & Network Services** (Tim England, Director) designs and maintains the complex GCPS network which constitutes the foundational highway for digital- and IP-based data, voice and video to traverse thousands of miles of copper and fiber optic cabling. The GCPS network connects more than 60,000 computers, 10,000 telephones, and 4,500 security cameras and video recorders at 140 schools and offices. Instructional content, business services, and information storage are delivered to more than 180,000 students and teachers utilizing more than 1,000 servers across multiple network operations platforms. **Infrastructure Services** (Jeff Smith, Director) is responsible for the selection, procurement, implementation, and maintenance of Portal and PeopleSoft Infrastructure resources and systems, as well as Data Center services. **Customer Service & Support** (Ken McClung, Director) is responsible for application, desktop, and network customer support, TST (Technology Support Technicians) management, training and services, change management, and notifications of IMD network updates and planned maintenance.



**Telecommunication and
Network Services**
Tim England, Director
678-301-6650



Customer Service and Support
Ken McClung, Director
678-301-6479



Infrastructure Services
Jeff Smith, Director
678-301-6650