

**Technology Services**  
**2016-17 Priority Goals and Activities**

September 2016

SBE Goals	Priority Goals	Priority Activities	Status
4.1 4.2 4.3	Introduce school-centered Governance into the NCDPI Information Technology operations by providing services to LEAs and Charter Schools in a responsive, effective and timely manner.	Continue close collaboration with LEAs and Charter Schools and focus services into the areas of their greatest need.	On-
		Continue close collaboration and cooperation with partners and stakeholders within and outside State government to develop and implement future initiatives and opportunities. Example partners include the Department of Information Technology (DIT), the Friday Institute at NC State University, UNC General Administration, NC Community Colleges, other state government agencies and federal government organizations.	On-track
1-5	Provide technical services to assist NCDPI in the implementation of major initiatives and projects, including Digital Learning, ECATS, School Business System Modernization and others as directed.	Deliver technical services that include performing and providing advice in areas such as project management, data integration and reporting, test planning, conduction and evaluation, architecture review, RFP preparation and contract negotiation and security assessments.	On-track
1-5	Ensure that NCDPI is able to provide timely and accurate access to all authorized internal and external stakeholders, employees, in a manner that is easy to retrieve, view and organize.	Develop and implement a statewide data warehouse and consolidated reporting system by June 2017.	On-track
4.1	Continue to ensure that every school has access to devices and sufficient wireless coverage to support 1:1 initiatives.	Continue to develop collaborative purchase programs for schools in order to be able to save money by leveraging statewide contracts.	On-track
4.1 4.2 4.3	Improve NCDPI internal management and processes.	Develop and implement internal technical service management processes and procedures following the ITIL framework.	On-track
4.1 4.2 4.3	Ensure that all technology systems are available when needed by end users and meet industry standards.	Develop a plan to modernize or replace legacy applications and/or systems by January 2017.	On-track
		Upgrade and consolidate IT infrastructure to enhance performance and realize cost savings by April 2017.	On-track
		Increase the utilization of Microsoft Office 365 applications (SharePoint Online, Project Online, OneDrive etc.) across all divisions and extend its use to LEAs and Charter Schools by introducing collaborative solutions based on these tools due June 2017.	On-track

Please note that the above is not an exhaustive list of the area's goals and activities, but reflects the area's **highest priorities**. For more information regarding Technology Services, please see <http://www.ncpublicschools.org/techservices/>.