

Information Services

Discussion with Strategic Plan Steering Committee, January 9, 2018

1. What data does your department use to monitor performance and/or make decisions?

- Quality of responses to service requests
 - Customer Satisfaction
 - Time to close tickets
 - Number of open tickets
- Uptime of core services
- Data sets which are readily available for analysis
- Baldrige score

2. What are your department's three greatest strengths?

- Scalable technology infrastructure to support personalization
- Standardized data platform (SIS, ERP, Data Warehouse) with tailored dashboard and reporting
- Embedded professional learning on technology tools for staff

3. What are your department's three greatest areas of need?

- Intentional alignment of planning and budget to sustainably meet organizational needs and innovation opportunities
- Holistic view of data to support instructional decisions around whole child
- Efficient integration of applications to simplify access to services and resources while maintaining security