The Four Teams of DDI

Chief Technology Officer

Digital Experience

Enterprise Solutions

Infrastructure and Engineering
DDI Staff Support Schools

- CTO Office
- Digital Experience
- Enterprise Solutions
- Infrastructure and Engineering
Department Goals

- Be thoughtfully innovative
- Operationalize and standardize processes and procedures
- Streamline system and data integrations
- Ensure technology is reliable and dependable
- Reduce disruptions to limit negative impact on instructional time
- Provide appropriate support resources to ensure technology can be used when needed
- Stabilize device, licensing, and maintenance costs
- Refresh cycle schedule for all technology items
DDI Staffing Requests
Digital Experience Specialists

- Enhanced Staffing Standard to account for increase of devices and incidents
- 2.5 FTE increase from FY22
- 93.5 11-month FTEs to 12-month contract
Additional Devices Deployed Every Year

Students vs. Devices over FY15 to FY23
Staff Devices Have Increased 33%

FTE Growth

Feb 2021 Board action directed DDI to provide approximately 1,700 new laptops to positions such as:
- Teacher Assistants
- Behavioral Assistants
- Library Assistants
More Devices = More Support

Incidents from July 1 to Jan 15

- 2019-2020: 30,000 incidents
- 2021-2022: 60,000 incidents
Distribution Center Specialist

- Enhance parts and inventory distribution
- Staff to support DDI warehouse space in Loudoun
- New position to DDI in FY23
Increased Requests

- 2019: 4,000
- 2021: 6,000
Specialist, Enterprise Support

- Staffing Standard based position
- Major system implementations in Transportation and School Nutrition
- Required data integrations and support
- Additional state reporting requirements
Analytics Specialist

- Staffing Standard based position
- Increase demand for data visualizations and applications
- Growth in Data Applications from 26 to 130
Communications Engineer

• Additional FTE request to support Unified Communications Systems
• Enhanced functionality to include 911 and emergency notifications
• Additional end point communication devices to support
Operations and Maintenance
## Funding for Services

### FY23 Estimate of Needs

<table>
<thead>
<tr>
<th>Budget Category</th>
<th>Increase Request</th>
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<tbody>
<tr>
<td>Contractual Services</td>
<td>$1.2M</td>
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<tr>
<td>Computers and Software</td>
<td>$3M</td>
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</tbody>
</table>
$1.2M Contractual Services

- Maintenance cost increases
- Ongoing costs for $6M of equipment purchased over the past 2 years
- Includes Network Equipment, Firewall, Security Appliances for Data Center, and Dark Fiber
## $3M Computers and Software

<table>
<thead>
<tr>
<th>Description</th>
<th>Request</th>
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<tbody>
<tr>
<td>Kindergarten Device Deployment</td>
<td>$1.4M</td>
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<tr>
<td>Microsoft Licensing Increase</td>
<td>$0.4M</td>
</tr>
<tr>
<td>Google Licensing</td>
<td>$0.3M</td>
</tr>
<tr>
<td>eSports Equipment for High Schools</td>
<td>$0.5M</td>
</tr>
<tr>
<td>Low code and Data Analytics Licensing</td>
<td>$0.3M</td>
</tr>
</tbody>
</table>
Student Device Deployment

- New Device
- Grade
- Loaner Pool
- eRecycle
Kindergarten 1:1 Devices

- All students take devices home
- Students spend 50 mins accessing instructional resources daily
- DOI initiatives (Computer Science, etc.) based on all students having devices
- No classroom sets have been deployed
- If not provided, DDI would still need to purchase devices at some point for students
Improving Experiences

Innovation Award Winners 2021

Americas Winner
Loudoun County Public Schools

With OutSystems, Loudoun County Public Schools can escape its legacy of 35 hard-to-maintain web apps and empower its developers to deliver exceptional customer experiences.

Category

Customer Experience Transformation
Replacement Lifecycles