

IT Bulletin

Arizona Department of Education, Information Technology Division

A Message from Mark

This year brought a lot of changes to ADE IT. Our team has worked hard to be more customer-focused and to improve the systems most important to the day-to-day business of education. We were able to complete a \$1.0M SAIS infrastructure update in October. But what does that mean to you, our customers? For the first time in 10 years, SAIS was available at the start of the school year (July 11, 2011), and the 40-day aggregation for FY 12 was completed on schedule. Our team has also processed more than 600 requests/bug fixes in the first 10 months of 2011. These accomplishments are only small steps toward realizing our goal of having SAIS become an accountability tool everyone can rely on.

In 2011 our team also kicked off a number of long-range modernization initiatives that will bring the best technology has to offer to educate Arizona's children. In early 2012, ADE IT will unveil new dashboards that will deliver important, real-time information to parents, teachers and administrators. This easy-to-use, interactive

tool is just the beginning of what is possible. Our team is working on an identity management system that will finally give users a single sign-on for your ADE applications and we are undertaking a wholesale financial system upgrade. But our biggest efforts in 2012 will be to develop our AELAS business case. Our team will not develop systems that are not cost-effective or that do not meet the needs of our customers. ADE IT has a team in place that will be gathering business requirements from a number of users (targeting small, medium and large schools from both urban and rural areas of the state). Your requirements, coupled with new statewide data standards, will be the basis for any efforts ADE IT undertakes in the coming year.

Look forward to leading my team to another year of **KNOCK YOUR SOCKS OFF SERVICE!**

Mark T. Masterson, CIO

A Better SAIS

The ADE IT team has been working hard to support our school finance and business unit customers with a number of behind-the-scenes improvements to SAIS. We successfully completed the migration of the CertMaster database giving users increased performance and fewer service interruptions.

This upgrade brings us to a supportable level, and these changes to the legacy SAIS system have yielded a 20 percent reduction in processing time. The team will continue to address many of the ongoing system issues, but getting faster Integrity results to our customers is an important accomplishment.

Let's Play FreeThrows!

FreeThrows, ADE's computer-based math video game, has been a phenomenal success with the two pilot schools in the Yuma Elementary School District as well as select schools in the valley. ADE IT brought on a video game developer who is quickly cracking the code to make the game more fun! Students now have a goal and the ability to progress as a team, which is a core element of Superintendent Huppenthal's vision. Kids playing the game are 100 percent engaged and they are progressing with math fluency at an unbelievable rate.

Freethrows has been so well-received that ADE will be rolling out the game to all schools in the Yuma district, including junior high schools, in January 2012. That means Yuma Elementary Schools will have more than 20,000 students shouting, **"LET'S PLAY FREETHROWS!"**



2011 CTE Assessments

ADE IT and the Career and Technical Education (CTE) Assessment Program Team partnered once again for a successful fall 2011 CTE Assessment. We achieved record numbers of students registering for assessments, but even more important was the 87 percent completion rate. CTE districts and schools are making a commitment to testing for gauging technical skills attainment for their students and teachers. During the five week test period, ADE IT helped more than 19,000 students to complete these important assessments.

IT Security Brief

ADE IT is creating an identity management solution to safeguard personal data and comply with state and federal privacy laws. The behind-the-scenes work is in preparation for this two-year program, including cleaning up outdated information and deleting duplications in the directories.

We are meeting with our business and technical users to determine their needs and concerns. Our goal is to minimize impacts and provide the highest level of security. When completed, users will be able to access the same ADE applications by logging in once only!

ADE IT is building a great team to deliver ***KNOCK YOUR SOCKS OFF CUSTOMER SERVICE!*** The following people joined the team in November and December:

Daniel Gonzalez, Lee Graham, Lisa Levy, Christina Read, Rahul Kulkarni, Shaurya Agarwal, Dr. Bria Jones, Jolene Newton, Amit Soman, Vegas Luna, Lisa Blyler, Stephanie Nye, Neeraj Choudhary, Chris Hood, Priyanka Sharma, Igor Pertsovsky, Karen Slack, Ellen Grein-Bell, James McManus, David Smith, Maria Scalone, Teresa Barton, Praveen Bollam and Marina Stover



AZ-SLDS Project Underway

The ADE IT team has begun working on the Arizona Statewide Longitudinal Data System (AZ-SLDS). While the name sounds complex, the idea is really quite simple. The AZ-SLDS program will allow parents, teachers, administrators, policy makers and the public to access data collected by ADE in a user-friendly way. ADE IT is building the foundation to deliver

reliable, easy to use solutions so you can make important educational decisions. In early 2012, ADE will roll out the first of many new, interactive dashboards. For the first time, users will be able to “see” how a school is performing in key areas. Individual student information will be protected as student-level data will be aggregated at the school level.

Employee Profile: Meet LaSonya Brown

LaSonya began working for the Support Center as a temporary employee in June, and we are pleased to announce she is a permanent member of our team. Her responsibilities include responding to ADESupport inbox email, analyzing and dispatching requests for support from network end users and LEAs, assisting in maintaining the matching queue (possible saidid match for a student enrolling without a saidid) and providing customer support by answering calls to the Support Center. She is known for taking ownership of a problem and sticking with it until the issue is resolved. Congratulations, LaSonya!

Check the IT Bulletin Board for updates:

<http://www.azed.gov/Administrators/IT/bb/default.aspx>

Questions?

Contact Lisa Blyler, IT Business Liaison, for more information.
lisa.blyler@azed.gov | 602-542-3144

Support Center Making Strides

In November, the Support Center received 718 calls and had an abandoned call rate of 6 percent. While we continue to improve response rate, down from nine percent in October, we still have work to do to achieve our goal no abandoned

calls. As part of our commitment to great customer service, our team is answering 100 percent of all calls within 45 seconds.

The Support Center is available for our customers from 7:00 am to 6:00 pm Monday through Friday.

“I just had occasion to deal with a member of your Support Team staff. She is so efficient and friendly that I wanted you to know how valuable she is to ADE. Often we get complaints on our fellow employees, but very few compliments.

- Nancy W

