

Managed IT Service (MITS) Proposal for Andes Central School 2024-2025



Managed IT Service (MITS)

The Managed IT Service (MITS) provides customer-focused information technology resources and management to support your school district's technology infrastructure. The service is flexible to ensure your district can develop its own unique educational technology vision and goals while still providing standard technical systems and methods to ensure a cost-contained approach to managing IT.

Service Benefits

- Each school district in MITS is assigned a person who acts as the single point of contact for district administration for matters relating to technology.
- Strategic planning and technology consulting and support provided by subject matter experts
- Predictable, cost-contained approach for fully managing IT systems.
- Inventory and equipment lifecycle planning.
- Budget development and procurement services.
- Onsite technical support staffing and remote technology support.
- Coordination of information technology projects.
- Management of user accounts.
- Access to the RIC centralized service desk.
- While the Managed IT Service does not include formal training for users, the delivery of training sessions and other technology-related professional development is coordinated by your Managed Services Coordinator.

Key Elements of Managed IT

Managed Services Coordinator

Each school district in MITS is assigned a person who acts as the single point of contact for district administration for matters relating to technology. This person serves as the district's principal technology advocate and strategist, ensuring the district's technology objectives are represented, planned for, and carried out.

Service Desk

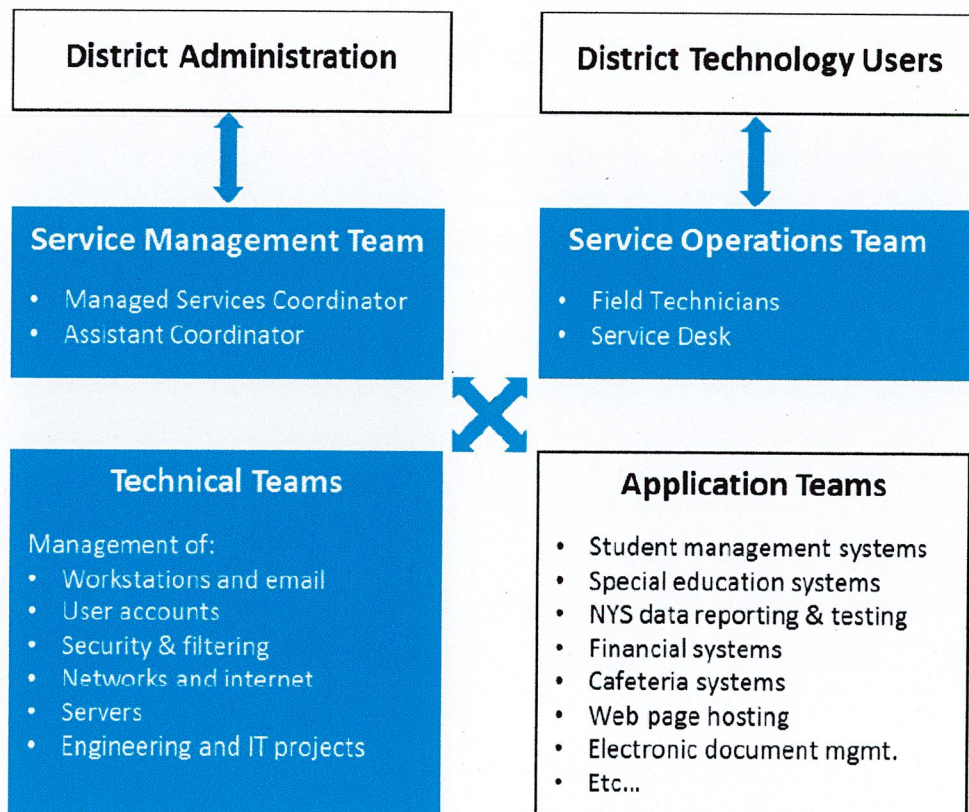
The Service Desk provides a single point of contact for school district staff to request technology service or report technology issues they are experiencing. The SCRIC Service Desk operates from 7 AM to 4:30 PM, Monday through Friday, and analysts provide remote technical analysis, problem solving, and first level diagnostics.

On-site Field Technicians

Onsite technicians provide the hands-on support in school buildings to help users optimize the technology systems available to them and fix technology issues as they occur. Staffing is dynamic and technician absences or other factors affecting support coverage for your district are accommodated by shifting staff resources from other areas as needed.

Technical Teams

Approximately 35 network engineers and technical specialists are shared among the MITS districts. These technical teams work together to provide network security, set standards, ensure interoperability of systems, complete information technology projects and handle more complex technology issues that can't be resolved by the service desk or field technicians.



* MITS Teams represented in blue

All of the MITS teams and functions described above work in concert with other services that your district purchases from the RIC such as student management systems, financial information systems, cafeteria systems, etc. Your school district's Managed Service Coordinator, field technicians, the RIC Service Desk and technical teams directly interface and coordinate with the teams that provide these services to deliver comprehensive technical support.

Strategic Planning and Lifecycle Management

Your Managed Service Coordinator works with your instructional technology committee and administrators to gain an understanding of the technology needs and priorities set for your district. Based on this interaction, the following documents are developed and maintained on an on-going basis:

- **Technology Infrastructure Report** – An annually updated report providing the status of key technical infrastructure systems including recommendations for upgrades, environmental changes, improvements, and mitigating risks.

Budget Development and Management

The Managed IT Service offers comprehensive management of your school district's technology budgets including your RIC District Budget, Instructional Technology, Local Hardware and Software Aid, Telephone Interconnect and Regional Telecommunications budgets. The extent to which these budgets are managed by the RIC is at the discretion of the school district. The following reports are provided through MITS:

- **Monthly Budget Reconciliation Reports** – These monthly reports keep the district informed of budget balances based on completed purchases and planned purchases for the current year. These reports are provided monthly to the district and reviewed regularly with district administration.
- **Preparation of Following Year Budgets** – Your Managed Service Coordinator will prepare your school district's RIC District and Instructional Technology budgets for the following school year. Budgets will be reviewed with the district and changes incorporated as the district deems appropriate.

Inventory Control

The Managed IT Service manages your district's equipment and software assets for controlling deployments and tracking technology lifecycles to enable the school district to make business decisions based on accurate and meaningful information.

- **Information Technology Inventory** – MITS includes development and upkeep of a detailed inventory of IT assets including both hardware and software. Assets are physically checked and validated annually.

Procurement Services

The Regional Information Center manages the procurement of IT equipment and software from beginning to end, including:

- Obtaining quotes or developing RFP or bid documents compliant with BOCES procurement requirements.
- Managing the requisition process including validating funding sources and issuing purchase orders.
- Coordinating with vendors and service providers, confirming final delivery and validating inventory tag sheets and entry of assets into the technology inventory.

Your Managed Service Coordinator also aids in the development of Installment Purchase Agreements (IPAs), including facilitation among appropriate BOCES departments and the district to ensure deadlines are met and required board approvals obtained.

Technology and Policy Consultation

Your Managed Service Coordinator coordinates the delivery of on-going technology consulting as appropriate, including:

- Continual advisement regarding changes, developments and new initiatives in the industry or NY State policy that impact school technology.
- Plain-English consultation provided by subject matter specialists to inform school district initiatives and/or interface with engineers involved in district capital projects.
- Expertise to ensure adherence to best practice standards for proper maintenance and security of systems covered under MITS.
- Consultation on the scope and content of school board policies concerning information technology.

IT Project Management

Projects directly relating to services or systems covered under MITS are managed by the RIC. Projects managed by the RIC have systems or services managed under MITS as the principal focus of the project.

Projects such as district capital improvement projects or district instructional initiatives that incidentally impact systems or services managed under MITS are typically managed by other entities. In these cases, the RIC will act as a project participant, with the scope of responsibility limited to the impacted MITS system(s).

Coordination of Training

While the Managed IT Service does not include formal training for users, the delivery of training sessions and other technology-related professional development is coordinated by your Managed Services Coordinator. Training opportunities scheduled by your Managed Services Coordinator may include:

- Training for common applications, such as Microsoft Office, standard classroom technologies and instructional technology best practices (delivered through local BOCES services).
- Application training for student information systems, financial, cafeteria, special education systems and other school district applications (delivered by RIC applications teams).
- Other technology-related training provided by external 3rd parties.

User Account Management

The Managed IT Service provides and fully manages the accounts for RIC Services including Active Directory, Service-Now, Office 365, and Google Apps for Education. Additionally, the SCRIC provides a single-sign-on (SSO) portal with 300+ applications that includes multifactor authentication (MFA).

District Responsibilities

- Develop district technology plan with assistance of MITS staff
- Maintain non-SCRIC supported applications
- Collaborate with SCRIC staff on technology budget development
- Develop and approve district BOE technology policies
- Lead of the coordination of district-initiated projects (i.e. Capital Projects, Smart Schools, etc.)
- Facilities required work (network cabling, electrical, bracketing, etc.)
- Instructional application trainings
- Audio/Visual support

Managed IT Service (MITS)

 <p>USER ACCOUNT MGMT</p>	 <p>GSUITE</p>	 <p>OFFICE/MAIL</p>	 <p>SINGLE SIGN-ON</p>
 <p>HELP DESK</p>	 <p>PLANNING & PROJECT MGMT</p>	 <p>IT BUDGET</p>	 <p>IT SOURCING</p>
 <p>ON-SITE SUPPORT</p>	 <p>IT INVENTORY</p>	 <p>FIREWALL/FILTERING</p>	 <p>ARCHIVE</p>
 <p>DEVICE MGMT</p>	 <p>WIRELESS MGMT</p>	 <p>NETWORK MGMT</p>	 <p>NETWORK SECURITY</p>

MITS Structure and Pricing

- The SCRIC will assign one full-time onsite technician, and 1 shared MITS Coordinator.
- The MITS Service cost for 24-25 would be \$130,795. There is a prerequisite of our Technology Procurement & Lifecycle Service at \$5500 + 4.5% of RIC-D budget expenditures (\$1,130) for a total of \$137,425. This is inclusive of onsite staffing, centralized staffing, and vendor and equipment expenses integrated with the service.
 - The SCRIC will prorate service for the remainder of the 23-24 school year once we are able to provide staffing to begin support and migration for the district.
 - The RIC-D budget for the district will increase from \$8,593 to \$25,093. This increase will cover Microsoft licensing for server and user OS and productivity software, Security (firewall and filter) services, and a budget for devices, parts, and supplies related to infrastructure. The district is likely incurring these costs now in some manner. By adding these to the RIC-D budget, the district will receive state aid on these items they otherwise may not have been.
 - We estimate an expenditure of \$43,000 to update infrastructure to properly support the MITS service deliverables. (We would like to budget \$50,000)

Additional Service Considerations

- There are additional areas of support that should be reviewed as part of any transition plan, that may not be supported by the SCRIC*.
 - Telephone systems (The SCRIC does offer a VOIP service, but does not support PBX, local, and proprietary systems)
 - Video Surveillance Systems (A service is currently under development and will be piloting soon)
 - Access control systems (“Key cards”)
 - Health and Safety Systems (AED's, Fire Alarm/Control, "Vape detectors" and the like.)
 - HVAC systems
 - Signage Systems (example: Outdoor, road-side displays)
 - Transportation Surveillance (Cameras on busses)
 - Transportation management software (A service offering is under consideration)
 - Instructional Services or Software provided by the local BOCES (Schoology, Buzz)
 - Social Media/Community Relations Platform Management
 - Staff Management Systems
 - Financial Systems (We do offer financial software systems and support for them)

*MITS does support connectivity and common network infrastructure required to connect these systems to the district's LAN/WAN and can manage most basic software client installation and updates for most of the above. We also offer data integration services for software that requires/allows for secure data exchange at additional cost.

One time costs and RIC-D budget costs

(Any unused funds denoted below will not be charged to district)

ESTIMATED (will adjust over time) RIC-D recurring

	7,500.00	MISC Supplies/Devices
	2,500.00	Microsoft
	2,000.00	UPS Maint/Spares
	2,500.00	Palo
	750.00	JAMF
	1,250.00	Iboss
	8,593.00	Pre-existing RIC-D items
Estimated Total RIC-D	25,093.00	

One time (equipment/services/software to begin MITS)

	20,000.00	Server
	6,000.00	Network
	4,200.00	UPS
	3,000.00	Aps to replace 3 Home style
	5,000.00	End user devices
	1,210.00	Migration SW
	1,050.00	Barracuda
	1,723.00	AD Tools
Total	42,183.00	
With cushion-would like to plan	50,000.00	

FYI to District - Changes and required services not related to MITS

Required	1,250.00	School Tool Hosting
Required for all districts for 24-25	3,572.00	DSP Service Base
Needed for MITS - proper backup	3,000.00	RSB (estimate)

