Ms. Coombs,

I completely agree with you regarding the importance of retaining historical data. Our department has emphasized the significance of this project since the implementation of Workday.

Under the leadership of Dr. Martirano, and with Rafiu's support, we will now be able to make this project a priority.

Thanks,
Justin Benedict
Executive Director, Information Technology

From: Kirsten Coombs
Sent: Saturday, September 02, 2017 3:15 AM
To: Justin Benedict <Justin_Benedict@hcpss.org>; BoE Email <boe@hcpss.org>
Cc: Rafiu Ighile <Rafiu_Ighile@hcpss.org>; Karalee Turner-Little <Karalee_TurnerLittle@hcpss.org>;
Michael Martirano <Michael_Martirano@hcpss.org>
Subject: RE: [BoE Email] - Technology Contracts for September 07th Board meeting

Mr. Benedict,

Thank you for the information.

As you all may know, I did a lot of financial systems' implementations over the past 20 years. I also did mergers & acquisitions, in which the Human Resources/Compensation side is often overlooked.

The phrase "to store critical historical data" regarding IFAS is so important. Payroll data used to have a requirement of seven years (don't know what it is now) and I'm glad to see your recognition of the need for maintenance of it. Not only does it allow historical analysis as Workday is new, but it should allow for employee customer service as people find they need older documents. Tax audits, mortgages, etc. may demand such documents and it is good to store this information for an extended period.

Regards,

Kirsten Coombs

From: Justin Benedict
Sent: Thursday, August 31, 2017 5:10 PM
To: BoE Email
Cc: Kathleen V. Hanks; Rafiu Ighile; Karalee Turner-Little; Michael Martirano
Subject: [BoE Email] - Technology Contracts for September 07th Board meeting

Dear Board Members,

Technology will be bringing the contracts below to the next board meeting (Sept 07,2017) for

approval.

Please review the information below, let me know if you would like me to schedule a **face to face meeting** to provide additional information.

Contract	Cost
Mobility Management System	$131,730
Maintenance of Toshiba Multi-Functional Devices	$48,000
Integrated Financial and Administrative Solution (IFAS)	$210,000

Mobility Management System

- HCPSS utilizes JAMF Software's Jamf Pro (formerly Casper Suite), an enterprise mobility management system (EMM) to automate management of Apple computers and devices throughout the school system.
- Technology currently manages over 15,000 Apple Devices in the district (Students and Staff combined).
- This addressed Recommendation 11 from the October 2016 Maryland General Assembly Office of Legislative Audit Report which states: "We recommend that HCPSS a. ensure that administrative rights on workstations are restricted to network administrators and other select users requiring such rights" by allowing Technology to automate and publish software installation tasks that require administrative permissions, and allowing teachers to initiate the approved automated installers without admin rights.
- The expected expenditure for Jamf Pro licenses is $131,730.00. The FY17 expenditure was $117,702.16, rising $14,027.84 due to an increase in the number of Apple computers and iPads.

Maintenance of Toshiba Multi-Functional Devices

- In 2012, HCPSS issued a Request for Proposal (RFP) for Medium Duty Multi-Functional Devices (MFDs) and maintenance and services on the MFDs, to be used for copying, printing and scanning in the front offices of all schools. Action Business Systems (ABS) was awarded the contract based on the RFP response.
  - The scope of services included 144 MFDs at all schools and administrative locations with a cap of 6,400,000/year shared impressions.
  - Since the approval in 2012, HCPSS has contracted this service with ABS at an annual cost of $26,000 each year.
- The school system plans to continue using the existing MFDs through to their disposition.
- This year, ABS has increased the price for servicing the 144 MFDs with a cap of 6,400,000/year shared prints to $64,000 annually. Meridian's price, under a cooperative contract, for the same service was $48,000 annually. It is recommended that HCPSS contract with Meridian for FY18.

Integrated Financial and Administrative Solution (IFAS)

- The Howard County Public School System (HCPSS) utilizes Powerschool's (formerly SunGard) Integrated Financial and Administrative Solution (IFAS) system to access and manage limited Business and Human Resource records and practices.
- HCPSS has since migrated from IFAS to Workday, a cloud based human capital and financial

management application. IFAS continues to be utilized to track tuition reimbursement and course credits for teachers and staff, and to store critical historical data that is accessed for current business processes.

- The projected annual cost is $210,000, approximately the same as the previous year's cost.

Thanks for your continued support,

Justin Benedict
Executive Director, Information Technology

Dear Mr. Ananta,

Please see our responses below.

Question	Response
1. It appears that each of these three items are for ongoing maintenance/support of tools and systems already in production. Is that correct? Of course we must maintain what we have, but I'm keen on a technology roadmap or strategic plan before we launch any new initiatives. Can you confirm that my assumption on these three (that they are for ongoing support)?	Correct, these three contracts are for ongoing support for systems already in production.
2. As I requested last time, can you provide specific inventory counts whenever possible? Specifically, do you know exactly how many Apple devices we have or is your "over 15,000 Apples devices" comment just an estimate? From a printer inventory, I'm certain the 144 MFDs are a small subset of the overall print management system. It would be great to think bigger than just the specific budget request, and share the broader context where possible.	Apple Laptop - 5,755 Apple Desktop - 4,671 iPad - 7,669 iPhone - 525 Total - 15,594 *Active as of 08/29/17 Yes, we agree HCPSS needs a larger print management strategy. The 144 MFDs are a small subset of a larger printing budget. Technology is currently responsible for the MFDs (144 Toshibas + 97 Konica Minoltas), and 73 digital duplicators. This equipment is over five years old, and out of manufacturer warranty. Technology is not responsible for the system's print services operation at the ARL, which falls under the Communications Department, or the small to mid-size printers purchased by the schools.
3. Whenever possible, would you please include unit costs for these sorts of expenses and how they compare to the previous year? I would expect our unit pricing for many technology systems to go down over time, particularly when we are increasing our unit count. For example, if we had 15k Apple devices in FY17 and spent $11 7,702.16, then the unit cost would be $7.85 per device. If the FY18 price went up $14,027.84 and the unit price stayed the same - that means, we added 1,787 ADDITIONAL Apple devices over the past year. Is that correct? Do we know where these units are? What is our inventory tracking system for all these units? (I do NOT expect you to answer all of these questions now, rather I'm eager to see HCPSS gain a handle on our inventory, our per unit spending and our overall spending) It would be very helpful if you could present your budget request in this sort of context, as I would expect vendor proposals or quotes or invoices to itemize their pricing to us.	We did not have a substantial increase in number of Apple devices in the past year. We decided that to better support our Apple deployment we needed to purchase premium technical support. Premium support provides a faster support response time on production issues, and access to a higher tier of support when reporting issues. The bullet point 7 in PR 13 indicates that the cost is to cover an increase in Apple devices. However, that is not the case. We will fix the exhibit. • MacOS 10,000 @ $7.59 • iOS 7,000 @ $3.79 • 1 Year Premium Support $15,272.16 We agree, we need to be focused on our inventory. We have hired an Assistant Manager of Asset Management to streamline our inventory operations. Currently, we use the Central Inventory Database (CID) application, that was developed by HCPSS staff. We are evaluating the inventory application to see if it meets our needs, or needs to be replaced.
4. Can you help me understand the vision for IFAS? Specifically, how long do you expect we will maintain this system? Are we keeping it primarily for the retention of historical records or is the primary use for the tuition reimbursement and course credits? Is there a method in Workday or other simpler system for tracking of the tuition/course credit need? How long must we maintain the historical records?	Currently IFAS does not have a roadmap. With the change in leadership, we are eager to develop and implement a plan for decommissioning IFAS. We are currently maintaining IFAS for both historical purposes, and tuition reimbursement and course credits. Further investigation is needed to determine how long will IFAS historical data must be retained and ascertain next steps for tuition reimbursement and course credits functionality.
5. Do you have a thought process re: a potential technology roadmap or strategic plan? The questions above are just from today's email, and of course there are MANY more issues to consider in a technology roadmap. I understand this initiative will take time and focused effort. Do you have a sense on how we might get this done? The technology department is a vital component of the HCPSS mission and I expect all of us would like a strategic and cost effective operation.	We have roadmaps for the various areas of the department. I would like to share the comprehensive plan with you, and discuss the challenges we face executing the plan. The technology roadmap is in alignment with Interim Superintendent Dr. Martirano's Call to Action.

Thanks,

Justin Benedict

Executive Director, Information Technology

Dear Ananta, Great questions. I will work on this tomorrow and provide the response.

Thanks, Justin.

Justin, thanks for the explanation and for your willingness to meet with people to review. For me, I can't do another meeting before this Board meeting yet want to offer a few questions:

1. It appears that each of these three items are for ongoing maintenance/support of tools and systems already in production. Is that correct? Of course we must maintain what we have, but I'm keen on a technology roadmap or strategic plan before we launch any new initiatives. Can you confirm that my assumption on these three (that they are for ongoing support)?

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5. Do you have a thought process re: a potential technology roadmap or strategic plan? The questions above are just from today's email, and of course there are MANY more issues to consider in a technology roadmap. I understand this initiative will take time and focused effort. Do you have a sense on how we might get this done? The technology department is a vital component of the HCPSS mission and I expect all of us would like a strategic and cost effective operation.

Thank you for your work and I'm eager to partner with you on this vision.

On Aug 31, 2017, at 5:10 PM, Justin Benedict <Justin_Benedict@hcpss.org> wrote:

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Thanks for your continued support,

Justin Benedict
Executive Director, Information Technology

<Exhibit PC- Meridian-ToshibaMFDs 09-72017-FINAL.DOCX><Exhibit-SunGard-IFAS-September 7 2017 FINAL.DOCX>
<Exhibit-CDWG JAMP Casper MDM-Sept 7 2017 FINAL.DOCX>

From: Mary Schiller
To: Amy L. Reese; Ananta Hejeebu; Anissa Brown Dennis; Anita M. Brown-Lee; Anne Roy; Bess Altwerger; Brian Ralph; Bruce Gist; Caroline Walker; Christina Delmont-Small; Cynthia A. Schulmeyer; Cynthia Vaillancourt; David H. Brown; David K. Larner; David W. Ramsay; Dawson L. Robertson; Debbie A. Blum; Diane Martin; Douglas Pindell Jr; Ebony Langford-Brown; Elisa Montalvo; Emily H. Kinsler; Frank Eastham; Gina Massella; Gino Molfino; Gregory Connor; Helen Nixon; Jack Davis; Jahantab Siddiqui; James R. LeMon; Jason J. McCoy; Jennifer Cornell; Jennifer Cunningham; Jennifer Hlavka; Jennifer R. Peduzzi; John J. SanGiovanni; John Krownapple; Jon Wray; Juliann M. Dibble; Julie Alonso-Hughes; Justin Benedict; Kami M. Wagner; Karalee Turner-Little; Kathleen E. Conwell; Kathy Agans; Keith F. Richardson; Kenneth Gill; Kerrie Wagaman; Kevin A. Burnett; Kevin Gilbert; Kevin Hill; Kimberly Bookhultz; Kimberly M. Eggborn; Kirk J. Thompson; Kirsten Coombs; Linda Rangos; Linda T. Wise; Lisa J. Davis; Maha Abdelkader; Marcy L. Leonard; Mark Blom; Mark Stout; Marty Cifrese; Mary Schiller; Mary Weller; Matthew H. Berkowitz; Mavis Ellis; Melissa Daggett; Michael Martirano; Min Kim; Nancy Fitzgerald; Nancy L. Czarnecki; Natalie Belcher; OJ O"Neill III; Olivia Claus; Pamela Murphy; Patricia Branner-Pierce; Patricia L. Otero; Patrick J. Saunderson; Paul Linkins; Pierre Van Greunen; Priscilla Reaver; Rafiu Ighile; Restia Whitaker; Ron K. Morris; Sandra French; Scott Ruehl; Scott Washington; Sharon R. Kramer; Sheree Whitby; Stephanie Discepolo; Stephanie G. Milligan; Tempe Beall; Terry A. Burks; Terry Eberhardt; Terry Street; Theo Cramer; Valerie C. Gist; William J. Barnes; Zeleana S. Morris
Subject: Payment info re: HCPSS Partnerships Celebration - Sept 26th
Date: Wednesday, September 6, 2017 6:23:16 PM
Attachments: image001.png

All,

FYI, per HCPSS Finance, it is permissible to pay for attending the Annual Educational Partnership Celebration with your operating budget funds provided you limit payment to staff who have a direct role in developing and nurturing partnerships.

Thanks and we hope to see you at the Celebration on Tuesday, September 26th , 4-6pm at the Columbia Sheraton.

I am happy to answer any questions you may have.

Mary Schiller
HCPSS Partnerships Office
10910 Clarksville Pike
Ellicott City, MD 21042
410 313 6655
http://www.hcpss.org/about-us/partnerships/

Please Join Us
HCPSS Partnerships Celebration

Date: Tuesday, September 26, 2017
4 - 6 p.m.

Location: Sheraton Columbia Town Center Hotel
10207 Wincopin Circle
Columbia, MD 21044

Light Appetizers $20 per person

Register Online: http://hcpssne.ws/prtcele17

Register By Mail: Please make checks payable to HCPSS
Send to HCPSS Partnerships Office
10910 Clarksville Pike
Ellicott City, MD 21042

RSVP: By Tuesday, September 12, 2017

Contact: partnerships@hcpss.org or
410.313.6655

Howard County
Public School System

Good Afternoon,

Attached is the DRAFT agenda for the Board of Education Meeting on Tuesday, September 19, 2017. Board reports are due to the Board Office by 9 a.m. on Tuesday, September 12, 2017.

Please contact me if you have any questions or changes. Thank you for your assistance.

Kind regards,

Kathy Hanks
Administrator
Board of Education of Howard County
Phone: 410-313-7194
Fax: 410-313-6833