

Address: One Kingsway



Profile

Within Technology and Information Management, the IT Operations and Support unit includes four teams:

- **The ITS Store: Technology Lifecycle Management** - Managing technology assets from selecting, buying, supporting, to recycling.
- **The IT Help Desk: Reliable Technology Support and Guidance** - Resolving immediate user issues and ensuring effective use of core tools.
- **Technical Training: Empowering Technology Fluency and Adoption** - Enabling employees to quickly and effectively use technology via training and resources.
- **IT Operations Support: Essential Operational Support and IT Department Administration** - Providing critical administrative, procurement, and operational support to optimize the functions of the entire IT department.

Plans

Division Priorities 2022-2026

1. Build on outstanding learning opportunities for all students.
2. Advance actions towards anti-racism and reconciliation.
3. Promote a comprehensive approach to student and staff well-being and mental health.

In reflecting on our work towards continuous improvement as a Division, reflective questions have been included in the Planning Guide as a resource to help inform goal setting: Goals must align with 2022-2026 Division Priorities. All schools are to set two goals with one being in support of Priority 1. Schools also have the flexibility of setting an optional third goal. All Central DU's are to set two or three goals and indicate the priority area each goal supports.

Division Priority 1

Design, develop and implement a comprehensive, user-centric service catalog that encompasses all services provided by TIM Decision Units by June 30, 2026. The goal is to improve staff experience with accessing and receiving support from Technology and Information Management (TIM).

1. Service Catalog Coverage and Completion - Percentage of formally defined and documented core TIM services included in the final, published service catalog.
2. Staff Satisfaction and Clarity - Staff agreement rate (e.g. via a post-launch survey) on statements regarding the catalog's clarity, ease of use and helpfulness in identifying the correct service.
3. Support Efficiency and Service Request Rerouting - Reduction in the rate of misrouted service requests (i.e. a request submitted to the wrong team or ticket category that needs to be rerouted). A well designed catalog should guide users correctly.

What Key Performance Indicators are you using to track continuous improvement?

1. 100% of services from all TIM Decision Units are documented and published by the deadline.
2. Maintain an agreement or satisfaction rating of 85% or higher within 90 days of the catalog's launch.
3. Decrease in the percentage of misrouted tickets by 10% in the quarter following

Division Priority 2

Design, develop and execute a pilot that unifies all help desk and service desk functions within Technology and Information Management (TIM) by March 31, 2026.

1. Unify and simplify intake channels and processes - The percentage of all predefined legacy support intake sources (e.g., specific ticketing systems, Google Forms) that have been formally deactivated and migrated to the unified help desk and service desk.
2. Establish standardized analytics for help desk and service desk functions to inform future continuous improvement opportunities - The total monthly volume of support tickets (Tier 1 and Tier 2) resolved by each TIM Decision Unit (DU), illustrating the volume handled and the distribution of final resolution expertise across the organization.

What Key Performance Indicators are you using to track continuous improvement?

1. Reduce the number of intake channels and processes by 50% by the pilot's launch of March 31, 2026.
2. Deploy real-time, shared support dashboards by April 30, 2026, providing key operational visibility into support volume and resolution efficiency segmented by resolving Decision Unit.

Division Priority 3

Formalize the Help Desk as a talent incubator by establishing a professional development and mentoring program, achieving 100% analyst participation in the 2025-2026 school year, and resulting in the advancement of at least two analysts into specialist roles within other TIM Decision Units by the end of the 2025-2026 school year.

1. Talent Management and Professional Growth - Percentage of Help Desk staff who successfully complete the formal professional development/mentorship program
2. Pathways for Promotion - Number of Help Desk staff promoted or transferred to other TIM decision units.

What Key Performance Indicators are you using to track continuous improvement?

1. 100% participation rate
2. Prepare and provide 2.0 FTEs to other DUs per school year.

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<u>Staff FTE</u>		<u>Budget</u>	
Custodial	0.000000	Salaries	\$1,304,652 97.38%
Exempt	10.000000	Supplies, Equipment and Services	\$35,158 2.62%
Support	0.000000	Total	\$1,339,810 100.00%
Teacher	0.000000		
Maintenance	0.000000	Internal Revenue	\$65,000
Total	10.000000		

Profile

As part of the Technology and Information Management team, the Help Desk provides Tier 1 support to all staff for division applications, software and hardware. The Help Desk provides assistance and support for the Centre for Education Follow Me Print machines, are accountable to manage the CFE IT inventory and Technology Evergreen deployments as well as end of life recycling of technology. Our analysts are trained to provide information about current products and services and/or how to obtain a new product or service. This team is complimented by Technical Trainers who work closely with business systems owners and Programming Services to develop and deliver a wide range of technology training solutions. The technical trainers work collaboratively with our partners in Human Resources to support the Divison's Administrative Assistant Training Program, EA Intern Program as well as training for SROs. Technical Trainers and the Help Desk work collaboratively to provide support to schools and central with the effective and appropriate use of Division applications.

Budget Summary Report

	2025-26 Spring Proposed		2025-26 Fall Revised	
Resources		1,274,810		1,274,810
Internal Revenue		86,000		65,000
REVENUE TOTAL		1,360,810		1,339,810
Exempt	10.000000	1,182,386	10.000000	1,201,652
Exempt (Hourly/OT)	.000000	150,847	.000000	103,000
TOTAL NON-TEACHER	10.000000	1,333,233	10.000000	1,304,652
(% of Budget)		97.97%		97.38%
TOTAL STAFF	10.000000	1,333,233	10.000000	1,304,652
(% of Budget)		97.97%		97.38%
SUPPLIES, EQUIPMENT AND SERVICES		24,577		25,064
INTERNAL SERVICES		3,000		10,094
TOTAL SES		27,577		35,158
(% of Budget)		2.03%		2.62%
TOTAL AMOUNT BUDGETED		1,360,810		1,339,810

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<u>Staff FTE</u>		<u>Budget</u>	
Custodial	0.000000	Salaries	\$259,252 95.40%
Exempt	2.000000	Supplies, Equipment and Services	\$12,501 4.60%
Support	0.000000	Total	\$271,753 100.00%
Teacher	0.000000		
Maintenance	0.000000		
Total	2.000000		

Profile

As part of the Technology and Information Management team, the ITS Store supplies and supports approved technology to schools and central departments and manages the full lifecycle from procurement to end of life disposal. The ITS Store sources and coordinates technology, parts and repairs, negotiates and coordinates licensing for educational software used in schools and works with our vendors on behalf of the Division with respect to technology purchased for TES, warranty repairs and service.

Budget Summary Report

	2025-26 Spring Proposed		2025-26 Fall Revised	
Resources		252,487		271,753
Internal Revenue		0		0
REVENUE TOTAL		252,487		271,753
Exempt	2.000000	239,986	2.000000	259,252
Exempt (Hourly/OT)	.000000	0	.000000	0
Support	.000000	0	.000000	0
TOTAL NON-TEACHER	2.000000	239,986	2.000000	259,252
(% of Budget)		95.05%		95.4%
TOTAL STAFF	2.000000	239,986	2.000000	259,252
(% of Budget)		95.05%		95.4%
SUPPLIES, EQUIPMENT AND SERVICES		12,501		12,501
INTERNAL SERVICES		0		0
TOTAL SES		12,501		12,501
(% of Budget)		4.95%		4.6%
TOTAL AMOUNT BUDGETED		252,487		271,753

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<u>Staff FTE</u>		<u>Budget</u>	
Custodial	0.000000	Salaries	\$0 0.00%
Exempt	0.000000	Supplies, Equipment and Services	\$75,000 100.00%
Support	0.000000	Total	\$75,000 100.00%
Teacher	0.000000		
Maintenance	0.000000	Internal Revenue	\$75,000
Total	0.000000		

Profile

As part of the Technology and Information Management portfolio, Shared Print Services supports the secure print model in the Centre for Education and is fully cost recovery.

Budget Summary Report

	2025-26 Spring Proposed		2025-26 Fall Revised	
Resources		0		0
Internal Revenue		75,000		75,000
REVENUE TOTAL		75,000		75,000
Exempt	.000000	0	.000000	0
Support	.000000	0	.000000	0
Support (Supply/OT)	.000000	0	.000000	0
TOTAL NON-TEACHER	.000000	0	.000000	0
(% of Budget)		0%		0%
TOTAL STAFF	.000000	0	.000000	0
(% of Budget)		0%		0%
SUPPLIES, EQUIPMENT AND SERVICES		42,000		42,000
INTERNAL SERVICES		33,000		33,000
TOTAL SES		75,000		75,000
(% of Budget)		0%		0%
TOTAL AMOUNT BUDGETED		75,000		75,000