



# The School District of Palm Beach County Technology In Motion

### **Stay Informed:**

Visit our website at:  
[www.palmbeachschools.org/it/](http://www.palmbeachschools.org/it/)

### **Contact us at:**

Service Desk  
(561)242-4100 or PX 44100  
[ITservicedesk@palmbeachschools.org](mailto:ITservicedesk@palmbeachschools.org)

### **IT Policy**

[www.palmbeachschools.org/it/Policies](http://www.palmbeachschools.org/it/Policies)

### **Technology Plan**

[www.palmbeachschools.org/techplan/](http://www.palmbeachschools.org/techplan/)

### **Frequently Needed Forms**

Mainframe Access- **PBSD 1362**

PeopleSoft Access- **PBSD 2308**

District Cellular Device- **PBSD 2317**

Request for Services (principals/  
directors) **PBSD 0117**

Software/Hardware Technology  
Request - **PBSD 2199**

Third Party Non Employee District  
Network Access Request-  
**PBSD 2413**

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### **In Touch with the CIO**

Welcome to the Winter 2013/Spring 2014 edition of Technology in Motion. We would like to wish our users a very Happy New Year and continued success.

Similar to past years, this year's Technology Conference was very well attended. Over 2500 teachers and staff attended our District's 16<sup>th</sup> annual Technology Conference held at Santaluces Community High School on February 18, 2014. There were breakout sessions on current and emerging 21st century technologies that benefit learning and infrastructure in the classroom. Nationally recognized keynote speakers, specializing in technology and strategies for the classroom, kept the conference very engaging. Thanks to the attendees, speakers, sponsors and exhibitors who contributed to the success. A round of applause for the school administration, Education Technology and Information Technology for their collaborative and innovative efforts to organize such an informational event. Kudos to everyone....

As an update to our last newsletter, the rollout of PAARC (Partnership for Assessment of Readiness for College and Careers) computers has been completed. This project would not have been completed without the collaborative efforts of many departments along with our schools.

There are two very important initiatives that IT Security has been working on to help protect district employees. Cyber criminals have been very active world-wide to obtain personal information using different methods, not limited to just email phishing. The first initiative will require employees to change their network passwords periodically. The second initiative will require employees to complete security training. All school district employees have been enrolled in an online Technology Security Awareness program through the SANS Institute. This online program consists of short videos and quizzes that will inform and further protect employees from cyber phishing. We believe that by taking these preventative steps, cyber criminals will not be able to target our employees and will be stopped from gathering personal and financial data.

Additionally, there have been phone call attempts made by criminals acting as *Microsoft* or technology company employees, or a "Helpdesk" asking district employees for a computer virus checkup etc. That attempt is made to capture personal information from your computer. All such activities or suspicious emails/calls should be

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In Touch with the CIO.....

immediately reported to the IT Service Desk at 242-4100 or PX 44100.

Going forward, we will be sending out periodic security awareness information and training to employees to ensure that technology continues to be secure and efficient.

An exciting and key project IT has been working on is the Enterprise Web Portal. This portal will provide a single point of entry to all district applications and information, more security and act as a catalyst to our future implementation of LIIS (Local Instructional Improvement Systems). In conjunction with this project, our technology teams have been looking at futuristic student information systems to provide system consolidation and efficiencies. The team is in its first phase and has initiated an RFI (Request for Information) to evaluate different products. You can read more about this on page 4 in this edition and in future newsletter editions.

We wish our students well on their FCATs, the EOC exams and look forward to the upcoming graduations.

We wish our readers a restful Spring Break. I hope you enjoy this edition of TIM and welcome any feedback from our readers.

Best Regards,



## How IBM TRIRIGA IS TRANSFORMING SUPPORT OPERATIONS IN PALM BEACH COUNTY TRANSPORTATION DEPARTMENT

BY GEORGE SOLLI

Historically, school bus customers placed phone calls for service to the Transportation Facility Center that serviced their school. This created a strain on limited personnel at each center who were busy resolving operational issues other than customer requests and complaints.

An improvement was made in August 2011 when a central call center was created to take customer calls. The call center used telephones and fax machines to communicate to six Transportation Facility Centers across the District.

It was quickly seen that automation could improve the call center's capability and efficiency. It would be transformed from a pencil-and-paper to digital system. An IBM TRIRIGA application (Contact Center) was chosen to automate the TCC (Transportation Call Center).

A one-year design and implementation project modernized the TCC, enabling it to take its first call on December 12, 2012.

Recently, the IBM TRIRIGA Contact Center application celebrated its first-year anniversary. In 14 months the TCC has serviced more than 31,000 calls. New levels of customer service and operational capability have been reached. Several benchmarks--to include productivity, accountability, and tracking--have been markedly improved.

### Goals and Outcomes

Approximately one-third of Palm Beach County Public Schools' 181,000 students use district buses. Punctual and safe transportation is a cornerstone of the educational process for these students. Providing good customer service to school-bus-dependent

parents is critical to maintaining user confidence in the school system.

The TCC:

- Provides callers accurate information faster and tracks their issues to final resolution.
- Posts real-time information.
- Quickly communicates dangerous situations.
- Documents Transportation Managers' actions.
- Facilitates statistical study and management improvement.



## MS WINDOWS XP END OF LIFE

BY JOSE GOMEZ

In order to stay compliant with Microsoft's Windows XP end of life cycle in April 2014, the Palm Beach School District's IT Department is formulating a plan to address moving from Windows XP to Windows 7. There are currently a significant number of devices that are aged and technically cannot handle the updated operating system. IT is working closely with Microsoft and other vendors to help address this situation.

IT will be working with schools to address hardware upgrade requirements on a number of computers in order to run Windows 7. We have also started to make investments into a district wide portal to help with the aged Windows XP devices. A formal plan will be presented at the Superintendent's Technology Committee on March 17.

As always, the Palm Beach School District's IT Department is committed to the ongoing improvement and success of technology across the district and will be sending future communications regarding these required changes.

## DISTRICT PASSWORD CHANGES

BY FABIO RINCON

To better comply with Board policy 2.501 and security audits, the Information Technology Division has recently “enabled” complexity and password expiration cycles on district network passwords. This new security measure will not only enhance network security but it will also help with future audits.

Employees will be prompted to change their passwords periodically. All passwords must comply with the following guidelines:

- ◆ You cannot use your previous passwords or any part of your employee ID or user ID.
- ◆ The password must be at least 8 characters long AND adhere to three out of the four conditions below:
  1. Uppercase letters (A through Z)
  2. Lowercase letters (a through z)
  3. Numeric digits (0 through 9)
  4. Non-alphanumeric characters (special characters) (for example, @, \$, #)

We appreciate the support of all employees who help make these changes successful.



## PARCC UPDATE

BY NATASHA BELL

The Partnership for Assessment of Readiness for College and Careers

(PARCC) computer project began in early 2013. Its goal was to meet the increasing online testing challenges by resolving one of the pressing concerns at our schools - the need for additional computers.

The IT Division successfully completed the deployment of approximately 25,000 laptop and desktop computers to schools by the start of this school year.

This was a large joint-effort and included staff from across many IT departments as well as teams in Research and Evaluation and Educational Technology.

## PHISHING & SECURITY AWARENESS TRAINING

BY LARRY PADGETT

Cyber criminals have recently stepped up the number of attacks on the public, including the School District and its staff. The most recent attacks include attempts to use phishing tactics to obtain User ID's, passwords and other information by masquerading as a familiar person or organization in an email or phone call. Phishing attacks can also be received through web sites and even in person and can include attempts to gain permission to remotely manage your computer.

School district employees have been enrolled in a Technology Security Awareness training program through a course from The SANS Institute titled Securing the Human. This mandatory course was selected to help us protect personal data and financial information through an increased awareness of risks and the ability to identify and respond to attacks. (Refer to Bulletin P-14605-COO/CIO)

The training course consists of multiple modules made up of short videos (most under 5 minutes) followed by a three question quiz about the video topic. The training is self-paced and may be stopped and restarted as needed until finished. Training will begin with three modules; “You are the Target”, “Email and IM”, and “Passwords”.

Other modules and refresher training will be released over the course of the next year and a half. As this training is released to schools and departments, staff will receive emails with instructions on logging in from inside the district and from home.

Additional information on phishing can be found on web sites from:

### The Department of Homeland Security

[www.onguardonline.gov/phishing](http://www.onguardonline.gov/phishing)


### Microsoft Safety and Security Center

[www.microsoft.com/security/online-privacy/phishing-symptoms.aspx](http://www.microsoft.com/security/online-privacy/phishing-symptoms.aspx)

### Anti-phishing Working Group

[www.antiphishing.org/resources/overview/avoid-phishing-scams](http://www.antiphishing.org/resources/overview/avoid-phishing-scams)

**Having a problem with your computer?**



**Employees**

- Compensation
- Salary Information
- Payroll
- Leaves/Retirement
  - Leaves / Family Medical
  - Leave Act
  - Retirement

- WHERE TO TURN
- BULLETINS
- System Alerts

Check the [System Alerts](#) page to see if this is already a reported issue.

## NEW DISTRICT ENTERPRISE WEB PORTAL IS COMING!

BY KARA RUBINSON

The new web portal has been approved and will be available for employees by summer 2014.

The portal will provide a one-stop, single point of entry to district applications and information. In addition to enhanced security and best practice benefits, there are also considerable savings that will be

The Portal technology will be provided by Stoneware - A Lenovo Company. The Stoneware software is currently used by 25 Florida school districts as well as the Florida Department of Education (FLDOE) and several large urban school district across the country.

In November 2013, a technical feasibility proof of concept was completed successfully with several key district applications that represent various authentication methods. The intent was to validate whether the Stoneware product could seamlessly integrate into our technical environment.

## HONEY, I SHRUNK THE URL!

BY KARA RUBINSON

Have you ever tried to give someone a GoogleDoc URL or an address to a SharePoint site? Who can remember those long URLs and addresses, let alone type them correctly? Of course, you can always copy and paste the URL into an email, but even that sometimes doesn't work right. We have a solution for you!

Introducing the all new SDPBC URL Shortening web app. Visit <https://1.sdpbc.net/> or visit the IT web page at [www.palmbeachschools.org/it](http://www.palmbeachschools.org/it) and click the last item under *Quick Links*- "**URL Shortener**", Log in, enter a URL, decide if it should expire, verify the URL and create a new one. The new URL will be <http://.sdpbc.net/5RandomCharacter>  
For example:  
<http://1.sdpbc.net/a6toq>  
From that point on, the new URL will redirect to your chosen destination.

Do you want to know statistics on your URLs or manage them? We've got that too. At the top right of the app, click on *URL Management* to edit your URLs, delete them, or view their usage. Then, click on *Stats* in the Stats column and you will see a full range of statistics on visits, whether these visits are internal or external, last 30 days usage, or usage on a specific date range.

Go ahead... Give it a try... Shrink your own URLs.

NOTE: Only district employees can create shortened URLs, but anyone can visit them.



realized by incorporating a web portal.

Other benefits include:

- ◆ *Easy Access* - removes memorization/book-marking of addresses to district applications or other application portals
- ◆ *One-Stop Centralized Area* to access district applications and content
- ◆ *Organizes the District Applications* and allows the removal of internal applications from the district public website
- ◆ *Customizable and Personalization* features
- ◆ *Ability to Provide Alerts and Banners* specific to staff

The roll-out of the District Enterprise Web Portal will be completed in phases. Phase 1 will integrate essential employee utilized web-based applications that currently have a single-sign-on authentication method. This phase will be completed by July, 2014. Subsequent phases will require extensive planning and may include a personalized employee portal, a student portal and parent portal.

Please contact Natasha Bell-Hayden, Project Manager, for questions about the Portal project.



## WIRELESS ENHANCEMENT PROJECT FOR MIDDLE SCHOOLS

BY ROB RUTSTEIN

As the School District continues to move forward with online testing for students, the IT Department has been working behind the scenes to enhance the wireless infrastructure. To support this “high stakes” testing initiative, the IT Department purchased several hundred new desktop and laptop computers last year for testing. In addition, we have been enhancing the wireless network at all secondary schools during the past several months.

The high schools were the first to receive high-density wireless access points in all large gathering areas on campus such as, the media center, gym, auditorium, and cafeteria. We are currently installing the same devices for all 34 middle schools.

Palm Springs Middle agreed to be a “pilot site” for wireless testing. Since January 2014, we have begun to install high-density wireless access points in the large gathering areas of all middle schools. This includes the media center, gym, cafeteria, and auditorium (if they have one on campus). These large facilities are a perfect venue for testing up to 150 student connections using laptop computers in each location.

The installations have been a real challenge for our technicians, as most of the gyms and auditoriums have very high ceilings and limited or no data connections. New data cable is being installed and must be run to each new wireless device/location. The current configuration calls for four wireless access points (APs) in each new testing area. The APs are spaced out evenly to provide for maximum WiFi coverage in all areas. The APs installed in gymnasiums are mounted within protective boxes with Lexan covers to protect the devices from a direct hit by stray basketballs during sporting events or team practice.

In the near future, all secondary schools that work with the Assessment Department will have the option to test large quantities of students, in a much shorter timeframe, using these updated facilities. Stay tuned for future updates on technology that will leverage our new wireless infrastructure.

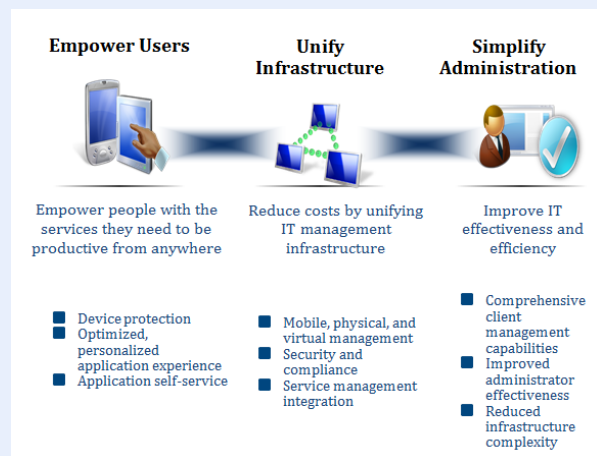
## SYSTEM CENTER CONFIGURATION MANAGER (SCCM) ANTIVIRUS AND PATCH MANAGEMENT

BY SYLVIA ORIOL

Recently, the Information Technology Department successfully replaced LANDesk Antivirus software with Microsoft System Center Configuration Manager (SCCM) 2012 SP1 Antivirus and added Patch Management across the district.

The Microsoft System Center Configuration Manager (SCCM) allows us to provide more effective IT services by enabling secure and scalable software deployment, compliance settings management, and comprehensive asset management of servers, desktops, laptops, and mobile devices. This suite of software modules and powerful tools enabled the deployment and management of the School District’s new anti-virus/anti-malware solution (System Center Endpoint Protection) and Windows updates to all Windows based computers. The District-wide roll out of SCCM to over **100,000 devices** has been one of the most transparent and successful implementations done in IT.

Our goal with this implementation was to *empower our users* with the services they need, to *unify our infrastructure* by reducing costs, and lastly to *simplify administration* by improving our IT effectiveness and efficiency. Over the last six months, the IT project team worked very hard to implement and deploy the new SCCM Antivirus throughout the District. Windows software updates were successfully deployed during the month of December to desktops, laptops and Windows servers. Over the next few months, we will continue to deploy the next set of updates to district machines.



The contribution and dedication of the project team was a critical factor to the success of the project. A special thanks to Fabio Rincon, Joe Ascanio and Oscar Salazar for their remarkable hard work and motivation to the completion of the project.



# DATA CENTER TOUR

IT Data Center staff, Tim Carey, Frank Ferrara, James Gallon, and Service Desk Manager Joyce Parker, take students from Wellington High School's PC Support Class on a tour of the Data Center.



On February 18, 2014, the 16<sup>th</sup> annual Technology Conference was held at Santaluces High School. The Department of Education Technology, along with critical support from the Division of Information Technology (and over 200 volunteers) successfully delivered 93 breakout sessions with 11 keynote/featured speaker sessions to approximately 2500 attendees.

There were over 300 streams via our new Vbrick system ([video.palmbeachschools.org](http://video.palmbeachschools.org)) and over 500 attendees engaged via social media (Edmodo and Twitter). In addition, there were over 50 vendors in our exhibit hall where attendees were able to get questions answered from, and provide feedback directly to, the vendors themselves. Many of the sessions were "standing room only". Based on attendee feedback, the conference was a huge success.

Professional Development points are available via TrainU.

Recordings of the keynotes and featured speakers are also available for viewing in TrainU. In TrainU just search for "conference" or go to <http://trainu.palmbeach.k12.fl.us/course?id=2162>

For questions about the conference, please contact Lee Kolbert at [Lee.kolbert@palmbeachschools.org](mailto:Lee.kolbert@palmbeachschools.org)

*"Thank you so much for helping us with our trip. The kids loved it. As soon as they got on the bus they exploded with all kinds of questions and comments about everything they saw in the data center and the offices. Quite a few of them came to me and said they want to work with a virtual machine, and asked a lot of questions about Active Directory! None of this would have been possible without your support. Thank you so much."*

Jessica Burns

Technology Support Technician, Wellington Community High School



## TECHNOLOGY CONFERENCE COVER DESIGN CONTEST

Each year the Education Technology Department holds a contests inviting students to design the cover of the Technology Conference program. This years theme was *Surfing the Digital Wave*. The 2014 Technology Conference cover design contest was won by student **Rocky Jimenez** from South Tech Academy. Adam Fiveson was the sponsoring teacher.



*"Just wanted to thank your team for the hard and diligent work yesterday afternoon with the Common Core Banner. ....you made it all happen and it looks wonderful. Thank You!"*  
Natalia Powers

Kara,

*"I just want to inform you what a wonderful job **Alex (Toro)** and **Jonathan (Simcina)** did to help our 5th Annual Battle of The Books be a tremendous success. With over 2,000 students from 56 elementary, middle and high schools participating it was a huge undertaking and they made it seem flawless. We greatly appreciate all that your staff does."*

Bill Purtell

### Technical Operations Department staff news....

The Service Desk family welcomes new member **Eric Walsh**. Eric was employed as a Temp with IT before accepting the full time Analyst Technical 1 position.

**Diana Cordero, Daisy Gonzalez** and **Jackie Kekacs** have been promoted to Analyst Technical 1 on the Service Desk Team.

**Matt Judson**, Endpoint Administration staff member, was promoted to Senior Technical Analyst.

**Saywack Persaud**, Field Support, was promoted to Analyst Technical 1.

**Jean Lerebours** was promoted to second shift Supervisor in the Data Center. Congratulations Jean.

### Infrastructure & Security Department staff news....

**Lorenzo Valdes**, has been promoted to Manager for IT Infrastructure including servers, storage, backups and disaster recovery. Lorenzo has 27 years with the District in various technology roles and brings a solid foundation assuring support to all schools.

**David Wilhelm**, has been promoted to Manager for IT Infrastructure including networks, wireless, internet filtering, switching, routing and firewalls. With the District for two years, coming to the District from the State of Wyoming DOE. David brings progressive ideas to support district and school technologies.

### IT Enterprise Application Department staff news....

**Dale Blomberg** will represent the IT Division as the Professional Development Coordinator. Dale will assist the PD Department to begin the process of preparing the IT division for the PD System updates and the move of online PD to the ELM system for FY15.

**Ron Mead** retired on January 3. Ron held the position of Analyst/Records & Forms. Thank you Ron for many years of service and have fun in retirement.

**Ron Monbleau**, Specialist II, was promoted to Manager and will be responsible for web, mobile and business applications. Congratulations Ron!

**Michael Sims**, Specialist II, has been promoted to Project Manager. Michael is responsible for all Google products, eForms, Heat, eSupport, ChangeGear, BoardDocs and ImageQuest.

### Welcome...

**Valerie Crenshaw** joined the team in February as Analyst Records/Forms. Valerie was employed at Allamanda Elementary School prior to joining IT.

**Visham Ramcharitar** joined the team in the position of Analyst Sr Technical. Visham was employed as a Temp with IT before accepting the full time Analyst position.

**Rick Saturnini** joined the team in December as Analyst Sr Technical. Rick was previously the ITSA at West Gate Elementary.

### Married....

**Jonathan Simcina** was married on December 28 at the Four Seasons in Chicago. Jonathan's wife, Lyndsey, is a teacher at Berkshire Elementary. Congratulations.



Google Mail/Calendar

Updates, Tips and Tricks

The Gmail advanced search box now has an option to search emails by size. Emails can now be searched without using operators like "size" and "larger". The advanced search options can be accessed by clicking on the down arrow in the search box in Gmail.