



**Lead**  
THE PAC

**Information Technology Division  
Annual Report  
2023-2024**

# Message from Chief Information Officer

As we reflect on the accomplishments of Fort Bend ISD Information Technology (IT) Division over the past year, it is with great pride that I present the 2023-2024 Information Technology Division Annual Report. This report highlights the exceptional contributions of our dedicated IT staff, showcasing the breadth of their expertise and commitment to supporting the district's mission. The report provides an overview of the areas of responsibility, services offered, and key achievements that directly influence the work of our teachers and staff, all in service of empowering students to reach their full potential and "pursue futures beyond what they can imagine." I am grateful to my IT staff, my colleagues, my leadership team, our Board of Trustees, and our communities for their continued assistance and support as we strive to provide the most modern, secured, and collaborative IT environment for Fort Bend ISD students and staff.

The progress and accomplishments detailed in this report are the result of collective effort and collaboration between the Information Technology team and district stakeholders. These partnerships have fostered the exchange of ideas, skills, and resources, ensuring the provision of essential tools and equipment to enhance the district's technological landscape.

The successful implementation of Bond 2023 has been pivotal, providing the necessary resources to update and improve our technological infrastructure. These funds enabled significant advancements in the district's technological capabilities, learning environments, and security protocols. In addition to initiating projects funded by the bond, this year also marked the deployment of our 1:1 Equipped initiative, which ensured that each of our secondary students received a laptop, further enhancing their learning experience. Other key internal IT initiatives include the deployment of Intune for device management and the implementation of a new IT Service Management (ITSM) system, designed to provide our IT teams with enhanced tools for handling daily technology requests.

Looking ahead to the 2024-2025 school year, the IT Division will continue to focus on completing bond-related projects and undertaking several major system upgrades and replacements. Among our key initiatives are the implementation of a cloud-based business continuity and disaster recovery solution, major upgrade to FBISD student information system, Skyward, as well as the enhancement of cybersecurity policies, procedures, and measures to protect district data, students, and staff. We will also encourage continued participation in our technology steering and stakeholder committees, fostering a culture of innovation and collaborative problem-solving.

As Fort Bend ISD continues to integrate technology into the daily activities of students and staff, the IT Division is dedicated to serving as a reliable, responsive, and trusted partner. Our focus remains on delivering timely and effective technology solutions, guided by principles of transparency, accountability, and user-driven IT governance. We will measure our success by our ability to address the technology needs of district staff and students while continually adapting to the evolving technological landscape and resource challenges.

The Information Technology Division will continue to be a cornerstone of Fort Bend ISD's commitment to academic excellence, supporting the district's educational ecosystem and helping to shape the future of our students.

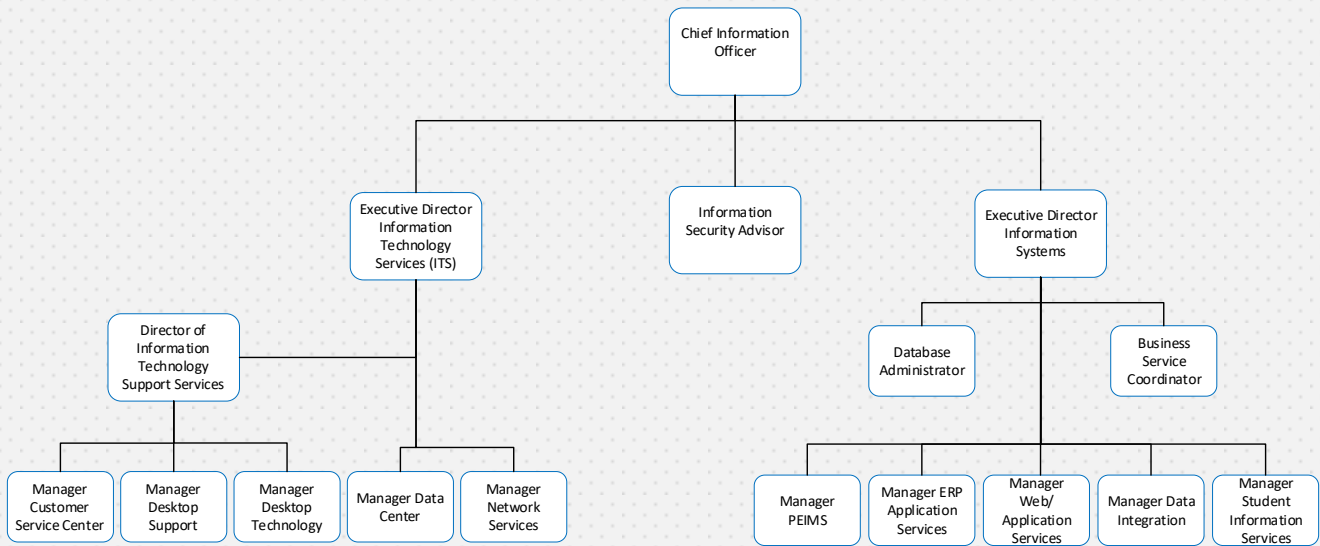
*Long Pham*  
*Chief Information Officer*

# Information Technology Division

**Mission:** The Information Technology Division exists to provide our customers with technology solutions and services that are innovative, dependable, scalable, and sustainable.

**Vision:** The Information Technology Division will be recognized as innovative K-12 technology leaders by providing effective use of existing and emerging technology to enable the continuous improvement of teaching and learning.

## Fort Bend ISD Information Technology Division



The Information Technology Division is composed of two departments: Information Technology Services and Information Systems. These departments include several teams dedicated to supporting all aspects of technology hardware, software, and data. Our IT teams deliver a broad range of efficient and cost-effective services that contribute to the realization of the District's academic vision. For more detailed information about each service, please refer to our [Service Catalog](#) website.

## EquippED 1:1 Program Planning & Preparation

The 1:1 secondary school laptop project is made possible through a grant from the Emergency Connectivity Fund (ECF) and Bond 2023, Proposition B. The ECF is a \$7.171 Billion federal program funded by the American Rescue Plan Act of 2021 to help schools and libraries support remote learning. The program helps schools and libraries throughout the country, equipping them with tools and services to meet their community's need for remote learning.

On June 14th, 2023, the Universal Service Administration (USAC) awarded FBISD a \$17.6M grant to purchase laptops for use in a student 1:1 program. Based on current enrollment projections, the FBISD 1:1 program required 46,000 student laptops at a total cost of \$38M. With the \$17.6M grant, the remaining cost to FBISD was \$20.5M which was funded by the 2023 Bond, Proposition B.



The student 1:1 laptop program supports our district's vision of preparing students for their future. It aligns with our instructional goal of providing differentiated learning opportunities that promote purposeful technology integration. The program will also foster student agency and voice while enhancing student engagement and achievement.

The EquippED 1:1 program is designed to empower FBISD students to become lifelong learners and leaders. To support effective teacher implementation, ongoing professional development and job-embedded support will be provided, ensuring the successful integration of the laptops.



For over a year, IT staff worked to evaluate potential laptop models and solicited bids for new models. By opening the bid to manufacturers other than HP, FBISD was able to lower the laptop cost by over \$100 per unit saving taxpayers over \$4.5M. Additionally, FBISD was able to negotiate a new “comprehensive” warranty that provides additional protection to the fleet for 5 years.

Throughout the summer of 2024, FBISD staff, in collaboration with vendor partners, worked diligently to receive asset tags,

conduct inventory, install software images, prepare cases, and deliver 46,000 laptops to 30 campuses in preparation for deployment during the first weeks of the school year. The FBISD IT and Teaching & Learning teams are looking forward to successfully implement the 1:1 Equipped Project for our secondary students.

# Intune Endpoint Manager

Endpoint device management is a critical part of enterprise IT management. Services like installing software, patches, setting restrictions, remote control and support are just a few of the critical features that endpoint management platforms provide. Historically, FBISD has used the JAMF platform to manage all Apple products (Mac and iPads). At a cost of \$254,000 per year, the JAMF platform represented a significant investment in our IT tool suite. IT engineers have been tracking the development of Microsoft’s cloud-based endpoint management tool (Intune) for several years. In 2023, the FBISD team determined that the Microsoft Intune platform had reached feature parity with JAMF for all critical functions and began the process of converting our iPad fleet from JAMF to Intune.

The Desktop Technology team spent the spring of 2023 converting hundreds of application deployments and management policies from JAMF to Intune. In parallel, the Desktop Services staff collaborated with the Network team to transition the iPad wireless policy from a shared username/password model to a much more secure SCEP certificate-based authentication. Over the summer of 2023, IT staff and contractors physically handled over 22,000 iPads, resetting, and enrolling them in Intune. In the fall of 2023, desktop analysts worked 1:1 with Special Education Department (SPED) staff to manually convert each SPED student's FBISD-issued iPad to Intune, ensuring no loss of student work or accessibility customizations.

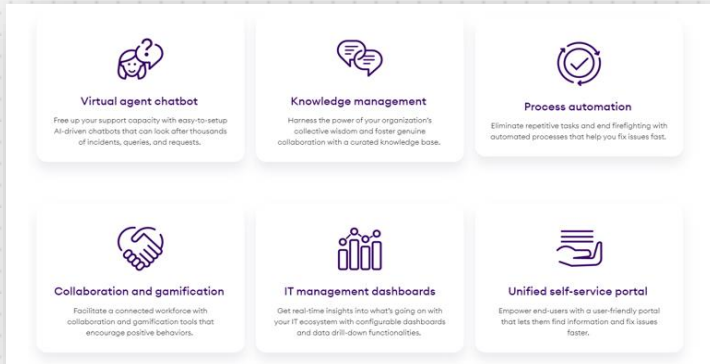


The \$250,000 annual savings allowed IT to return this amount to the General Fund for the 2023-2024 fiscal year, as well as invest in the ITSM project, the creation of an ITSM Administrator position, and still return over \$30,000 annually to the General Fund annually starting in 2024-2025.

iOS/iPadOS   iOS/iPadOS devices										
21,945 devices										
Search										
Refresh Export Columns Bulk device actions										
OS: iOS/iPadOS Add filters										
Device name	Compliance ↑	OS	OS version	Device state	Last check-in	Model	Serial number	Total storage	Free storage	
DMPXGDZ9JF8.	Compliant	iOS/iPadOS	17.6	Managed	07/31/2024, 02:49 PM	iPad (6th genera...	DMPXGDZ9JF8J	32.00 GB	11.26 GB	
DMRFXW3AJF8	Compliant	iOS/iPadOS	17.6	Managed	07/31/2024, 02:49 PM	iPad (6th genera...	DMRFXW3AJF8J	32.00 GB	10.46 GB	
DMRFXGCFJF8.	Compliant	iOS/iPadOS	17.6	Managed	07/31/2024, 02:50 PM	iPad (6th genera...	DMRFXGCFJF8J	32.00 GB	10.45 GB	
F9FCN142MF3M	Compliant	iOS/iPadOS	17.6	Managed	07/31/2024, 02:50 PM	iPad (7th genera...	F9FCN142MF3MJ	32.00 GB	13.51 GB	
F9HCM0LJMF3I	Compliant	iOS/iPadOS	17.6	Managed	07/31/2024, 02:49 PM	iPad (7th genera...	F9HCM0LJMF3MJ	32.00 GB	9.79 GB	
GG7YVF7JF8J	Compliant	iOS/iPadOS	17.6	Managed	07/31/2024, 02:48 PM	iPad (6th genera...	GG7YVF7JF8J	32.00 GB	10.28 GB	
GG8D79PAMF3	Compliant	iOS/iPadOS	17.6	Managed	07/31/2024, 02:48 PM	iPad (7th genera...	GG8D79PAMF3MJ	32.00 GB	9.84 GB	
GG8V5ELJF8J	Compliant	iOS/iPadOS	17.6	Managed	07/31/2024, 02:49 PM	iPad (6th genera...	GG8V5ELJF8J	32.00 GB	10.50 GB	
GG8V637JF8J	Compliant	iOS/iPadOS	17.6	Managed	07/31/2024, 02:49 PM	iPad (6th genera...	GG8V637JF8J	32.00 GB	9.60 GB	
GG8V66HJF8J	Compliant	iOS/iPadOS	17.5.1	Managed	07/31/2024, 02:50 PM	iPad (6th genera...	GG8V66HJF8J	32.00 GB	10.07 GB	
GG8VEMKJF8J	Compliant	iOS/iPadOS	17.5.1	Managed	07/31/2024, 02:50 PM	iPad (6th genera...	GG8VEMKJF8J	32.00 GB	12.17 GB	
GG8VYEU6JF8J	Compliant	iOS/iPadOS	17.6	Managed	07/31/2024, 02:48 PM	iPad (6th genera...	GG8VYEU6JF8J	32.00 GB	13.88 GB	

# IFS Assyst (ITSM Tool)

The growing size and complexity of Fort Bend ISD’s IT infrastructure has surpassed the capabilities of our existing IT service management software. By leveraging the savings generated from the Intune project, the IT division was able to invest in a comprehensive ITSM (Information Technology Service Management) platform.



An ITSM tool offers significant benefits to Fort Bend ISD. It provides a structured framework for managing IT services, ensuring that processes are standardized and efficient. This leads to improved service quality and consistency, reduced downtime, and faster incident resolution. Furthermore, an ITSM tool enhances visibility and control over IT assets and resources, enabling more informed decision-making and better resource allocation. The tool also fosters continuous improvement by offering metrics and analytics that highlight areas for

enhancement. Ultimately, the implementation of an ITSM platform will align IT services with the objectives of the district, leading to improved customer satisfaction and operational efficiency.

On May 11, 2023, Fort Bend ISD issued RFP 23-049DE for an Information Technology Service Management (ITSM) tool, in collaboration with stakeholders from IT, HR, PD, and Purchasing. The district received 25 responses, and a committee of 16 employees evaluated the proposed solutions against over 400 data points. The Assyst platform from IFS was selected and approved by the Board of Trustees in January 2024.

During the Spring and Summer of 2024, the IT division worked closely with IFS to integrate the Assyst platform with internal data sources such as PeopleSoft, Skyward, and Microsoft. This deep integration will enable Assyst to deliver powerful automated workflows and reporting capabilities to the IT division.



## Police Laptops

Over the course of three years, the IT department collaborated with the FBISD Police Department to equip police vehicles with laptops, a long-term project that involved multiple vendor interviews, demonstrations, and pilot programs to ensure secure data access and that the software used by officers and dispatchers met their operational needs.



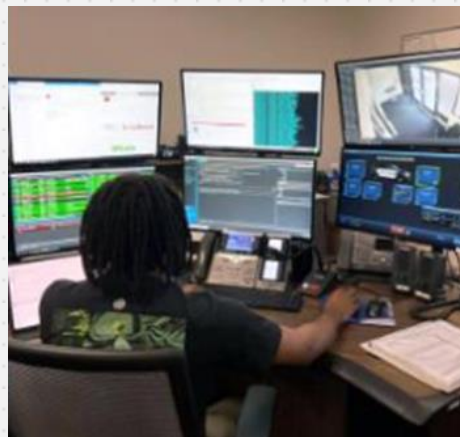
A new private network solution, utilizing NetMotion and Verizon, was implemented to meet state and federal requirements. This solution ensures that data accessed from the Mobile Data Terminals (MDTs) is segmented from the rest of the FBISD network. A new VPN provider was chosen to deliver an always-on connection, preventing MDTs from disconnecting, and eliminating the need for officers to manually re-sign in when connectivity is lost. To further

enhance security, Verizon LTE cards operate on a private network, enabling continuous internet access for officers while on the move. The software also includes reporting capabilities that allow for real-time data analysis, officer location tracking, and various other valuable insights.



Additionally, enhancements were made to the Computer Aided Dispatch (CAD) system, specifically the Zuercher software, to improve capabilities for public safety. This update enabled officers in cruisers to access and update data directly, reducing reliance on Dispatch personnel to record and relay information. Integration with the Texas Law Enforcement Telecommunications System (TLETS) allows for quicker and more efficient data retrieval, while GPS integration enables Dispatch to identify the closest officer for rapid response to calls.

The successful implementation of Mobile Data Terminals (MDTs) has significantly enhanced the ability of district police to access critical information quickly, improving both officer safety and overall security within the district.



# Information Technology By the Numbers

- 5.37 Petabytes (PB) security camera storage used (1 Petabyte =  $10^{15}$  bytes of digital information = 1.5 million CD discs)
- 212.9 Terabytes (TB) Exchange Online storage used (1 Terabyte =  $10^{12}$  bytes = 130,000 digital photos)
- 123 TB Special Education camera storage used
- 89.7 TB general storage used
- 40 TB of Virtual storage served per day.
- 16.7 TB of SharePoint Online storage
- 18 Gigabits per second (Gbps) average peak Internet bandwidth used by the District every day
- 15 Gbps average peak Internet bandwidth used by the wireless users every day
- 100 million+ files on 16.7 Terabytes (TB) stored in OneDrive for Business storage
- 62,404,634 Fort Bend ISD web page views
- 34,556,400 internal queries serviced per hour by DNS (Domain Name System)
- 31,305,000 denied applications blocked by the firewall (1 week average – from top 5 denied applications)
- 25,732,347 Inbound emails in the last 90 days (from 6/15/2024)
- 17,885,740 emails sent from Skyward
- 14,853,438 Student logins via Clever
- 13,695,000 denied Internet destinations by firewall (1-week avg - from top 5 destinations denied)
- 9,746,131 Student logins to Skyward Student Access
- 8,872,266 WinDSX transactions badge/card/pin events
- 7,940,014 total Schoology course materials created
- 7,027,580 Microsoft Teams audio time (minutes) last 180 days from 6/04/2024
- 6,191,270 Microsoft Teams video time (minutes) last 180 days from 6/04/2024
- 5,606,400 CPU hours of nonstop compute delivered per year from our hyperflex cluster
- 5,100,000 files stored on SharePoint sites
- 4,338,894 Microsoft Teams screen share time (minutes) last 180 days from 6/04/2024
- 4,259,604 files and 128,426 folders of security camera recordings
- 3,919,835.3 miles and used 577,278.6 gallons of fuel tracked for Yellow fleet
- 3,919,248 logins to Skyward Family Access
- 3,541,111 Schoology assignment submissions
- 2,819,192 Schoology assessment submissions
- 2,345,684 Schoology test/quiz submissions
- \$2,008,993 Facilitron total bookings
- 1,728,116.2 miles and used 15,100.6 gallons of fuel tracked for White fleet
- 1,718,187 Microsoft Teams chat messages last 180 days from 6/04/2024
- 1,218,362 IP addresses allocated by internal DHCP (Dynamic Host Configuration Protocol)
- 1,200,000 internal certificates issued to wireless devices, iPads and PCs in the past year.
- \$1,064,187 Facilitron rental revenue
- 946,818 gallons imported in EJ Ward from fuel terminals
- 943,265 Raptor total sign-ins
- 920,175 unique logins to instructional resources (McGraw Hill, iReady, G-W Online, Explore Learning, Bookshelf by Vital Source and Savvas)
- 909,006 total requests processed through the SchoolDude system since implementation



- 891,769 teacher logins via Clever
- 849,817 books in Follett Destiny circulation
- 731,579 Kronos punches
- 699,533 file downloads from District websites
- 623,765 Raptor student sign-ins
- 428,334 My Self Serve logins
- 412,391 files and 33, 672 folders of SPED camera recordings
- 276,849 payroll checks processed
- 263,854 Raptor visitor sign-ins
- 241,267 books were opened in Follette Destiny
- 221,036 websites blocked by content filters (1-week avg - from top 5 blocked websites)
- 217,643 total digitized documents stored in Docuware
- 140,887 Financial Supply Chain Management (FSCM) logins
- 133,200 active email accounts in use
- 130,022 Active Directory accounts maintained
- 112,789 1:1 Microsoft Teams calls last 180 days from 6/04/2024
- 80,950 unique Clever student users
- 80,690 students enrolled as of June 2024
- 77,661 technology help cases created
- 72,978 Schoology student logins
- 67,685 payment vouchers processed
- 59,437 unique Renaissance users
- 56,029 calls to the Service Desk
- 52,408 calls answered by the Service Desk
- 50,282 Total participated Microsoft Teams meetings (the sum of the one-time scheduled, recurring, unplanned, and unclassified meetings a user participated in during the specified period) last 180 days from 6/04/2024
- 49,033 unique Dreambox Math users
- 48,262 Total organized Microsoft Teams meetings (the sum of one-time scheduled, recurring, unplanned, and unclassified meetings a user organized during the specified period) last 180 days from 6/04/2024
- 47,851 attacks from the Internet blocked at the firewall (1 week average - from top 5 attacks)
- 45,534 Raptor Volunteer Sign-ins
- 44,641 unique SchoolLinks users
- 42,911 Employee EForms for contracts, salary letters, job description, etc.
- 40,903 received orders processed
- 34,535 EJ Ward fueling transactions
- 28,001 Blackboard messages sent
- 25,000 backups over the past year. Total size of data backed up is 996TB.
- 24,654 total purchase orders processed in PeopleSoft FSC
- 22,054 DHCP leases per hour delivered.
- 19,445 New Student Online Enrollment (NSOE) applications
- 16,383 SiteMaster doors/locks tracked
- 15,865 PCard transactions processed
- 12,650 WinDSX cardholder accounts
- 10,568 assets added to PeopleSoft
- 10,325 emails were cleaned from 15 SPAM events (between Nov 2023 through July 2024)

- 10,112 Raptor contractor sign-ins
- 9,216 Schoology staff logins
- 7,571 Schoology parent logins
- 6,725 security cameras
- 5,569 Skyward Data Mining reports
- 5,334 unique Clever teacher users
- 4,301 employees and supervisors using Kronos
- 4,848 Skyward support tickets resolved
- 3,756 total Sitemaster keys replaced
- 3,368 new scheduled tasks in Skyward
- 3,081 EJ Ward repair orders created
- 3,005 Change Forms (Employee Transfer) processed
- 2,447 new vendors created
- 2,033 Budget Request Forms processed
- 1,845 distinct vendors purchased from
- 1,864 Eduphoria student assessments produced
- 1,776 Microsoft Teams channel messages last 180 days from 6/04/2024
- 1,647 distribution lists converted to .gov
- 1,032 Processing Lists added in Skyward
- 1,014 district vehicles and devices maintenance and repairs managed by RTA/EJ Ward
- 601 spyware downloads blocked at the firewall (1-week avg - from top 5 downloads)
- 600 FSCM support tickets completed
- 514 SPED cameras
- 404 Yellow fleet Zonar GPS assets/units
- 373 virtual machines
- 362 HCM (MySelfServe) support tickets completed
- 290 Skyward student purges
- 280 White fleet Zonar GPS assets/units
- 196 WinDSX operators
- 107 new courses added in Skyward
- 44 Skyward trainings offered to 1,071 attendees
- 39 Skyward student merges
- 35 SPED camera servers
- 17 physical virtual servers
- 12 physical server appliances

and

**1 awesome IT Team!**

# INFORMATION SYSTEMS



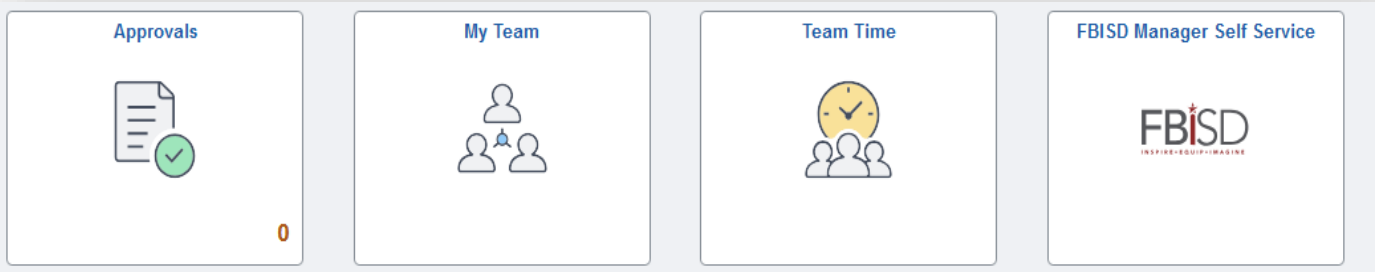
## ERP (PeopleSoft) Team

Oracle PeopleSoft Human Capital Management (HCM) and Financials and Supply Chain Management (FSCM) serve as the current Enterprise Resource Planning (ERP) solutions for Fort Bend Independent School District (FBISD). Purchased in 2006, the system has been upgraded to its current version, which operates on a 2019 SQL server with an always-on backend database. The Oracle suite of products supports a wide range of the District's business and staffing operations, including purchasing, warehouse/inventory management, accounts payable and receivable, financial reporting, fixed assets, general ledger, human resources, payroll, benefits management, position control, and state and federal reporting.



This includes customized reporting for the Public Education Information Management System (PEIMS) and Teacher Retirement System (TRS).

Additionally, the District utilizes Oracle Planning and Budgeting Cloud Service (PBCS), which interfaces directly with both the HCM and FSCM systems. A separate, real-time replicated database is employed to offload data for reporting purposes, and to provide restricted SQL access to other systems.



The HCM system serves as the primary data source for various integrations with other District systems that require staff data, including Active Directory.

It also interfaces with four hosted solutions: UKG Dimensions (formerly known as Kronos) for timekeeping, ReadySub for absence reporting and substitute callouts, Oracle Taleo for applicant tracking, and Oracle PBCS for budgeting. The HCM system supplies comprehensive staff-related data to the Data Integration team, which encrypts and transmits this data to third-party vendors, including all benefit vendors. The FSCM system also interfaces with various vendors for punch-outs, catalog ordering, and electronic invoicing, as well as with Tableau for data visualization and Oracle PBCS for budgeting. Over the years, significant modifications have been made to these modules to accommodate the evolving needs of FBISD.

**ERP (Peoplesoft) Team Responsibilities**

- All custom development and systems analysis and design for the ERP (Enterprise Resource Planning) Systems.
- All In-House upgrades and custom retrofit development to the ERP Systems.
- Support for all Staff PEIMS/TRS/Payroll/Employee Records reporting systems.
- Support for all Finance Business operations: Procure to pay: Requisitioning, purchasing, receiving, and paying for goods and services.
- Support for all financial state and federal reporting.
- Support for Budgeting software for the district.
- Support for Taleo Software related to hiring.
- Security for all Oracle ERP applications
- Support for all backups of ERP software.

**ERP Team accomplishments (operations and projects) (2022-23)**

ERP	Item	Description
FSCM	eSupplier	This project aims to implement a vendor self-service portal, enabling vendors to receive an email invitation to register, enter their banking information and contact details, and upload their W9 form. The process will include approvals from the Purchasing and Accounts Payable (AP) departments. Configuration and coding have been completed according to the specified requirements. The project is currently on hold, pending a decision from the Purchasing department.
FSCM	EqualLevel	This project involves a platform integrated with PeopleSoft Finance to facilitate punchouts to vendor catalogs. Phase 1 of the project has been completed, which includes integration with PeopleSoft FSCM for 12 high-volume vendors. Currently, the project is in Phase 2, with plans to incorporate Amazon and additional vendors at the start of the upcoming fiscal year in July 2024.
FSCM	Board Item Tracking PowerBI Dashboard	This project created a dashboard to track board approved items with expenditures and commitments and compliance compared to budget with drilldown to details of transactions.
FSCM	1099 Updates	Implemented 1099 updates to ensure compliance with federal tax regulations and developed a new interface for uploading data to the updated IRS portal.

FSCM	Delegation Proxy Approvals	This project is designed to provide a self-service feature that allows users to delegate an approver for requisitions, vouchers, and budget transfers during absences. The planned go-live date is by the end of this calendar year, contingent upon the completion of additional requirements from the Business and Finance departments.
FSCM	Voucher Approval Workflow Update	The Voucher Approval process was converted to use the new Approval Workflow Engine (AWE) configuration, replacing the legacy Virtual Approver. The custom page functionality previously developed for the Accounts Payable team to manage second-level approvals was retained to maintain the established look and feel.
FSCM	Automated Security Tasks	Automated Security Role are now updated automatically to remove access based on employee termination dates in HR, preventing unauthorized access when an employee departs.
FSCM	Pathlock MFA for Finance	Multi-Factor Authentication (MFA) was implemented to enhance security for access to PeopleSoft Financials. This update also allows for a password length greater than 32 characters.
FSCM	Fiscal Year End Close	Coding and processing tasks were performed, system changes were made, user communications were facilitated, and Fiscal Year-End processing was completed, which included rolling Purchase Orders (POs) and uploading the budget.
FSCM	Load new NIGP Codes (09/06)	A custom Excel-to-Component Interface spreadsheet was created with business validations to streamline the loading of new NIGP codes, eliminating the need for manual data entry of hundreds of rows by the purchasing team.
FSCM	PO Standard Comments Updates	The Standard Purchase Order (PO) Comments were updated to automate the inclusion of legal messages sent to vendors with Purchase Orders.
FSCM	Coding efficiencies	Coding updates were made to improve processing times for General Ledger Journals, Budget Checking, and Purchase Order creation.
HCM	IBM PeopleSoft Optimization Project (POP)	Phase 1A of Payroll Optimization Project was completed to optimize payroll and contract pay processes, transitioning from the delivered/custom process to a fully custom process for calculating paychecks, payouts, job transfers, and multiple job processing. This was a multi-phase project, developed jointly with IBM and managed by a Project Manager.
HCM	Tax Updates	Four quarterly tax updates were applied to ensure compliance with federal tax guidelines.
HCM	Benefits	Health Savings Accounts (HSA) were implemented along with custom processes and reporting.
HCM	Benefits	A Fluid-guided activity was introduced for Open Enrollments to simplify the process for staff, reducing errors during benefits enrollment.
HCM	Benefits	New vendor interfaces were created for Surest, UHC Medical, Vision, Optum, Life, Disability, and OnePass.

HCM	Reporting	A total of 13 new PeopleSoft queries and 37 updates to existing queries were offloaded to the reporting database servers to enhance performance.
HCM	E-Forms Mass Load	A new process was created to allow Human Resources to add and update eForms based on file loads, speeding up processing time.
HCM/ FSCM	Oracle Critical Path Update	Four quarterly security updates were applied to the middleware.
HCM/ FSCM	PeopleSoft 8.61 PeopleTools upgrade	A tools upgrade was undertaken to improve the metadata (i.e., table structure) of the system, not the application layer. With PeopleSoft HCM comprising over 11,000 relational database tables and Finance containing over 14,000, Phase 1 has been completed, with a planned go-live in February 2025, pending server delivery.
HCM/ FSCM	PEIMS API-Ed-Fi Standards Conversion	A complete re-write of the PEIMS reporting process was carried out to comply with ED-FI standards, with the API being developed entirely in-house using SQL Server and the PeopleSoft REST API.
HCM/ FSCM	Archiving	Given the volume of data accumulated since 2007, which has slowed processes in PeopleSoft HCM and Finance, the data archiving project was completed, including scope and testing in both HCM and FSCM, to maintain the integrity of relational databases.
HCM/ FSCM	Automation for Emergency Shutdowns	In conjunction with the disaster recovery initiative, automation scripts were created to ensure that PeopleSoft services can be shut down within 30 minutes during emergencies, in coordination with VMware server shutdowns to preserve data integrity.
HCM/ FSCM	Automation of OS Patch Management	The CommVault Snapshot was automated with REST API jobs and Always-On SQL Server jobs.
PBCS	Oracle OCI Implementation	Collaboration with internal teams and Oracle partners led to the successful migration of applications to Oracle's new platform.

Select Financial Year

2024

### HCM (My Self Serve) STATS

Employee transfer forms processed  
**3,005**

Employee paychecks processed  
**276,849**

Budget request forms processed  
**2,033**

Substitute recommendation forms processed  
**2,052**

Stipend request forms processed  
**765**

Records review forms processed  
**1,220**

### EMPLOYEE EXITS

2023

**3,245**

▼ -933

2024

**2,312**

### EMPLOYEE NEW HIRE/REHIRE

2023

**2,616**

▲ 202

2024

**2,818**

### FSCM STATS

Distinct Vendors Purchased from  
**1,845**

Assets Added to PeopleSoft  
**10,568**

Received Orders Processed  
**40,903**

New Vendors Created  
**2,447**

### PURCHASE/PAYMENT

Purchase Orders Processed  
**24,654**

Payment Vouchers/Invoices Processed  
**67,685**

### SUPPORT TICKETS COMPLETED

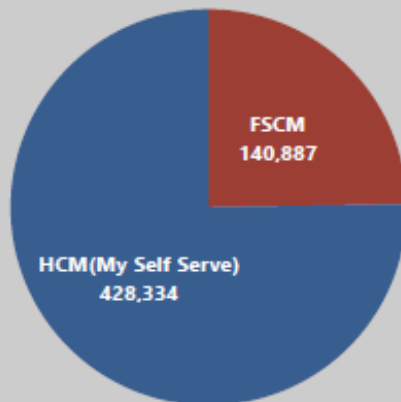
HCM ( My Self Serve )  
**362**

FSCM  
**600**

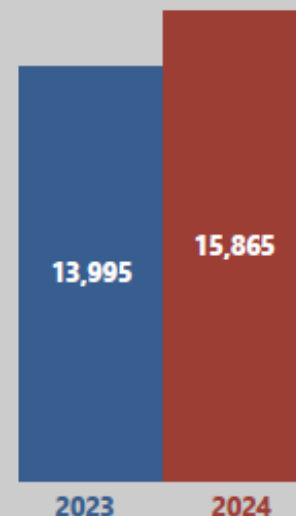


EFORMS SIGNED  
**42,911**

### PEOPLESOFT LOGINS



### PCard Transactions Processed



# Skyward

The Student Information Systems team oversees the management of the District’s student information system, Skyward, a robust software solution that enables FBISD to automate and streamline the management of student data. Collaborating closely with all departments, the team configures and administers the system to integrate students, parents, teachers, and administration on a single platform. This system provides a variety of functionalities, including course registration, grade recording, transcripts of academic performance, co-curricular activities, and assessment results. Additionally, the team supports campuses with student schedule creation, attendance tracking, report generation, and the management of other student-related data needs.



## Skyward Team’s responsibilities:

- Provides the ability to manage a student’s entire life cycle in the District from enrollment through graduation, or withdrawal.
- Provides the District with a single system of record for all students.
- Allows for the tracking of student demographic and special programs.
- Allows for the tracking of student schedules, including courses, teachers, and grades.
- Allows for the tracking of information for federal and state reporting such as attendance and discipline.
- Provides teacher gradebooks and report cards.
- Allows for data mining of data for reporting.
- Provides the ability for parents to enroll students electronically.
- Upgrades and updates Skyward as new federal, state, or local requirements arise.

One of the Skyward team’s 2024-2025 major project will be the conversion of the current Skyward environment to the newest version, Skyward Qmlativ.

The screenshot displays the Skyward administrative interface for Minnesota School District. The top navigation bar includes options like Home, Employee Administration, Payroll, Time Off, Substitute Tracking, Insurance Tracking, TrueTime, Advanced Features, Federal/State Reporting, and Currency. A search bar is visible with the text 'employee' entered. Below the search bar, there are several sections: 'Global Search' with a search input, 'VENDOR' information for Public Employee Retirement Association/PERA, 'REPORTS' with icons for Employee, Employee Contract Report, Employee Directory, Employee List, and Employee Listing, and 'MAIN MENU ITEMS' with icons for Employee Employee List, Employee Employee Profile, TimeOff Employee Time Off Types, and TimeTracking. On the right side, there are several panels: 'Time Sheets Awaiting My Approval' showing a table with columns for Time Off Code, Remaining, Approved, and Waiting Available; 'My Time Off Status' showing a table with columns for Time Off Code, Remaining, Approved, and Waiting Available; 'Employee Locator' showing a list of employees with details like name, status, and contact information; and 'District Login History Graph' showing a bar chart of login counts for different dates.



# STUDENT INFORMATION SYSTEMS

Annual Report | July 2023 - June 2024

All values displayed represent data collected between 07/01/2023 and 06/30/2024

## SUPPORT TICKETS SUBMITTED



## DISTRICT HEAD COUNTS

YEAR START

79,574

YEAR END

80,690



## PROJECTS/TASKS COMPLETED

- Launched 2025 Skyward Qmlativ Upgrade Project
  - Identified and Mapped User Help Document Locations for 457 Common User Issues and Processes
  - Created Role-Based Security Framework to Manage 11,000 Staff User Permissions
  - Analyzed and Documented Products of SMS Custom Development to Migrate, Including:
    - 335 Imports/Exports
    - 73 Scheduled Tasks
    - 117 Custom Forms
    - 74 Database Reports
    - 123 Data Mining Reports
    - 242 Custom Reports
- Created SMS Custom Forms
  - Dropout Prevention | Automatic College Admission | Shared Dreams Intake and Processing | Texas First Diploma | Responsive Instruction
- Created New Reports
  - Progressive HS Daily Attendance | Grade Average/Final Grade Mismatch | Apprentice Teacher Report | Dot Utility Data Quality Report | Pre K Enrollment Queue | PK Weekly Attendance | Fine Arts
- Migrated Skyward Email Delivery to the Cloud
- Configured M R Wood to replace Ferndell Henry Center for Learning
- Created Custom Student Rank Letter
- Configured T1-T6 Attendance, Gradebook, Report Cards at 78 campuses and Progress Reports 1-12 Templates at 27 Secondary Campuses
- Configured Entities and Attendance/Gradebook for Nine Summer School Programs

## SKYWARD LOGINS

3,919,248

Family Access

9,746,131

Student Access

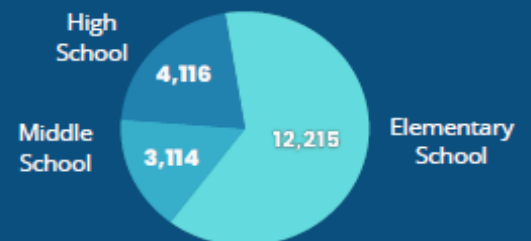


## EMAILS SENT

17,885,740

## NEW NSOE APPLICATIONS

19,445



## NEWLY ADDED

Courses	Data Mining Reports	Scheduled Tasks	Processing Lists
107	5,569	3,368	1,032

## SKYWARD TRAINING

44

Trainings Offered

1,071

Attendees

39

STUDENT MERGES

290

STUDENT PURGES

## Web and Application Services

The Web and Application Services team offers timely and comprehensive support for all websites and applications, both cloud-based and on-premises, utilized by the District. When off-the-shelf solutions are not sufficient, the team undertakes the development of custom applications to meet the District's specific needs and initiatives, ensuring that all requirements are effectively addressed.

### Projects completed

- Schoolinks Implemented
- Eduphoria Implemented
- Vetted 114 campus / departmental based resources through Digital Tools Toolkit for district use
- DocuWare: Implemented Purchasing Software process
- DocuWare: Implemented Purchasing Vendor process
- Kronos: Created supervisor accounts for CND cafeteria managers
- Kronos: Added Parking Attendants

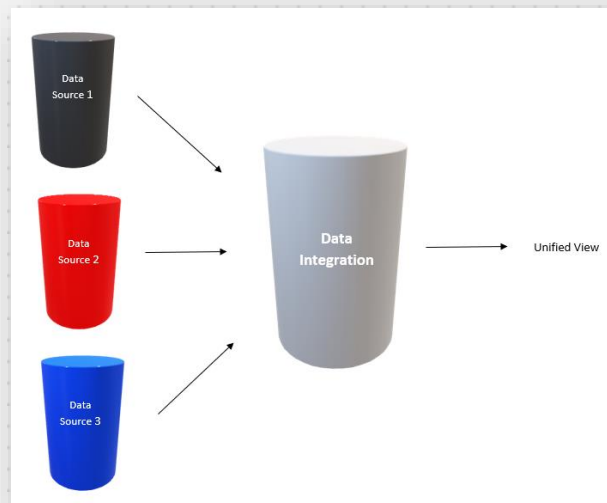


## Data Integration

The Data Integration team is responsible for gathering data from multiple diverse source systems and consolidating it into a centralized location. The data is then cleansed, transformed, and prepared for secure transport and loading into various target systems to support a range of business initiatives and technical implementations.

The team's core responsibilities include:

- Providing operational data store services for trend analysis and reporting.
- Creating and managing business-to-business integrations and secure data exchanges.
- Offering data modeling, data profiling, and data cleansing services.
- Managing the centralized processing and distribution of student pictures.



Some of the team's 2023-2024 successes include:

- Integration of new applications and services including CI Solutions (new badge system for students and staff), eduPhoria and SchoolLinks.

- Support for over 75 different vendor integrations helping enable access to online resources for both students, staff, and administrative personnel.
- Generating and securely sending over 54K files equating to over 475 GB of data transferred to vendors keeping online systems and services operational.

## Business Services

The Business Services Coordinator is responsible for the visibility, tracking, and continuity of all IT contracts within the District. This role involves developing and maintaining vendor relationships to secure the best services, pricing, and support for the District’s needs. Additionally, the Business Services Coordinator ensures the accurate and timely filing of ERATE-eligible services and reimbursements, collaborating closely with designated ERATE consultants who support the District’s initiatives.

Some of the Business Services Coordinator’s 2023-2024 successes include:

- Received \$343,194 reimbursement from ERate for Category 1 Services for 2022-2023, which was provided in 2023-2024 as they are a year behind.
- Received \$1.3M reimbursement from ERate for Category 2 (LAN, WAN equipment and services) for 2022-2023.
- \$14.6M approved for reimbursement ERate for third window of Emergency Connectivity Fund for the purchase of 1:1 laptops.
- \$3.7M funding has been committed by Universal Service Administrative Co. for Category One Services (LIT and Dark fiber leases), Category Two (LAN, WAN equipment and services) for 2023-2024. Reimbursement will be provided this upcoming 2024-2025 funding year for Category 1 Services.
- Assisted with the non-renewal of Contracts for Communication Service Solutions and PowerSchool (Naviance).
- Processed 75 annual support invoices and paid on time.
- Completed 2024-2025 Budget planning cost build-up including confirming all quotes.
- Completed Universal Contract Request for 2024-2025 annual renewals and new purchases for contracts under \$50K.
- Completed migration of the Contract Tracker with all details for all IT contracts into a Sharepoint List.
- Collaborated with Purchasing and Teaching and Learning on Phase II Docuware Software Request form which now includes the Digital Toolkit list and all software renewals or new purchases of software, subscriptions, and licenses from non-awarded vendors.



## PEIMS/Student Attendance/Enrollment

The PEIMS (Public Education Information Management System)/Student Attendance/Enrollment team is responsible for overseeing the loading, validation, and submission of the District’s PEIMS data to the Texas Education Agency (TEA). The team prioritizes data accuracy and effective communication of expectations to all stakeholders. Their efforts significantly contribute to the accuracy of PEIMS reporting and the overall data integrity for Fort Bend ISD.

Throughout the 2023-2024 school year, the PEIMS/Student Attendance/Enrollment team facilitated 96 training sessions for campus staff, reaching a total of 5,510 participants. These training sessions addressed key topics

such as deadlines, data requirements, updates, and reminders related to daily responsibilities. In addition to the training sessions, the team conducted 1,078 campus visits, providing direct support to both secondary and elementary staff with PEIMS, Student Attendance, and Enrollment tasks and training.

The following are a few of the team's accomplishments for the 2023-2024 school year:

- Conducted monthly District Data Steward meetings with 11 District Department teams to ensure department staff were kept informed with current PEIMS data collection information.
  
- Completed four PEIMS data submissions and four PEIMS data re-submissions a week ahead of each of the TEA submission deadlines:
  - Submission 1 and Resubmission 1 - PEIMS Fall Snapshot (including student leaver)
  - Submission 2 and Resubmission 2 - Mid-Year (prior year financial Actual)
  - Submission 3 and Resubmission 3 - Summer (school year attendance, discipline, course completion)
  - Submission 4 and Resubmission 4 - Extended Year (summer program)



- Completed eight PEIMS data collections:
  - Early Childhood Data Submission (ECDS) Kindergarten
  - Early Childhood Data Submission (ECDS) Prekindergarten
  - Residential Facility Tracker (RFT) Collection
  - State Performance Plan Indicator (SPPI) 14 Collection
  - Class Roster Collection Fall Submission
  - Class Roster Collection Winter Submission
  - Special Education Language Acquisition Collection (SELA)
  - Child Find Collection
  
- Completed Federal Submission and Resubmission
  - Civil Rights Data Collection
  
- Participated in the Texas Student Data System (TSDS) Upgrade Project with TEA for Parallel Year
  - Validation Submissions and Collections
  - Served on committees to assist other districts with preparing for the upgrade.

- Provided data verification process and training to campus staff for completion of two required Reconciliations of Teacher’s Roster Information and Attendance Accounting Records, one in September at the end of the first six weeks and one in February at the end of the fourth six weeks.



- Provided process and training to campus staff for completion of Data Verification every six weeks.
- Completed Mini Campus Attendance Audits for 28 campuses.
- 1,070 Campus Attendance Committee and Data Integrity Team meetings were conducted and facilitated by PEIMS/Student Attendance/Enrollment team members.
- 1,134 FBISD PEIMS Support Portal cases were responded to by the PEIMS/Student Attendance/Enrollment team in 2023-2024.

Number of Training Opportunities provided by PEIMS/Student Attendance/Enrollment Team 2023-2024	Training provided by PEIMS/Student Attendance/Enrollment Team 2023-2024	Attendance
Annual	PEIMS: Back to School Training Conference	175 campus staff
Annual	PK Data Coding in Skyward training through Teams	45 PK campus staff
16	Bi-Weekly Campus Support through Teams	2,438 campus staff
9	Campus Data Steward meetings through Teams	508 campus staff
23	PEIMS Assistance Open Lab meetings through Teams	1,134 campus staff
8	OnData Suite trainings through Teams	189 campus staff
3	Six Weeks Data Verification Process Open Hour sessions through Teams	250 campus staff
2	TREx Training	227 campus staff
4	PreK Registration Process collaboration training with PreK Department staff	105 PreK campus staff
1	PEIMS New ADA Attendance Training	37 campus staff
2	Attendance Letters Training	38 campus staff

## Database Administration (DBA) Team (SQL)

The Database Administration (DBA) team is responsible for the management of Microsoft SQL Server databases within the District, overseeing the implementation, configuration, maintenance, and performance of critical SQL Server RDBMS systems. The DBA team ensures the availability, consistency, and performance of the District’s applications, excluding PeopleSoft. The team is dedicated to maintaining operational readiness

by ensuring system health, quality, security, and performance, while executing data backup and recovery processes and performing server monitoring. Additionally, the DBA team provides specialized data handling and data loads to support multiple teams across the District.

Currently, the DBA team manages over 500 databases across 35 production servers, in addition to development and test environments, which collectively house more than 6.5 terabytes of data. A significant focus of the team is the migration of the District's SQL Server environments from version 2012 to the latest version, SQL Server 2022, with the support of other team members. The team has successfully migrated eight production server instances and is on track to complete the remaining migrations by August 2023.

The DBA team's responsibilities include:

- Designing, creating, and testing databases for each department.
- Establishing and maintaining database standards and policies.
- Managing database access and permissions.
- Ensuring database performance and availability.
- Monitoring and optimizing the utilization of database objects.
- Implementing custom alerts to trigger potential database performance or integrity issues.
- Designing strategies for database backup, archiving, and storage.
- Performing database tuning, indexing, and optimization.
- Monitoring usage, transaction volumes, response times, and concurrency levels.
- Identifying and managing database security issues, including audit trails.
- Documenting disaster recovery plans.
- Collaborating with business analysts, applications/operational staff, IT managers, and other technical staff.
- Reviewing and managing database security, integrity, and backup procedures.



# INFORMATION TECHNOLOGY SERVICES



## Desktop Services:

The Desktop Services team is responsible for providing on-site support and maintenance for organizational computer systems, desktops, and peripherals across all FBISD campuses and administrative locations. Their services encompass the installation, diagnosis, repair, maintenance, and upgrading of hardware and equipment, ensuring optimal workstation performance.

Accomplishments for 2022-23 School Year:

Moves/Consolidations/Relocations – Ongoing Projects:

- Facilitated the relocation of nearly 186 SPED staff and administrators from MRWood, including the transfer of all technology equipment, such as workstations, 116 phone installations, and 37 printers/copiers, to fully outfit three temporary buildings at CwE, three rooms at CME and TRIPLEX facilities, as well as the entire DULLES Tech Ed building, redesigned to accommodate over 80 SPED administrators.
- New MGBE: Decommissioned Mission Bend Elementary School to prepare for building demolition, including repurposing and relocating approximately 40 panels, nearly 450 student devices, 29 printer/copiers, services, workstations, phones, and related materials for nearly 50 staff/administrators. This prepared the Mission Glen Elementary School campus to support a consolidated student body of nearly 700 students,



combining almost 600 student devices, 45 panels, 32 printer/copiers, and related services for 50 supporting staff/administrators.

- New BRGE: Decommissioned Briargate Elementary School to prepare for building demolition, involving the repurposing and relocation of approximately 37 panels, almost 450 student devices, 29 printer/copiers, workstations, phones, and associated materials for nearly 50 staff/administrators. This also prepared the Blue Ridge Elementary School campus to support a consolidated student body of over 630 students, combining nearly 600 student devices, 45 panels, 32 printer/copiers, and associated services for 40 supporting staff/administrators.
- FHLC Move Back to MRW: Successfully relocated the entire staff and student body from FHLC, where the district had established a presence for the last 7 years, back to the original location at MR Wood LC, consolidating almost 60 supporting FHLC staff and administrators.
- T-buildings: Ongoing projects related to the relocation and technology support for temporary building facilities.

#### New School Openings:

- Almeda Crawford HS: Successfully opened with 2 high school grade levels (9 & 10), preparing technology for 15 support staff and administrators, approximately 30 teaching staff, with workstation monitor/docking station bundles, desktops, 25+ added document cameras, 80 printer/copiers, over 525 student workstations, and 133 panels with associated accessories.
- Alyssa Ferguson ES: Prepared the new elementary school for nearly 95 support staff and administrators, with workstation monitor/docking station bundles, desktop setups spread across more than 80 rooms/offices, 30 document cameras, 32 printer/copiers, nearly 850 student devices, and 70 panels with associated accessories.
- Sonar Bucchar ES: Prepared the new elementary school for almost 100 support staff and administrators, with workstation monitor/docking station bundles, desktop setups spread across 80 rooms/offices, 30 document cameras, 32 printer/copiers, nearly 900 student devices, and 70 panels with associated accessories.

#### End-of-Year (EOY) Technology Resets:

- Manually serviced the following technology resets:
  - 168 workstation setups
  - 2,000 staff laptop repairs, reimaging, and/or upgrades
  - 24,000 student devices, including iPads and laptops, and nearly 3,700 toolkit cart resets
  - 800 panel checks
  - Nearly 100 panel RMAs
  - Case closures
- Successfully migrated 20,407 iPads from JAMF to MS Intune management platform through manual resets on an individual basis.



#### Plans for 2024-25 School Year:

- The successful deployment of 1:1 EquippED program is key to Desktop Services team for the 2024-25 School Year.



# IT Bond Project Management Services

The IT Bond project manager plays a crucial role in ensuring that technology initiatives & projects are effectively executed, enhancing the educational experience for students and the operational efficiency for staff. The IT Bond project manager is responsible for overseeing technology-related initiatives funded by bond money. Their key tasks include:

- Working with Design and Construction (D&C), Building Architects and General Contractors to ensure technology specifications and standards are met for all projects involving technology services.
- Act as a liaison and consult with key district stakeholders regarding technology needs to ensure new building construction and renovation projects consider all aspects of technology.
- Project work during 2023-2024 School Year:
  - Managed the activation of major construction projects to include Crawford HS, Buchar ES, Ferguson ES. The scope included the planning and implementation of all technology components of these projects.
  - Managed the decommission and activation of Clements HS Fieldhouse. Scope included the decommission of existing technology followed by coordination with building architects, D&C and general contractors for rebuild and expansion of new fieldhouse to include all associated technology.
  - Managed the rollout and implementation of interactive flat panels through all district classrooms. This project involved the deployment of flat panels to 5200 classrooms throughout all district schools.
  - Managed the decommissioning of old projector technology districtwide for approximately 5000 classrooms.
  - Coordination of design and architecture of multiple new construction projects included in 2023 bond.
  - Managed the implementation of 1:1 EquippedED program, which involved the distribution and configuration of individual devices for 46,000 students.
  - Managed large-scale device repairs, reimaged devices, and upgraded systems, ensuring that thousands of staff laptops, student devices, and toolkit carts are properly maintained and functional.
  - Managed the migration of devices to new management platforms, such as transitioning thousands of iPads from JAMF to MS Intune, often requiring manual resets on an individual basis.
  - Managed the planning, coordination, and implementation of the new IT services management tools.
  - Managed the implementation of cafeteria menu project for the child nutrition department. The project involved the installation of digital menu displays at all high and middle school cafeterias.
  - Managed the implementation of a new Voice Over IP (VoIP) backend infrastructure that ensures redundancy and failover capabilities which was lacking previously.

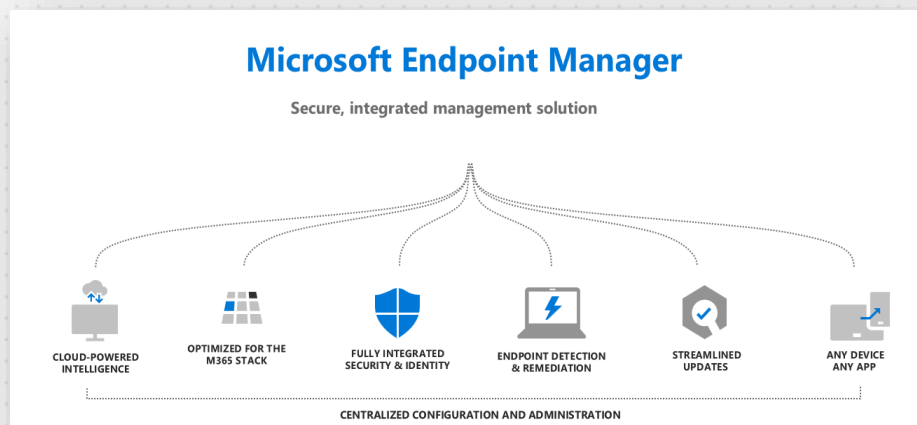


# Desktop Technology

The Desktop Technology team offers application implementation services for systems purchased by the District. Additionally, the team is responsible for configuring and supporting systems that manage the District's fleet of Windows laptops, computers, and Apple products.

Accomplishments for 2022-23 School Year:

- Developed and implemented streamlined processes for the deployment of 42,000 Dell laptops as part of the EquippED 1:1 initiative:
  - Created new Windows 11 images to support the deployment of EquippED 1:1 devices.
  - Migrated and reviewed Active Directory Group Policies to Intune Configuration Profiles.
  - Deployed Global Protect Always-On VPN to all new EquippED 1:1 devices.
  - Implemented the Local Administrator Password Solution (LAPS), facilitating the removal of certain local admin accounts on all new devices.
  - Encrypted all new EquippED 1:1 devices with Bitlocker, enhancing the security of locally stored information.
  - Deployed Windows Hello for Business across all new devices, simplifying and securing the login experience.
- In alignment with our ongoing shift to cloud-based solutions, the team configured a new Intune environment, mirroring the existing SCCM (Systems Center Configuration Manager) environment, to effectively manage the EquippED 1:1 devices and Apple devices.
- Successfully completed the migration of iPads from Jamf to Intune.
- As part of the transition away from Microsoft's Cloud Service Classic environment, migrated the SCCM Cloud Management Gateway to the new Virtual Machine Scale Sets (VMSS).
- Built new "Zero Touch" Windows versions within SCCM and Autopilot Windows versions in Intune to support device imaging.
- Created and deployed a "CrowdStrike (Falcon) Windows Sensor" Anti-Malware package to all workstations as part of a pilot initiative.
- Enhanced endpoint security by disabling the IPv6 internet protocol across all laptop and desktop devices, reducing vulnerabilities targeting this subsystem.
- Updated or created 27 driver packages to support new device models and configurations.
- Created or updated 93 software titles for automated deployment via SCCM and Software Center.
- Created 103 software titles for automated deployment through Intune and the Company Portal.



### Plans for 2024-25 School Year:

- Deploying new IT Service Management (ITSM) tool to facilitate and streamline support.
- Supporting the deployment and management of the 1:1 EquippED program.

## Network Services

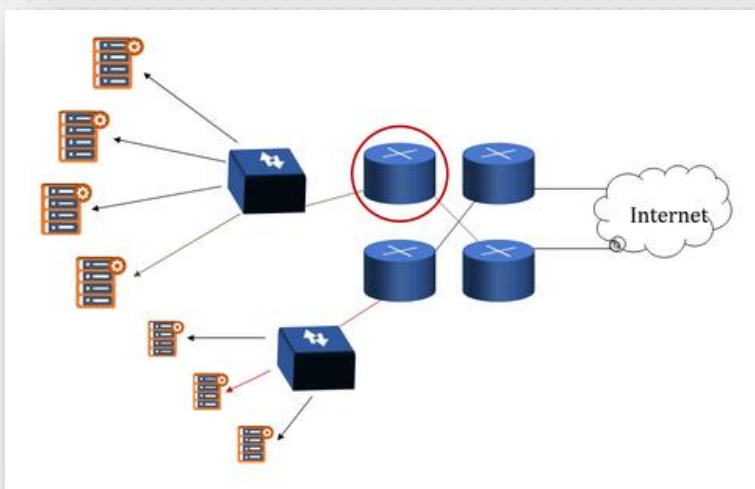
The Network Services team is responsible for managing and supporting all wired and wireless networks, firewalls, and the telephone system for the District. The team is engaged in the ongoing maintenance, design, and daily support required to ensure the secure and reliable transportation of data between campuses and to/from the internet. Additionally, the team provides remote access virtual private network (VPN) services to District employees and vendors, granting approved access to applications and resources that are otherwise restricted to the District's internal network.

### Accomplishments for 2023-24 School Year:

- **Acquisition of New IPv4 Address Space:** The district successfully acquired a new IPv4 address space with 4,000 host addresses. This is a critical development as the district has historically leased IPv4 address space from internet service providers, which has become increasingly difficult to obtain and costly. The acquisition of this address space provides financial savings, ensures continuity for internet services with vendors, and reduces internal resource expenditure related to frequent address space changes. These addresses support internet connectivity for over 100,000 devices, including internal devices such as laptops, iPads, and panels, as well as external services like PeopleSoft and Skyward.
- **EPIK Deployment of Analog Line Adapters:** The deployment of EPIK analog line adapters was completed. These adapters emulate analog lines for critical devices such as phones, elevator phones, fire alarms, and intrusion alarms, allowing for their connection to an EPIK box. This configuration utilizes the district's internet connectivity, replacing over one hundred POTS lines previously leased from Windstream. This system supports over 300 intrusion alarms, fire alarms, and elevator phones distributed across all campuses in the district.
- **Implementation of Redundant NTP Server:** A redundant NTP (Network Time Protocol) server was implemented to ensure continued time synchronization across the district's devices, many of which rely on accurate time for critical operations. The implementation includes a backup server located at the Triplex, which provides redundancy in the event of failures, such as the recent damage to the GPS antenna at the Admin location.

Over 100,000 devices, including phones, laptops, servers, wireless access points, and applications like Facilitron, depend on this service to maintain precise time synchronization.

- **40G Circuit Between Admin and Skybox:** A 40G circuit was implemented between the Admin and Skybox locations to provide failover internet traffic capabilities. This upgrade addresses the limitations of the previous 10G circuit, which was



oversubscribed and prevented the district from fully utilizing the available 20G of internet capacity at Skybox during circuit failures at Admin. These internet circuits are crucial for supporting the connectivity needs of 80,000 students, 12,000 staff, and the district's essential services, including billing, email, attendance systems, and educational platforms like Skyward and Schoology.

- **New Wireless Backend System at High Schools:** A new wireless backend system was implemented at the high school level, including the installation of 1,676 wireless access points. This system introduces a new device joining process to improve security and prepare for future cloud-based device management. Additionally, it enhances wireless provisioning for the 45,000 1:1 devices provided to secondary students, all of which rely exclusively on wireless connectivity.
- **BYOD and Guest Self-Registration System:** A new Bring Your Own Device (BYOD) and guest self-registration system was introduced to accommodate visitors for events such as UIL competitions and SAT testing. The system enables guests to register for wireless access using their name and email address, with access granted for a duration of 12 hours. This self-registration process eliminates the need for on-campus staff approval, streamlining wireless access for large events.
- **Panic Button Implementation for Classroom Phones:** In response to the new SB3 mandate, panic buttons were implemented on all classroom phones across the district. This low-cost solution fulfills an unfunded mandate and enhances safety by enabling immediate communication in emergency situations. A total of 7,972 phones were equipped with this functionality.
- **New Network Infrastructure at CHS Fieldhouse:** A new network infrastructure was established in the rebuilt CHS Fieldhouse, supporting network connectivity, phones, and wireless services. The state-of-the-art athletic facility was designed to accommodate the new Clements campus, featuring 23 wireless access points, 16 phones for staff, and 10G network connectivity to the main campus to support all data needs.
- **New Network Infrastructure at Barrington Place Elementary (BPE):** The renovated Barrington Place Elementary now boasts a modern network infrastructure, including 10G data and internet circuits, enhanced Wi-Fi 6E wireless connectivity, and a new digital intercom system. This upgraded infrastructure ensures that the school is equipped with cutting-edge technology to support the educational needs of students and staff.

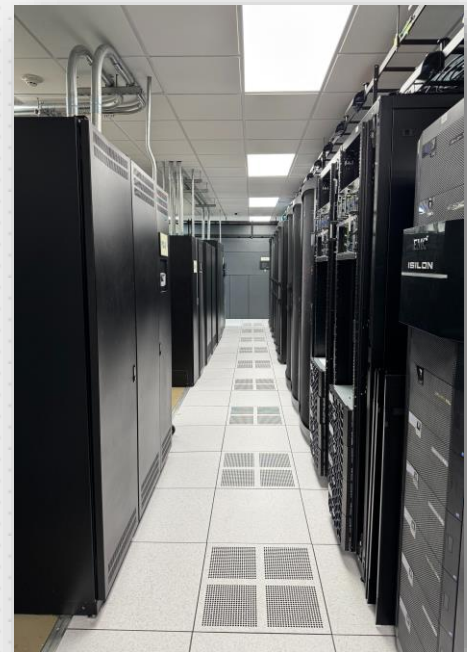


## Data Center Services

The Data Center and Server Management team at FBISD focuses on both services hosted within the FBISD Data Center and enterprise services deployed in the Cloud. The team provides physical and virtual servers to support the systems required by the District. In addition to server hosting, the team is responsible for maintaining a variety of enterprise services, including account and access management, domain name services, dynamic host configuration, email services, Office 365, and SharePoint services, among others.

## Accomplishments for 2023-24 School Year:

- Administration Building Data Center Recovered from 2023 Easter Sunday Flood.
- Implemented SAML Authentication for Eduphoria, PeopleSoft Financials, EqualLevel, Gale Prod, DraftCoach, Canva, and Empower.
- Upgraded Solarwinds to its latest version of 2024.2
- Upgraded NetTerrain to its latest version of 9.8.
- Upgraded Netwrix to its latest version of 10.7.
- Completed overhaul of the Admin generator.
- Transitioned from complete on prem monitoring of the Admin generator to cloud based monitoring via the Acumen device.
- Upgraded VRealize Operations Manager from version 8.6 to VMWare Aria Operations version 8.14.
- Deployed Isilon H500 file share storage solution (432 TB).
- Deployed second Isilon H500 solution at DR site.
- Migrated 12 TB DFS file share data to Isilon H500 file storage.
- Migrated 130 TB file shares from Isilon X-node file share.
- Configured data replication to DR file storage.
- Decommissioned 5 Microsoft Windows file servers.
- Disabled access to all on-premises campus file shares (8 TB data) after data was migrated to SharePoint.
- Deployed and successfully tested DR failover/failback solution from admin file storage cluster to DR cluster (153 TB data).
- Active Directory maintenance and cleanup
  - Deleted 750 security groups
  - Disabled 76 campus volunteer, VIP and consultant accounts
  - Disabled 375 campus login scripts
- Configured Domain Controllers to refuse all Lan Manager (LM) authentication requests.
- Trued up Mismatched login Credentials
- Implemented Staff Claim Process and trained Advisor HR
- Implemented Azure LAPS
- Started working with IDAuto on additional workflow for Sponsorship approval process
- Started piloting migration to .Gov domain
- 600 Mail Enabled groups were deleted from AD



## ● Plans for 2024-2025:

- Recondition the Administration Building Data Center to full recovery from Hurricane Beryl damages.
- Deploy 52 Node Isilon cluster for district admin VMS solution.
- Deploy 8 node Isilon cluster for district SPED VMS solution.
- Migrate an additional 5 TB data to SharePoint and decommission on-premises file shares.

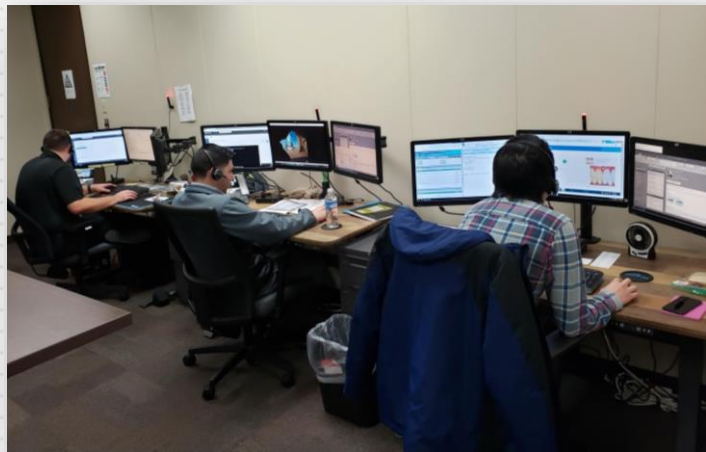
- Enhance Active Directory security.
- Active Directory maintenance and cleanup
- Schedule bi-annual file storage failover.
- Upgrade Isilon clusters to OneFS 9.5
- Minimize risks and vulnerabilities in our Active Directory Certificate Services environment.
- Migrate all account mailboxes in AD approx. 140,000 accounts (staff, students, consultants, application accounts) to new domain (fortbendis.gov).
- Implement Sponsorship module with approval workflow in Identity Automation.
- Work with Microsoft on Retention policies to see if we can pitch to leadership on committing how long to retain user accounts.

## Customer Service Center

The Customer Service Center (CSC) serves as the District’s primary frontline troubleshooting resource. Acting as the first line of IT support, the team addressed over 52,408 calls during the 2023-2024 school year with 77,661 technology cases created. Despite the team’s efforts and the addition of contracted support, the volume of calls at the beginning of each school year consistently challenges their capacity.

The services provided by the CSC include:

- Remote Desktop Support
- Remote Mobile Device Support
- Remote Printer Support
- Enterprise Application Support
- Password Management Students & Staff
- First Level Network/Telephone Support
- First Level Application Support
- Account Management Services
- IT General Information Support
- Cisco Phones Support
- Creating & Updating Distribution List
- Creating and Updating Shared Mailboxes.
- Creating Teams Groups
- Creation of Consultant (cn) Accounts and maintenance of accounts
- Skyward Parent\Student Support account management
- Assist with Spam Protocol
- MFA Troubleshooting and Setup
- Creation of Rooms calendars
- Creation of Teams Groups and Channels

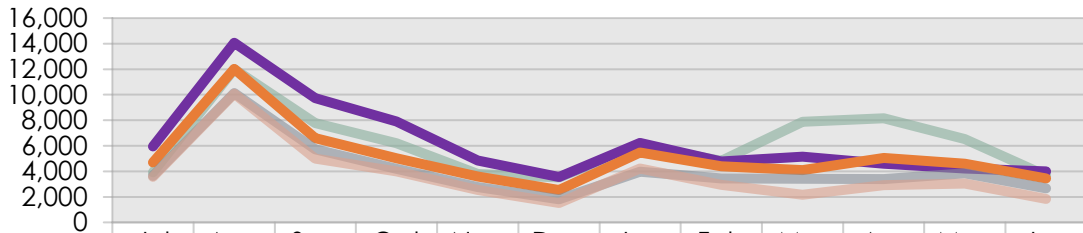


### Accomplishments for 2023-24 School Year

- CSC handled 52,408 calls (out of 56,029) presented
- 93.53% resolution
- Average hold time was 1 min 1 sec

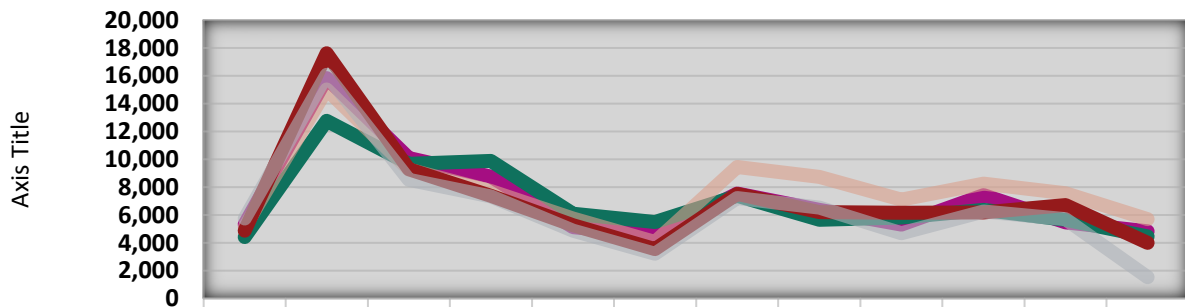
- Average call time was 5 min 43 sec
- Performed trainings at Reese to all campus EA's and department EA's
- CSC went to the new IFP's training
- CSC assisted with Resource Manager in taking in student returns at TEC.

## Calls Presented



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2019-2020	3,907	12,001	7,773	6,195	3,798	3,522	6,026	4,823	7,868	8,163	6,528	3,669
2020-2021	5941	14067	9731	7908	4840	3556	6214	4782	5154	4586	4229	4005
2021-2022	4686	12021	6612	5028	3593	2533	5476	4385	4092	5050	4586	3449
2022-2023	3654	10129	5716	4190	2767	1810	3958	3440	3418	3398	3851	2670
2023-2024	3579	10077	5003	4006	2539	1522	4227	2934	2171	2923	3045	1849

## Cases Created



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2019-2020	5,327	15,836	10,085	8,748	5,136	4,552	7,529	6,371	5,317	7,428	5,478	4,831
2020-2021	4,415	12,766	9,681	9,887	6,082	5,500	7,371	5,664	5,825	6,371	5,652	4,460
2021-2022	5,118	15,019	9,257	7,719	5,744	4,063	9,443	8,732	7,107	8,255	7,559	5,703
2022-2023	4,872	17,619	9,277	7,377	5,257	3,550	7,510	6,201	6,152	6,186	6,705	3,988
2023-2024	5,740	16,070	8,523	7,322	4,868	3,217	7,213	6,539	4,695	6,241	5,692	1,531

# Information Security

Fort Bend ISD, like all educational institutions, faces ever increasing pressure from criminal actors who attempt to compromise our data security and systems availability for financial gain. Criminal organizations target schools to steal valuable personally identifiable information (PII) such as names, dates of birth (DOB), social security numbers (SSNs) in order to leverage these identities for financial fraud. In addition, criminal enterprises will use ransom techniques (using malicious software to render computers inoperable until a ransom is paid) thus preventing normal school operations. New threats involve threatening to publish sensitive data if a ransom is not paid.

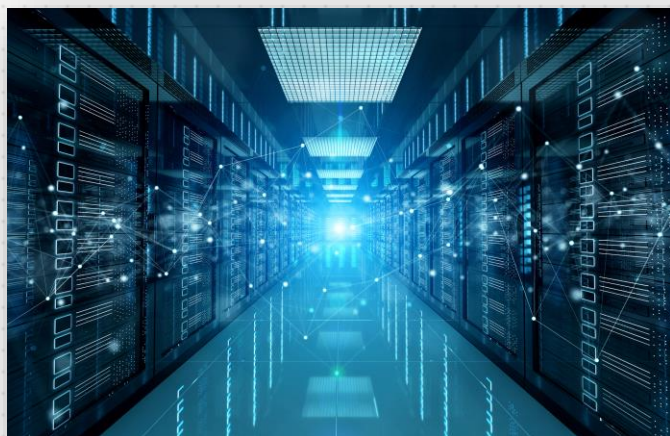
For security reasons FBISD cannot publicly disclose the exact methods and tactics used to protect our Staff and Students but we do want to take the opportunity to share some of the ways we work around the clock to help keep our organization Safe and Secure online and to ensure that normal school operations are not impacted by hostile actors (or, if a breach is successful, steps we have taken to reduce the downtime the District might experience).



## Protecting Staff, Students and Systems

The District employs many layers of defense to protect the enterprise from attack including perimeter firewalls and content filters which are updated in real-time with the latest threat intelligence feeds from industry reports, threat researcher identified risks and law enforcement sources. In addition to content filtering the District

employs many additional layers of defense to protect sensitive data and critical assets to ensure continuity of operations and, more importantly, uninterrupted student learning.



## System Patching & Vulnerability Scanning

Information Technology continues proactive vulnerability scanning of all critical systems to ensure the systems are properly configured and patched.

Continuous external vulnerability scans conducted by the Department of Homeland Security and UT Austin, as well as annual

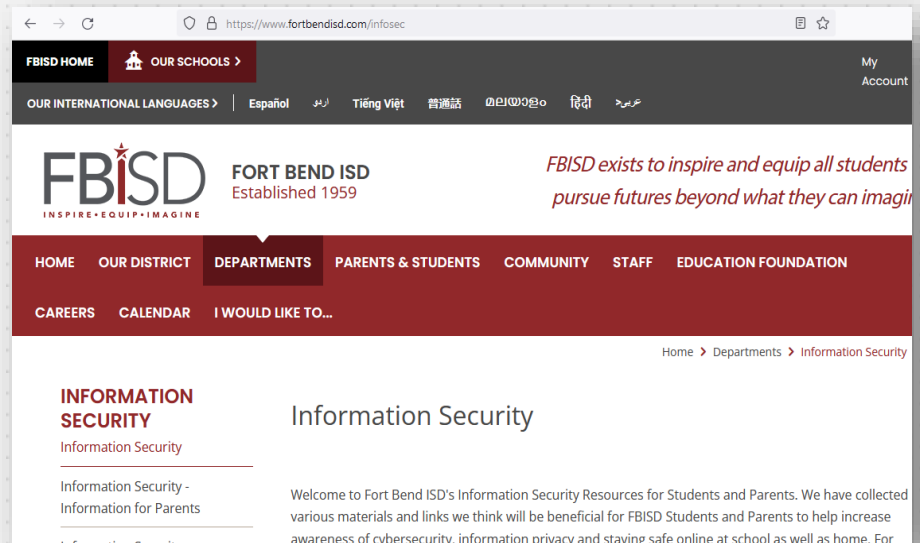
penetration testing performed by third party organizations, ensure FBISD is addressing the most critical needs of our information security program. Internal risk assessments and system audits, 3rd party risk management



including Data Protection Agreements with every data sharing partnership, and focused efforts to harden and secure workstations and servers follows industry best practice guidance for reducing the District's attack surface, the assets that criminals want to harm or compromise, to minimize the likelihood of a crippling cyber security incident.

### **FBISD Information Security Website**

FBISD launched a public facing Information Security website (<https://www.fortbendisd.com/infosec>) targeting Students and Parents with cybersecurity information, suggestions on how to stay safe online and links to various resources that Parents, and Students will find beneficial. This new site is being updated regularly and we plan to keep expanding the content so be sure to check back often.



### **Cybersecurity Steering Committee**

The District has implemented a Cybersecurity Steering Committee to help determine the direction and focus of FBISD's cybersecurity efforts. The committee, which meets quarterly, is comprised of campus leadership (principals and teachers from elementary, middle, and high schools), administrative department leaders, IT, Board Members, and volunteers from the community. Discussion topics this past year included SSL Decryption (providing filtered internet access to staff and students is a requirement of the Children's Internet Protection Act (CIPA)), user account security including instruction on staying safe online and requiring all high school and middle school students to set secure passwords, enhanced to change their passwords, providing filters and email security, Bond funding updates, and deeper dives into other technical areas of interest of the committee.

### **Monthly Cybersecurity Tabletop Exercises (TTX)**

In addition to all cybersecurity strengthening activities already underway FBISD also conducts a range of preparedness drills to assess and improve the District's ability to respond to and remediate a variety of possible threats facing educational institutions and especially K-12 organizations. In addition to "live exercises", where simulated attacks are performed to assess a team's ability to respond, Tabletop Exercises (TTX) are discussion focused scenarios which can be used to assess preparedness, refine response plans, and prepare for a greater variety of threat types in a shorter period. Being prepared is key to minimizing the effects of a cyberattack and shortening the time to recovery if a cyber security event occurs.





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