2024 - 2025

TECHNOLOGY
SERVICES
GUIDE

AUSTIN
Independent School District | Information Technology

Simple. Standard. Secure.

TABLE OF
CONTENTS

TABLE OF
CONTENTS

WELCOME
MESSAGE

Welcome to Austin ISD's Technology Service Guide! Our Information Technology division is pleased to offer a variety of services to ensure our learners, staff and community have access to the digital tools needed for their education journey.

Whether it's bringing online the latest and most efficient software, enhancing internet performance at a campus, or implementing cybersecurity enhancements and protocols, in all of our work, we aim for our tools and services to be Simple. Standard. Secure.

When our efforts are such, we accomplish the seamless integration of Technology across the district, which is essential for excellence in education. I invite you to learn more and explore this comprehensive resource about technology in Austin ISD.

Thank you for taking the time to get to know us a little better. Our division is honored to serve our community.

Oscar Rodriguez
Chief Technology Officer

VISION

The Austin ISD Technology Department strives to simplify end user experience by standardizing our technology platforms districtwide to ensure strict security measures that safeguard the information and data of our stakeholders and community.

MISSION

The Austin ISD Technology Department serves as an engine of innovation and operational excellence in support of the district's vision to prepare every student with the knowledge and skills to thrive in college, career, and life.

LEADERSHIP TEAM

Oscar Rodriguez
Chief Technology Officer
Technology

Dr. Angel Vales
Assistant Superintendent
Technology

Laura Browder
Executive Director
Technology Operations

Fernando Vadillo
Executive Director
Enterprise Systems

Jennifer Monzon
Business Operations and Administrative
Services

Elizabeth Barrientos
Director Data Governance

LEADERSHIP TEAM

Shane Rosenkrantz
Director
Technology Integration

Beverly Watters
Director
Business Systems

Guy Butler
Director
Technology Support Services

Sergio Valderrama
Director
Enterprise Architecture

Lidia Velasquez
Director
Enterprise Applications

Paul Hodge
Director
Network Support Services

LEADERSHIP TEAM

Luis Martinez
Director
Analytics & Reporting

Dr. Jolene Bruce
Director
Student Data Services

Andrew Ochoa
Director
PEIMS & Data Quality

Bonnie Gonzalez
Communications Coordinator
Planning & Logistics

TECHNOLOGY
OPERATIONS

Laura Browder, Executive Director

Technology Operations serves to support continuous operations of the district related to network, technology services with field support, help desk, desktop engineering, staff and student devices, instructional technology, training and resources for enterprise applications.

▶ Departments under Technology Operations

- Enterprise Applications

- Technology Integration

- Technology Support Services

- Network Support Systems

ENTERPRISE
APPLICATIONS

Lidia Velasquez, Director

The Enterprise Applications team supports technology initiatives by developing, managing and maintaining the procedural documents that support system functions for district wide applications to maximize performance and enhance user experience.
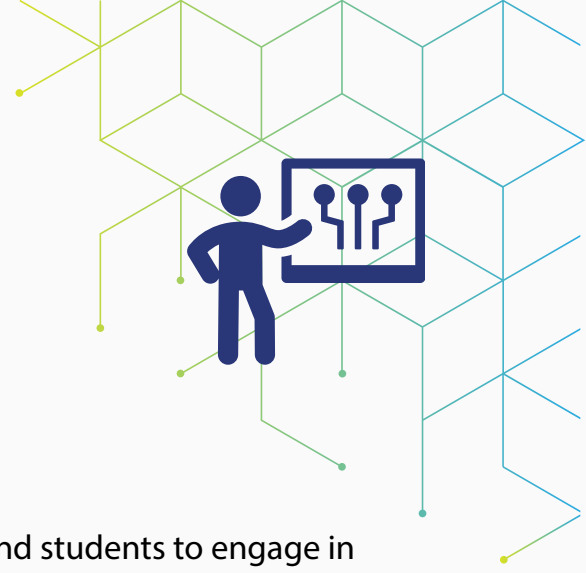
Procedural Documentation

Procedural documentation development and management for enterprise applications

Training

Collaborative training and support for enterprise systems

AUSTIN
Independent School District

9

TECHNOLOGY
INTEGRATION

Shane Rosenkrantz, Director

Technology Integration is focused on enabling teachers and students to engage in personalized learning experiences through the thoughtful implementation of technology including devices and digital instructional tools.

▶ Technology Design

Support the intentional design and use of technology in service of personalized learning experiences that promote equity, accessibility and student growth

Foster innovation and build capacity with Campus Innovation Connectors (CICs) and campus staff participating in the Transformative Technology Leadership Pathways program

▶ Instructional Tool Rostering

Administer the district's learning management system BLEND (Canvas)

Coordinate data sharing with approved partners to ensure students and staff have automated access to integrated instructional tools

▶ Technology Bond Projects

Procure, deploy, and manage Bond-funded staff and student device programs totaling over 90,000 devices

Provide support, resources and training to campus Student Device Managers

AUSTIN
Independent School District

10

TECHNOLOGY SUPPORT
SERVICES

Guy Butler, Director

Technology Support Services offers hardware and software support. Our teams provides onsite and remote assistance for software and hardware, repairs, installations and troubleshooting. Additionally, Technology Support Services will build and maintain custom computer images, manage devices, and evaluate new hardware.

Deskside Support

Onsite assistance for AISD approved software and technology hardware repairs, installations, and troubleshooting

Help Desk

Remote support via phone, email, and remote desktop tools, along with self-service resources

Desktop Engineering

Builds and maintains custom computer images, manages system updates and browser updates, and evaluates new hardware

Device Warranty

Manages warranty services and also repairs, refurbishes and performs quality controls on the district's out-of-warranty devices at our in-house depot

AUSTIN
Independent School District

NETWORK SUPPORT
SERVICES

Paul Hodge, Director

Network Support Services provides internet and connectivity to over 125 sites throughout the District.

Fiber Optic Network

Maintain and support a one of a kind metropolitan fiber optic network that spans all throughout Travis County

Telecommunications

Maintain an enterprise grade telecommunications system with over 10,000 phones and 125 individual PA systems

Datacenter Maintenance

Maintain 10 network operations center/datacenter sites with redundant cooling and electrical power backup services

Back-Up Power Systems

Maintain uninterruptible power supply systems throughout the district to keep campuses online during frequent city power outages

Wireless Network

Maintain and support an enterprise grade wireless network with over 10,000 access points and support over 84,000 connected devices daily

AUSTIN
Independent School District

12

BUSINESS OPERATIONS &
ADMINISTRATIVE SERVICES

Jennifer Monzon, Director

The Business Operations and Administrative Services Department ensures effective use of resources by developing budget plans, managing contracts, procurement processing and optimizing staffing for Information Technology.

▶ Budget

Oversee department budget accounts, develop and manage strategic budget plan for IT.

▶ Procurement

Coordinate the purchase of all computer hardware, software maintenance, and supplies. Coordinate the procurement of contracted services/staff augmentation. Serves as the contract management liaison for legal services and vendors.

▶ Technology Position Management

Support efficient operations by assisting with position management or the hiring of IT staff

AUSTIN
Independent School District

13

ENTERPRISE
SYSTEMS
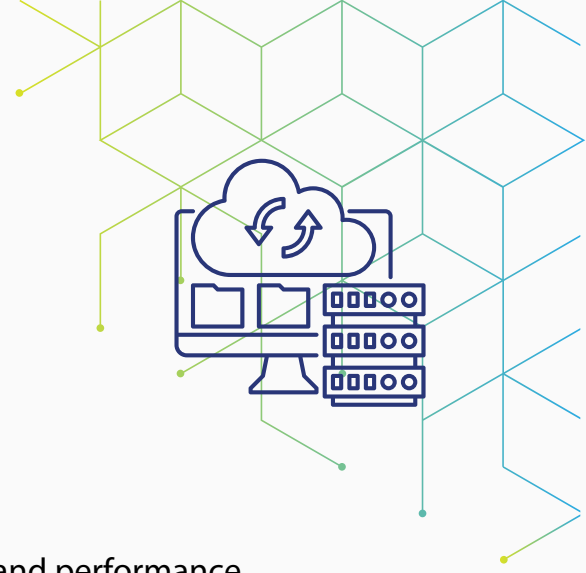
Fernando Vadillo, Executive Director

Enterprise Systems supports the services, responsibilities and performance regarding student data, analytics and reporting as well as the design, implementation and sustainability of technology systems to improve customer experiences.

⮞ Departments Under Enterprise Systems

- Business Systems

- Data Analytics and Reporting

- PEIMS and Data Quality

- Student Data Management

14

BUSINESS
SYSTEMS

Beverly Watters, Director

Business Systems supports district-wide systems related to Talent Strategy and Finance.

ERP Support

Ensures workflow continuation in the Frontline ERP

Troubleshooting and resolving ERP related staff issues

Manages and maintains time keeping system and clocks

Create and maintain district auxiliary employees

Role Based Security

Provides role-based access for staff within the ERP & SIS

AUSTIN
Independent School District

15

ANALYTICS &
REPORTING

Luis Martinez, Director

The Analytics and Reporting Department analyzes data to help ensure its accuracy. We analyze processes that impact the ins and outs of our district.

Analytics

Create and maintain dashboards, process improvements and tracking progress of KPIs

Reporting

Manage report parameters and access, schedule reports and assist with producing reports

Maintenance

Extract and validate data, code reviews and data cleansing

AUSTIN
Independent School District

16

PEIMS &
DATA QUALITY

Andrew Ochoa, Director

The PEIMS and Data Quality department is responsible for ensuring the accuracy and timely submission of critical district information to the Texas Education Agency, Department of Education and Office for Civil Rights. This includes student, staff, financial and organizational data. The department also upholds the integrity of all state-reported data stored within district systems, ensuring high standards of data quality.

State Reporting

The following platforms and supports are used to ensure timely reporting to state and federal agencies:

- Public Education Information Management System (PEIMS)
- Office of Civil Rights (OCR) Data Collection
- Frontline Student Information System (Withdrawal/Leaver coding, ADA coding, Graduate/Cohort coding)
- Texas Student Data System (TSDS) Application Support
- Texas Records Exchange (TREx) Application Support

Data Quality

The following platforms and supports are used to ensure data quality across all district systems

- OnDataSuite Application Support
- PEIMS Data Compliance Reviews
- PEIMS Data Validation Trainings

AUSTIN
Independent School District

17

STUDENT DATA
MANAGEMENT

Dr. Jolene Bruce, Director

Student Data Management works with stakeholders to ensure critical parts of SIS are meeting district needs by designing processes to support a simple, standard and secure experience for campuses to impart information of student success to families.

▶ Attendance Technical Support

Support and troubleshoot attendance entry points used by campus and district staff. Maintain and establish campus calendars in the Frontline SIS which includes instructional days and official attendance time.

▶ Master Scheduling

Support and troubleshoot master scheduling entry points. Provide master scheduling training to elementary and secondary staff

▶ Enrollment Technical Support

Support and troubleshoot various enrollment entry points in the Frontline SIS used by campuses

▶ Report Cards & Grading

Support and troubleshoot grade issues, develop trainings, ensure clear guidance for the effective use of entry points in Frontline SIS so that students and families have simple, standard and secure access to student's progress.

AUSTIN
Independent School District

18

DATA
GOVERNANCE

Elizabeth Barrientos, Director

Austin ISD's Data Governance department serves to institute effective data governance which ensures that the district's data is accurate, accessible and protected.

Monitoring Data

Tracking data quality with monitoring and metrics

Improving Data Practices

Continuous improvement in data management and practices

Data Advocacy

Advocating for data standards and business rules

AUSTIN
Independent School District

19

ENTERPRISE
ARCHITECTURE

Sergio Valderrama, Director

Enterprise Architecture ensures our systems are connected, performing as expected and that data is securely and properly stored.

Applications Maintenance

Comprehensive troubleshooting, debugging, performance optimization and regular updates to keep applications running smoothly

Infrastructure Management

Comprehensive management of virtual servers, storage solutions and cloud platforms. Our solutions are designed to support business continuity, scalability and compliance with industry standards

Database Support

End-to-end support, including database design, installation, configuration, monitoring and maintenance across various platforms such as Microsoft SQL, Snowflake, Oracle and PostGres. Services include performance tuning, backup and recovery, data migration and security management

System Integrations

We offer connections between systems, applications, and data sources, ensuring seamless data flow and operational efficiency. Services include design, implementation, ongoing management and enhanced data sharing.

AUSTIN
Independent School District

20

AUSTIN ISD HELP

We're here to assist.

Austin ISD Help is the official way to connect with us for technology support and questions related to account access, devices, software, and network issues. You can access Austin ISD Help by choosing the above tile in the Austin ISD portal.

TECH SUPPORT FOR THE AUSTIN ISD COMMUNITY

Contact Us

If you are not able to access your portal account, please feel free to contact us via our AISD Help Desk:

Families: 512-414-9187
Students: 512-414-4357
Staff: 512-414-TECH (8324)

from an Austin ISD phone dial ext. 48324

www.austinisd.org/technology/help