Technology and Management Information Systems (TMIS) Department

New Employee Orientation

Technology Department Presentation
TMIS Organizational Chart

Marcos Mateo Zorola
- Chief Information Officer
- Technology and Management Information Systems
- Email: mzorola@saisd.net

Patti Holub
- Executive Director
- Office of Technology and Integration
- Email: pholub@saisd.net

Yesenia Alvarez
- Manager
- Office of Network and Operations Support
- Email: yalvarez@saisd.net

Dago Garcia
- Manager
- Office of Internet Security and Communications
- Email: dgarcia@saisd.net

Eugene Gonzales
- Manager
- Office of Operations and System Integration
- Email: egonzales@saisd.net

Josh Johannessen
- Manager
- Office of PEIMS and Data Services
- Email: jjohannessen1@saisd.net

Greg Lee
- Manager
- Office of Project Management, E-Rate & Bond
- Email: glee@saisd.net

Edward Martinez
- Manager
- Office of Data Warehouse
- Email: emartinez6@saisd.net

Librado (Ray) Tena
- Senior Manager
- Office of Technology Business Services
- Email: ltena@saisd.net

Joseph Trudell
- Director
- Office of Instructional Technology
- Email: jtrudell1@saisd.net
Office of Network and Operations Support

Contact Information
Phone Number: 244-2900
Website: http://www.saisd.net/admin/newtech/networking/index.shtm/

Manager
Yesenia Alvarez, yalvarez@saisd.net

Responsibilities
- District Technicians
  - On-site Tech Support
  - Computer Hardware and Software Support
  - Network Infrastructure and Trouble Shooting
    - LAN/WAN
    - Wireless
    - Projectors
    - Printer
    - Copiers
    - SMART Boards
- Project Implementation
- Tech Support for District Events
  - Dell Venue
  - iPads
  - Kindles
- Video Surveillance
- Network Cabling
- E-Rate & Bond Projects
- Computer Donations
- Active Directory Rights

Technicians are not authorized to perform maintenance unless a trouble ticket has been issued.
Contact Information

Phone Number: 244-2900
Website: http://www.saisd.net/dept/oisc/

Manager

Dago Garcia, dgarcia@saisd.net

Responsibilities

- Wireless Management
  - Rouge Devices
- District Communications
  - AT&T Support
- Firewalls
- Network Security
  - Internet Security and Surfing
  - Data Center Security
  - VPN Connections
- Telephone Systems
  - VoIP
  - PBX
Contact Information

Phone Number: 244-2900
Website: http://www.saisd.net/admin/newtech/ats/index.shtm/

Manager

Eugene Gonzales, egonzales@saisd.net

Responsibilities

• Help Desk (244-2929)
  • 1st line of technology support
  • Process work orders
  • Reset passwords
  • Remote desktop
• Web Administration
• Active Directory
  • Desktop Security: Software Testing and Approval
  • Desktop Management
  • Group Policy
• System Administration
  • Centrally Managed Servers
• District wide Applications
  • Symantec Anti-virus
  • E-mail: Administrators and Teachers
• Office 365: Student e-mail accounts
Office of PEIMS and Data Services

Contact Information
Phone Number: 244-2900
Website: http://www.saisd.net/dept/pds/

Manager
Josh Johannessen, jjohannessen1@saisd.net

Responsibilities
• PEIMS Department
  • Manage iTCCS Student Information System
  • Provide iTCCS training and user documentation to Data Clerks and Registrars
  • Submit district level jobs for processing PEIMS, Scheduling, Grade Reporting, Report Card and other programs
  • Provide summary and error reports to campuses and departments for data quality
  • Manage txGradebook
  • Provide training and user documentation to all gradebook users
  • Provide telephone support to campus and departments in daily basis for iTCCS and txGradebook
• Records Department
  • Maintain district student record archives (Transcripts)
  • Provide transcripts to prior years students and for employment verifications
Office of Project Management, E-Rate and Bond

Contact Information
Phone Number: 244-2900

Manager
Dr. Greg Lee, glee@saisd.net

Responsibilities
• Contract Procurement
• Project Management
  • Oversees:
    • Projects 25k or more
    • Bond Projects
    • E-Rate Projects
    • Technology Refresh Program
    • Computer Disposal Process
Contact Information

Phone Number: 244-2900
Website: http://www.saisd.net/dept/dw/

Manager

Edward Martinez, emartinez6@saisd.net

Responsibilities

The Data Warehouse provides access to extensive specialized data through custom SAISD-developed applications. Our goal is to provide easy access to the information needed for instructional and management decision-making.

Our services are here to help you successfully analyze data or simply view reports of data that pertain to your campus or organization. Drawing on the knowledge of its staff, the Data Warehouse provides pages of detailed information and downloadable databases with your organization's data for your use. Our office is here to provide free, accurate and up-to-date information faster than ever before.

With your help we are aiming to provide the most successful informative sites in our district.
- iDataPortal
- Crystal Enterprise
- Campus Operations Portal (COP)
- iPoll
Contact Information

Phone Number: 244-2900
Website: http://www.saisd.net/dept/businessservices/

Senior Manager

Librado (Ray) Tena, ltena@saisd.net

Responsibilities

Welcome to the new Technology Business Services website! The Office of Technology Business Services is committed to supporting all business office staff in their day-to-day efforts in the use of iTCCS business information system modules, reports, and data downloads. Our staff strives to provide excellent customer service by exhibiting courtesy, concern, and knowledge of departmental procedures and following-up until all requests are satisfied.

We want our customers to always have the confidence of knowing they are important to us.

- SubFinder
- ITCCs
- Records Retention
Office of Instructional Technology and Learning Services

Contact Information
Phone Number: 544-2930
Website: http://nova.saisd.net/

Director
Joseph Trudell, jtrudell1@saisd.net

Responsibilities

- Researching and evaluating new technologies to discover new and better ways to enhance or reinforce classroom instruction
- Assisting educators in discovering methods of improving their instruction with and without technology
- Conducting training sessions teaching faculty and staff how to use new technologies to improve or enhance classroom instruction
- Conducting formative and summative assessments in the use of technologies and their impact on student learning outcomes
- Creating training materials to accommodate self-learners and provide resources
- Managing the implementation of new technologies on-campuses for the use of enhancing or reinforcing instruction

- Instructional Design
- Web Design
- Graphic Design
- E-Learning Development
- Multimedia Development
- Programming
- Assessment
- Program Evaluation
- Technical Writing
- Online Teaching
- Teaching/Mentoring

- Training/Tutoring
- Staff Development
- Technology Integration
- Research
- Team Building
- Collaborative Work
- Blended Learning
- Mobile Learning
- Learning Management
- Professional Development
- Social Media
- Teaching with Technology
Access to the District’s technology resources is a privilege, not a right. All users shall be required to acknowledge receipt and understanding of all administrative regulations governing use of the District’s technology resources and shall agree in writing to allow monitoring of their use and to comply with such regulations and guidelines.

Noncompliance may result in suspension of access or termination of privileges and other disciplinary action consistent with district policies. [See DH, FN series, FO series, and the Student Code of Conduct]

Violations of law may result in criminal prosecution as well as disciplinary action by the District.
District Policies for use of Technology

D36
Electronic Media Use
Social Media, E-mail & Texting

General Restrictions and Definitions:
The District’s electronic communications system and District-owned electronic equipment, including its network access to the Internet, is exclusively for administrative and instructional purposes. Electronic mail transmissions and other use of the electronic communications systems are not confidential and can be monitored at any time to ensure appropriate use. Employees who are authorized to use the systems are required to abide by the provisions of Board policy, the District’s acceptable use policy, and administrative procedures. Failure to do so may result in suspension or termination of privileges and may lead to disciplinary action up to and including termination of employment.

Employees must follow all district policy and procedure governing the use of computers and electronic media, the publishing of student work, and employee conduct, including, without limitation, DH, DIA, CQ, D5, and F26. Employees with questions about electronic media use should contact Instructional Technology and Learning Services.

“Electronic media” includes all forms of social media, including but not limited to text messaging, instant messaging, electronic mail (e-mail), Web logs (blogs), electronic forums (chat rooms), photo or videosharing Web sites (e.g., YouTube), editorial comments posted on the Internet, and social network sites (e.g., Facebook, Twitter, LinkedIn, Google+, Edmodo). Electronic media also includes all forms of telecommunication such as landlines, cell phones, and Web-based applications.
District and Federal Policies for use of Technology

- Family Educational Rights and Privacy Act (FERPA)

- Children’s Internet Protection Act (CIPA)

- SAISD Student Handbook

The following can be found on the San Antonio ISD Board Policy Manual website at http://pol.tasb.org/Home/Index/176/
- CQ (LOCAL)/(LEGAL), Technology Resources
- DH (LOCAL)/(LEGAL), Employee Standards of Conduct
- DIA (LOCAL)/(LEGAL), Employee Welfare - Freedom from Discrimination, Harassment, and Retaliation
- FN (LOCAL), Student Rights and Responsibilities
- FO (LOCAL)/(LEGAL), Student Discipline

The following can be found on the District’s Administrative Procedures website at http://www.saisd.net/adminproc/
- D5, Computer and Telecommunications Use and Internet Access for Employees and Parents
- D36, Electronic Media Use, Social Media, E-mail & Texting
- F33, Permission to Photograph, Videotape or Audiorecord
- E6-A, Video/Audio/Multimedia Approval
Contact Information:

HELP DESK
244 – 2929

Instructional Technology
554 - 2430
http://nova.saisd.net/
San Antonio ISD Non-Discrimination Statement

San Antonio ISD does not discriminate on the basis of race, religion, color, age, national origin, sex, or disability in providing education services, activities, and programs, including vocational programs, in accordance with Title VI of the Civil Rights Act of 1964, as amended; Title IX of the Educational Amendments of 1972; section 504 of the Rehabilitation Act of 1973, as amended.

Es norma del Distrito Escolar Independiente de San Antonio de no discriminar por motivos de raza, religion, color, edad, origen nacional, sexo o impedimento, en sus programas, servicios o actividades vocacionales, tal como lo requiere el Título VI de la Ley de Derechos Civiles de 1964, según enmienda; el Título IX de las Enmiendas en la Educación, de 1972, y la Sección 504 de la Ley de Rehabilitación de 1973, según enmienda.