



Auburn Union School District

# Information Technology





# Welcome

***#4 Ranked Objective in the AUSD Strategic Plan***  
***New and Modernized Technology and Equipment***



**01**



## **Roles**

The many Hats of IT

**03**



## **Infrastructure**

The Physical and Virtual objects  
we Manage and maintain

**02**



## **Services**

What do we provide

**04**



## **Support**

What we support and How



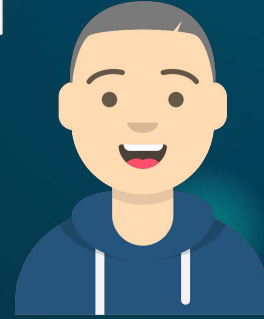
## MEET THE TEAM



**Jason Lee**

Computer Support Technician

*Content Filtering and  
Asset Management*



**David Peters**

Director

*Network and Systems Engineer  
Information Security Officer  
Operating Systems Analyst  
Applications Integrator*

All of these functions are needed to deliver  
Instructional Technology to Instructors and Students





# Jason Lee

Computer Support Technician



ABOUT  
US

JASON BYRON LEE  
P H O T O G R A P H E R



# David Peters

PBA member 90-98



United States Bowling Congress





# David Peters *DBA*





# David Peters

MCSE, DCSE, CCA



Microsoft® Certified  
**Professional**  
*Systems Engineer*



Dell Certified  
Systems Expert



**CITRIX**

Systems Expert

CITRIX



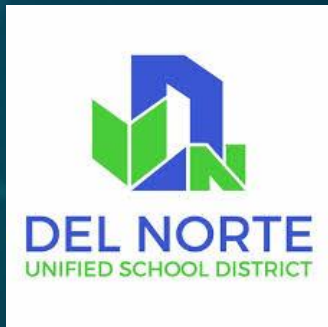


# David Peters





# David Peters





# OUR EVOLUTION

Began in April, Research  
and investigation

**2018**

Deployed over 400  
Chromebooks, implemented  
Hyper-V  
Disaster Recovery solution

**2019**

**COVID**

**Jason Lee**

*Joined the Team*

**2020**

105 Flat Panel Displays,  
Support for Apple Devices,  
1000 Chromebooks,

**2021**



Roles

01



Systems





# System Roles

**Infrastructure Supportive**

**Software Supportive**

**Curriculum Supportive**



# System Roles

## Infrastructure Supportive

- ❖ Security and Authentication
- ❖ Network and WiFi Management
- ❖ Phone management and Voicemail
- ❖ Print and File services
- ❖ Remote Access
- ❖ Cluster and Hyper Virtualization (Hyper-V)
- ❖ Network Connectivity DHCP and DNS
- ❖ Prometheus Device Management (PDM)
- ❖ Mobile Device Management (MDM)
- ❖ Application Integrations
- ❖ Disaster Recovery



# System Roles

## Software Supportive

- ❖ Aeries
- ❖ Cleaver (Roster and Single Sign On (SSO))
- ❖ Titan (Nutrition)
- ❖ Get Help and TipwebIT (Help Desk and Asset Management)
- ❖ AristotleInsight:K12 (content and webfilter Classroom Management)
- ❖ Escape
- ❖ Conferencing Management
- ❖ Blackboard Connect (Communications)



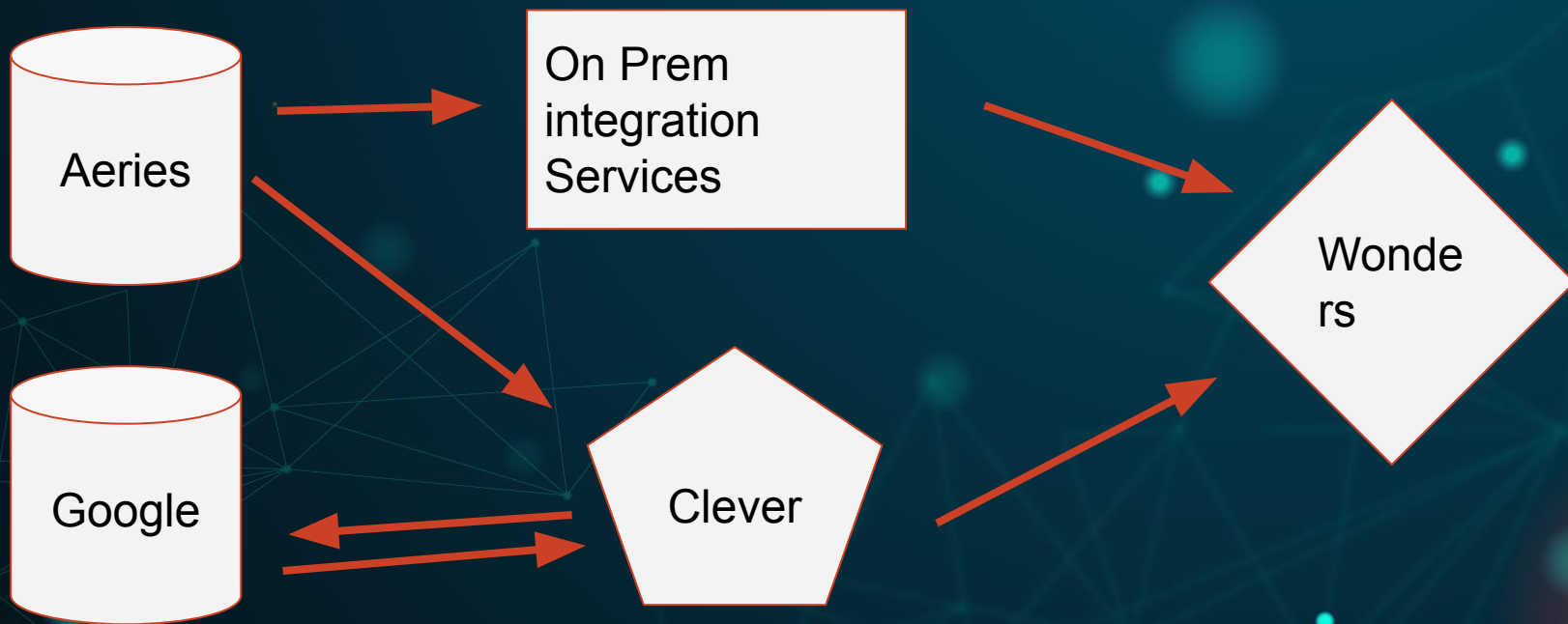
# Integration Example 1 API







## Integration Example 2 One Roster





# System Roles

## Curriculum Supportive

- ❖ Illuminate (for assessments)
- ❖ Wonders
- ❖ State Testing CAASPP and ELPAC
- ❖ Renaissance and STAR
- ❖ Destiny Follet for Libraies
- ❖ Clever
- ❖ Think Central and Go Math



# Services

# 02

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From Help Desk to Engineering



- ❖ Diagnostics
- ❖ Purchasing (E-RATE)
- ❖ Training
- ❖ Research





# Services

We provide a Full Life Cycle of services





# Infrastructure

# 03

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Design, Implement, and Maintain





# Infrastructure

## On Prem

Physical Hardware necessary to provide services.

Servers, Storage, Network and End User devices, Computers and FPD

Private Cloud

## Cloud (saas, paas and iaas)

Software, Infrastructure and Platforms as a service

Google, Aeries, Escape, Help Desk, Illuminate and most all applications



# Support 04



Help Desk, Training, and improvements





# What we Support?

**We Support Just about Everything and Everyone**

We are the Help desk for Students, Staff and now Families. Both On and Offsite.

Diagnose, repair and develop new solutions

Internet, Hotspots,

Chromebooks, Servers and Software Access



## **Next Steps**

- **Technology Committee**
  - **Develop a 3 year technology roadmap**
  - **Shift focus from reactive to proactive**
- **Procure new devices to replace currently leased Technology**
- **Continue to improve our Auto Rostering and Single-Sign-On**



# THANKS!

## *Questions?*

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