

Mission, Vision, Goals and Objectives

Mission: Provide the best possible technology & services to enable students to achieve their highest potential.

Vision: Seamless technology and services that is available every time, without fail.

Goals

1. **Technology Availability:** Provide reliable information technology systems, connections, data and support to enable the learning process
 - a. Deliver successful positive results through the use of diligent project management and portfolio management techniques and a rigorous Information Technology (IT) governance approach that ensures all stakeholders receive secure, reliable access to technology
 - b. Constantly improve what we do, how we do it and the results we achieve
 - c. Constantly monitor the use and integration of technology to optimize the results we can achieve with the IT resources with which we are entrusted
 - d. Apply enterprise architecture techniques to optimize the use of the School District of Osceola County (SDOC) technology assets
 - e. Provide secure, reliable connectivity for all approved devices to District networks
 - f. Provide reporting services that comply with all State and Federal reporting requirements
 - g. Maintain and continually enhance all enterprise applications, networks, systems and processes related to the technology and services we provide

2. **Service to People:** Support students, teachers, parents, district leadership and all other SDOC stakeholders as they leverage technology in the K-12 learning process
 - a. Support district compliance with accountability and accreditation requirements through the use of formal testing and reporting tools, processes and methods
 - b. Provide secure, reliable access to technology and data
 - c. Drive the innovative application of technology to improve the direct learning process for students and teachers and improve processes which indirectly support learning
 - d. Provide direct assistance to users of District technology, data, software, networks and other IT assets
 - e. Provide a challenging and satisfying work environment for employees
 - f. Measure and constantly improve levels of customer service
 - g. Provide reporting services and data analysis that comply with all State and Federal reporting requirements

Mission, Vision, Goals and Objectives – CONT

3. **Relentless Innovation:** Drive the consideration and implementation of innovative technologies and services that enable leaders and contribute to the work of those who support the learning process
 - a. Provide secure, reliable access to technology and data
 - b. Drive the innovative application of technology to improve the direct learning process for students and teachers
 - c. Constantly monitor the use and integration of technology to optimize the results we can achieve with the IT resources with which we are entrusted with
 - d. Systematically upgrade or retire legacy systems and equipment when their operation is no longer providing appropriate value
 - e. Focus on professional training and development to maintain a highly qualified staff

4. **Accountable Stewardship:** Provide accountable stewardship of the resources and talent entrusted to our division
 - a. Enable district compliance with accountability and accreditation requirements through the use of formal testing and reporting tools, processes and methods
 - b. Deliver positive project results through the use of diligent project management and portfolio techniques and a rigorous IT governance approach that engages all stakeholders
 - c. Constantly improve what we do, how we do it and the results we achieve through our efforts
 - d. Constantly monitor the use and integration of technology to optimize the results we can achieve with the IT resources with which we are entrusted
 - e. Be the District's trusted source for technical expertise and practical assistance with the use of technology

5. **Safety:** Provide a safe cyber environment for learners, teachers and others who support the learning process
 - a. Communicate with all stakeholders and gather feedback to improve our communication effectiveness
 - b. Constantly improve what we do, how we do it and the results we achieve through our efforts
 - c. Effectively implement, manage and safeguard the District's data, equipment, software and systems