GLASSBORO PUBLIC SCHOOLS
## GLASSBORO, NEW JERSEY

TO: Mark Silverstein

FROM: Scott Henry

DATE: February 17, 2017

RE: Agenda Item for February22, 2017

Attached is the proposal from Rowan University to perform a review of the Information Technology Department of the Glassboro Public Schools.

We are requesting Board approval to award a contract, pursuant to N.J.S.A 18A:18a-5(b), to Rowan University to perform a review of the Glassboro Public School Technology Department. Contract price is $25, 200.
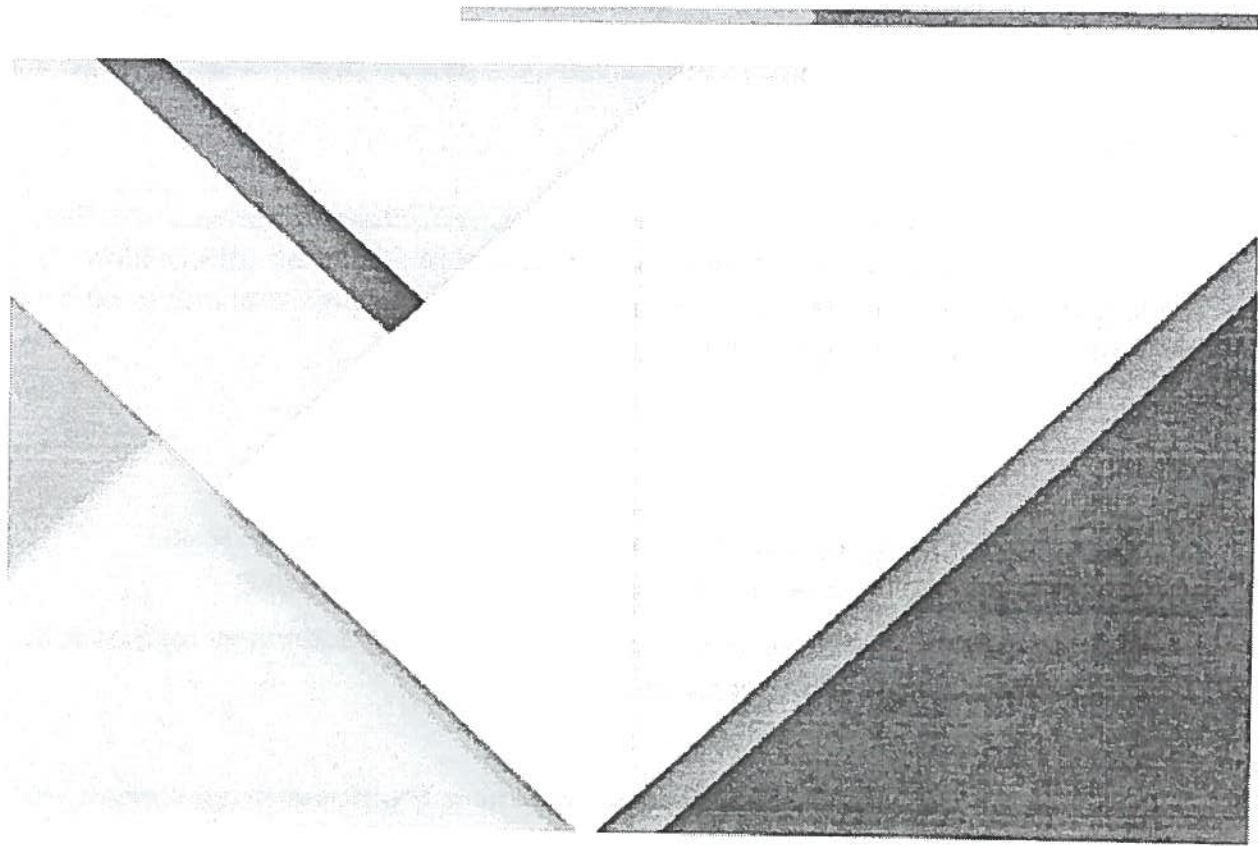
Glassboro Public Schools Technology Department Review

01.03.2017

Overview

Rowan University Information Resources and Technology is pleased to provide the this proposal for consulting services to review the Glassboro Public Schools Information Technology Department. We have provided an estimate for the work required to perform the review and to achieve the goals stated in your request.

Goals

1. Review and analyze current network infrastructure and operation. Make recommendations to improve network reliability and performance.

2. Analyze current network security measures. Recommend additional measures to increase network security and protect data.

3. Evaluate Staffing:

   a. Analyze current Staffing levels to determine if sufficient to implement and supporting current programs and services including but not limited to: network maintenance and security, Hardware / software updates, help desk operations, database maintenance and communication services.

   b. Determine if any changes in staffing levels are required to successfully implement the district's technology goals.

   c. Identify professional development that may improve the effectiveness and efficiency of the technology department.

4. Evaluate Work Order System:

   a. Review current system of receiving, prioritizing, and assigning work order requests.

   b. Recommend changes to work order system to improve process and reduce time required to respond to requests.

Specifications

The Rowan team would conduct the review in two phases as described below:

Phase 1 - Research and Analysis

Task 1 - Review scope of work with the district to confirm deliverables and the proposed schedule, determine the schedule for onsite work, and review the Rowan Non-Disclosure Agreement.

Task 2- Provide the district with a list of requested information that will include items such as network design diagrams, inventory data, and configuration information for IT systems, applications, and infrastructure. Review the list with the district and confirm which items Rowan will inspect.

Task 3 - Conduct interviews with Faculty, Staff, and Administrators

Phase 2 - Synthesis and Recommendations

Using the information made available in Phase 1 as well as interviews of staff, students, and faculty, where appropriate and Rowan will evaluate the Information Technology Department operations, overall district operations relative to their use of information technology, IT Infrastructure, and data to determine efficiencies, security posture, and functionality. The evaluation will include consideration of FERPA and other regulatory requirements.

Rowan will produce a written report that will include the following:

A. Executive Summary
B. Description of Findings
C. Recommendations ranked by their impact on efficiency, security, and functionality.

Rowan will present the report to the district and answer any questions that arise. Rowan will also provide follow-up on any information requested related to the report.

Estimate

Rowan will assign a variety of subject-matter experts to assess the various components of the Glassboro Public Schools Information Technology environment such as policies, procedures, staff, training, budget, data management, system integration, asset management, customer service, security, standards, infrastructure, and governance. This will include individuals from the Office of the Senior Vice-President for Information Resources and Technology/CIO; Information Security; Analytics, Systems & Applications; Technology Services, and Network and System Services. The estimated hours and rates for evaluating each of the requested areas are listed below.

	Hours	Rate	Extended Cost
Network Infrastructure	100	$70.00	$7,000.00
Network Security	120	$70.00	$8,400.00
Staffing	100	$70.00	$7,000.00
Work Order System	40	$70.00	$2,800.00
Total	**360**	**$70.00**	**$25,200.00**

The primary points of contact for this engagement will be:

Team Leader:	Bruce Klein Assistant Vice-President Network and System Services 856-256-4480 klein@rowan.edu
Correspondence and Communication	Jeanie Riebe Managing Administrative Assistant, Office of the CIO 856-256-4093 riebe@rowan.edu

Appendix - Breakdown of Hourly Costs

Network Infrastructure

Collect and review network device configurations for performance and reliability	40 hours
Collect and review fault, capacity, and performance data for all network equipment and servers	50 hours
Review standards for all network infrastructure	10 hours
Total	**100 hours**

Network Security

Collect and review network device configurations for security concerns. Includes but not limited to: Firewall, Switches, etc.	20 hours
Collect and review configuration information from Microsoft Windows Servers, Domain Controllers, Exchange, etc.	20 hours
Perform scan on network for any sensitive data within publicly (internal) accessible systems	20 hours
Collect and review any recent Information Security Assessment which could include (penetration testing internal or external)	20 hours
Collect and review all Information Security related Policies and Procedures	10 hours

Review all Information Security Standards currently being deployed for systems and network devices and compare to CIS Benchmark standards	10 hours
Wrap up assessment: answer questions and write up findings	20 hours
Total	**120 hours**

Staffing

Review services provided and IT processes to identify gaps based on ITSM standards	5 hours
Analyze data used by all district applications, including those used to report student data to the state, to identify canonical source of data elements, identify potential data integrations/automation, and estimate potential time savings.	25 hours
Assess district needs based on interviews and identify gaps in current planning	40 hours
Evaluate technology used for teaching and tracking student progress	20 hours
Review standards for data, equipment, and physical infrastructure	10 hours
Total	**100 hours**

Work Order System

Collect and review policies, processes, and procedures for for providing IT support. This will include: services offered to users, IT acquisition, asset management, communication, training, incident management, project management, Service Level Agreements, identity/access management,	10 hours
Analyze Incident Data from SchoolDude to develop metrics for IT services and identify potential issues	15 hours
Analyze asset data, replacement cycle planning, maintenance costs, budget	15 hours
Total	**40 hours**