



SUNRISE
SCHOOL DIVISION

Sunrise ICT Services

Progress Report 2023/2024

Your ICT Team 2024



Oakbank Tech Centre

- Gord Tulloch, ICT Director / Programmer / DBA (13 years)
- Norene Hendry, ICT Secretary (19 years, 5 with ICT)
- Lindsey Fernano, ICT Tech (Helpdesk, AV, 19 years)
- Josh Morrow, ICT Tech, Springfield S (3 years)
- Kenton Lumsden, ICT Tech, Springfield N (3 years)

Oakbank Data Centre

- Jonathan De Piero, Sr. Server Specialist (18 years)

SBC

- Kevin Lange, Sr. Server Specialist / Phones (5 years)
- Brendan Black, ICT Tech Beausejour / Northern Schools 
- Jordan Kurbis, ICT Tech Beausejour / Northern Schools 

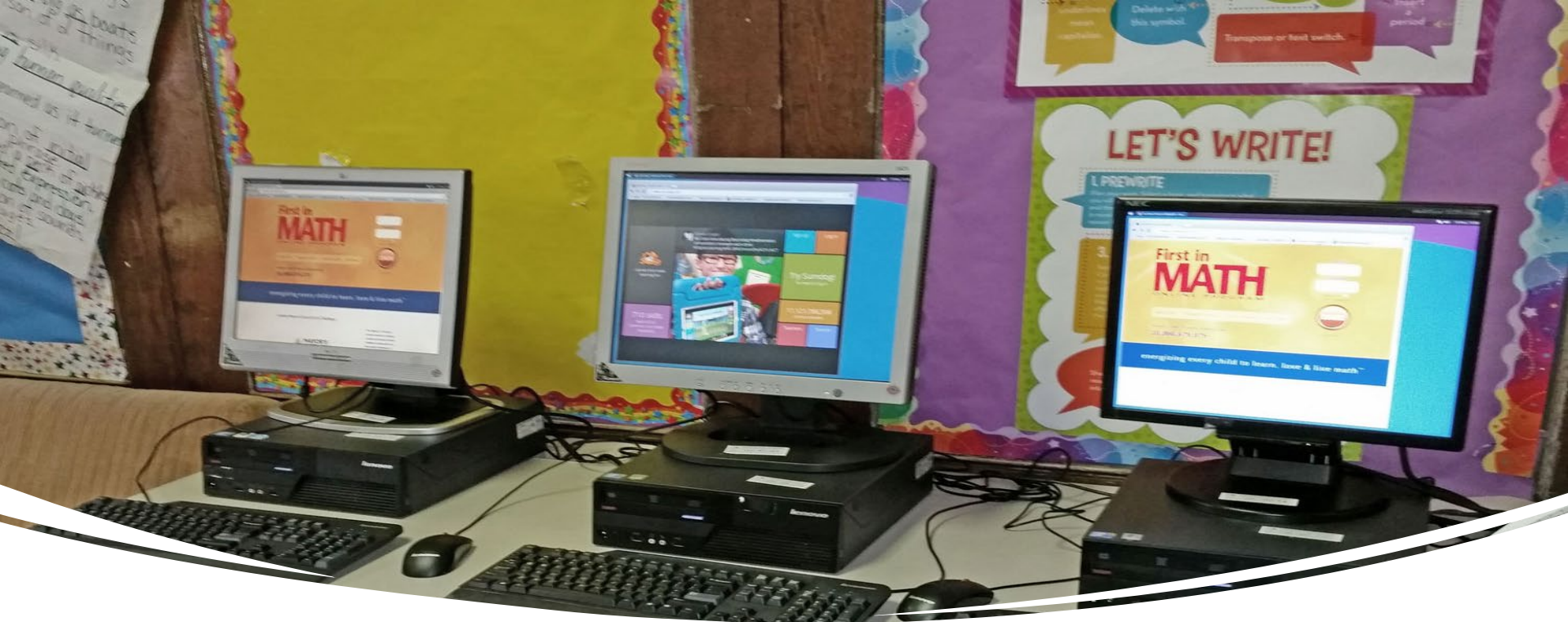
Powerview

- Service provided from Beausejour



The Year In Review

- New Phone System Implemented using Microsoft Teams Phone
- New computers implemented in Beausejour cluster in Sept / Oct
- Smaller laptops pilot in BEYS
- Hydro fibre replaced by Valley Fibre radio in Lac Du Bonnet (to be replaced by fibre this year) and fibre to Powerview
- Valley Fibre also implemented in Oakbank campus, Gillis, Anola, and Hazelridge
- Deployment of Parent / Student portals for ESS and SCI 9-12 students
- Implementation of PowerSchool scheduling for ESS and SCI (turned out to be non-trivial)
- Implemented new version of GLPI (Service Desk) and using Power BI for data driven decision making








New Computers

- We are in Year 3 of our 5 year cycle replacing computers in SCI, OBE, SMS, Dugald, Anola, Heartland, and Richland
- Anola replacing 12 desktops with 24 smaller laptops more appropriate for EY/MY as piloted at EBEYS. OBE replacing 45 laptops with 90.
- Large number of monitors also to be replaced (approx. 250)
- Order will be delivered third week in July

Computer Rotation

5 year rotation implemented in 2012 to ensure that schools have new computers on a regular basis.

Year	Schools/Sites
2022	Powerview, LDBSS, Centennial, Whitemouth
2023	Gillis, EBEYS, ESS, Hazelridge, SEC,  SBC,  TRX 
2024	SCI, SMS, OBE, Anola, Dugald, Heartland, Richland, SSS 
2025	Colonies, Adult/AltEd, SSS 
2026	Misc laptop carts etc.

Computer Inventory



Note: Inventory audit being done in Summer 2024, numbers are approximate and may change.

Computer Leases



Migration of Data Centre

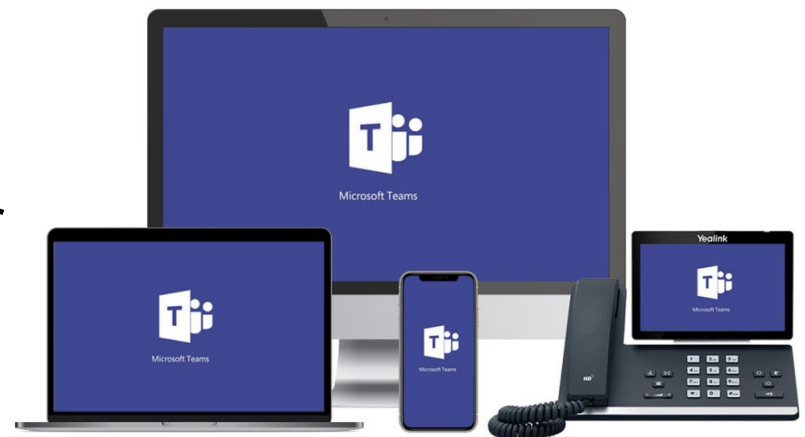
- Servers in Oakbank and Beausejour coming off lease this summer, storage arrays next
- Merlin (a special operating agency of the Province that provides our Internet, filtering and licensing) offering hosting services for much less than our cost for servers and storage (\$50k/yr)
- Current costs about \$105k so saves \$55k/yr

Status: Most virtual servers are migrated to Merlin, to be complete by end of July.



New Phone System

- MTS hosted system being replaced by more expensive Bell offering so we took the opportunity to move
- Implementation had some issues:
 - MTS delayed transition so some schools delayed a week
 - Teams update during install caused problems with phone handsets, so lots of issues with dropped calls and handsets needed reboots resolved in Oct with handset firmware upgrade
 - Problems between MTS and Rogers also resulted in echoes during calls from landlines. Resolved by telcos in September.
- Huge props to Kevin Lange for his efforts



Valley Fibre Implementation

- BellMTS fibre for our schools too expensive and slow to arrive
- Hydro was getting out of delivering telecom services June 2023
- Valley Fibre implementing fibre all across Manitoba
- Save \$80k/yr in internet costs to Merlin in FY2024/25

Status: Implementation very slow due to lack of human resources to run the fibre. Implementation is expected to be complete this summer.



Service Desk Stats

- Open Tickets at any given time: 220
- Tickets opened in 2023/24: approx. 4600
- HR Staff Moves/ Adds/Deletes: 1197
- Overall Average: 9.45d
- Less than a day: 37%
- Less than a week: 65%

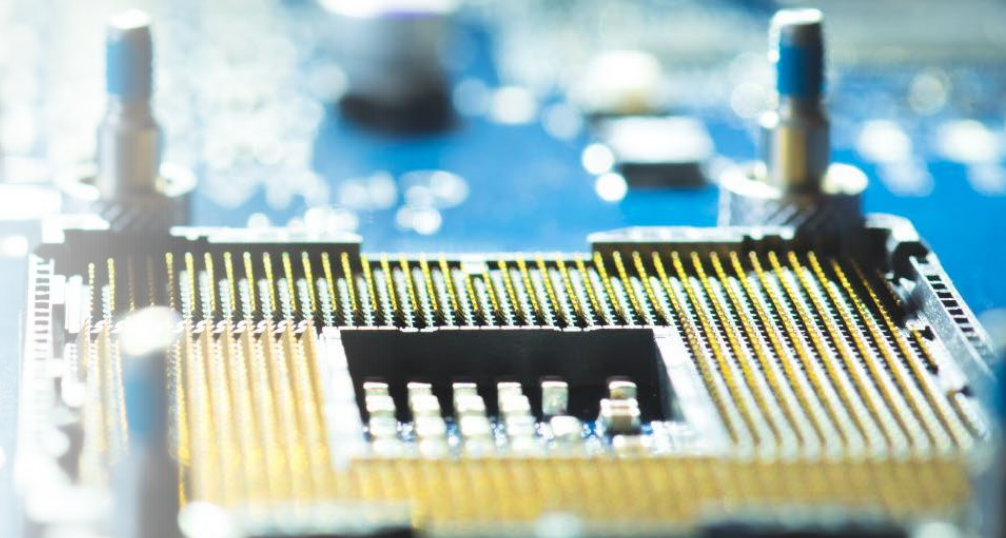


Service Desk Stats 2023-2024



ICT Challenges

- School purchased devices >5 years old and Win10
- Classroom Interactive Displays(ID) Replacement
- iPad Replacement
- Network Equipment Refresh
- Supporting use of AI technologies in schools





Interactive Displays

- Our fleet of devices are aging and not being replaced fast enough
- Impacting Classrooms
- Costs currently being borne by schools

ID Inventory Analysis



iPad Replacement

- 2/3rds of our iPad fleet are older than three years and cannot be updated to new IOS versions
- Will restrict what software can be implemented



iPad Inventory





Network Refresh

- Network switches and Wifi Gear all coming off lease in the next few years
- We will buy out what we can but replacement costs are **double** original purchase costs due to inflation
- Other vendors being tested
- Detailed numbers in next budget proposal

“AI”

- LLM and Generative AI will be transformative for Education
- Educators need to figure out how to adapt
- ICT needs to lay the groundwork for LLMs to play a significant part in the day to day work life of our staff and students
- A lot of work needs to be done in data protection and categorization before we let a LLM model loose internally
- ICT Piloting soon

*(image generated by
Microsoft Co-Pilot)*



Co-Pilot for Teachers



A day in the life of a Teacher

7:00 AM

Cassandra needs to catch up parent emails and critical messages from school administration, so she summarizes the emails and chats from the past day.



Microsoft 365 Chat

Summarize all important emails and Teams chats in the past 24 hours, highlighting the sender and topic and list the top three things I should prioritize based on this.

8:00 AM

Cassandra commands Copilot to create a general message to send to parents and guardians to confirm tonight's parent meeting.



Copilot in Outlook

Draft an email to confirm the meeting this afternoon. Highlight how excited I am to share updates on the during tonight's meeting. Use a formal tone and keep the email concise.

9:00 AM

Cassandra is reviewing the lesson plan for the day in Word. She uses Copilot to add differentiated learning activities for students and adjust the reading level for the formative assessment questions.



Copilot in Word

Add a section for differentiated learning activities to accommodate student reading at different levels. Decrease the Lexile level of the formative assessment questions.

4:00 PM

Cassandra is preparing for this evening's parent meeting. She uses Copilot in PowerPoint to quickly build a parent meeting presentation based on the class syllabus.



Copilot in PowerPoint

Create a 10-slide presentation based on ClassSyllabus.docx. My audience are parents of students enrolled in my class.

2:00 PM

Cassandra missed the curriculum meeting while taking students to the library. She uses Copilot to review the meeting summary, identify and review any outstanding action items.



Copilot in Teams

What are some action items from today's curriculum meeting?

11:00 AM

Cassandra is reviewing student assessment data in Excel to analyze student performance prior the mid-term exam. She uses Copilot in Excel to transform the data into visuals and generate insights on performance trends.



Copilot in Excel

Show data insights and identify key trends.



Cassandra is a Classroom Teacher



We very much
appreciate your
support!

Questions?