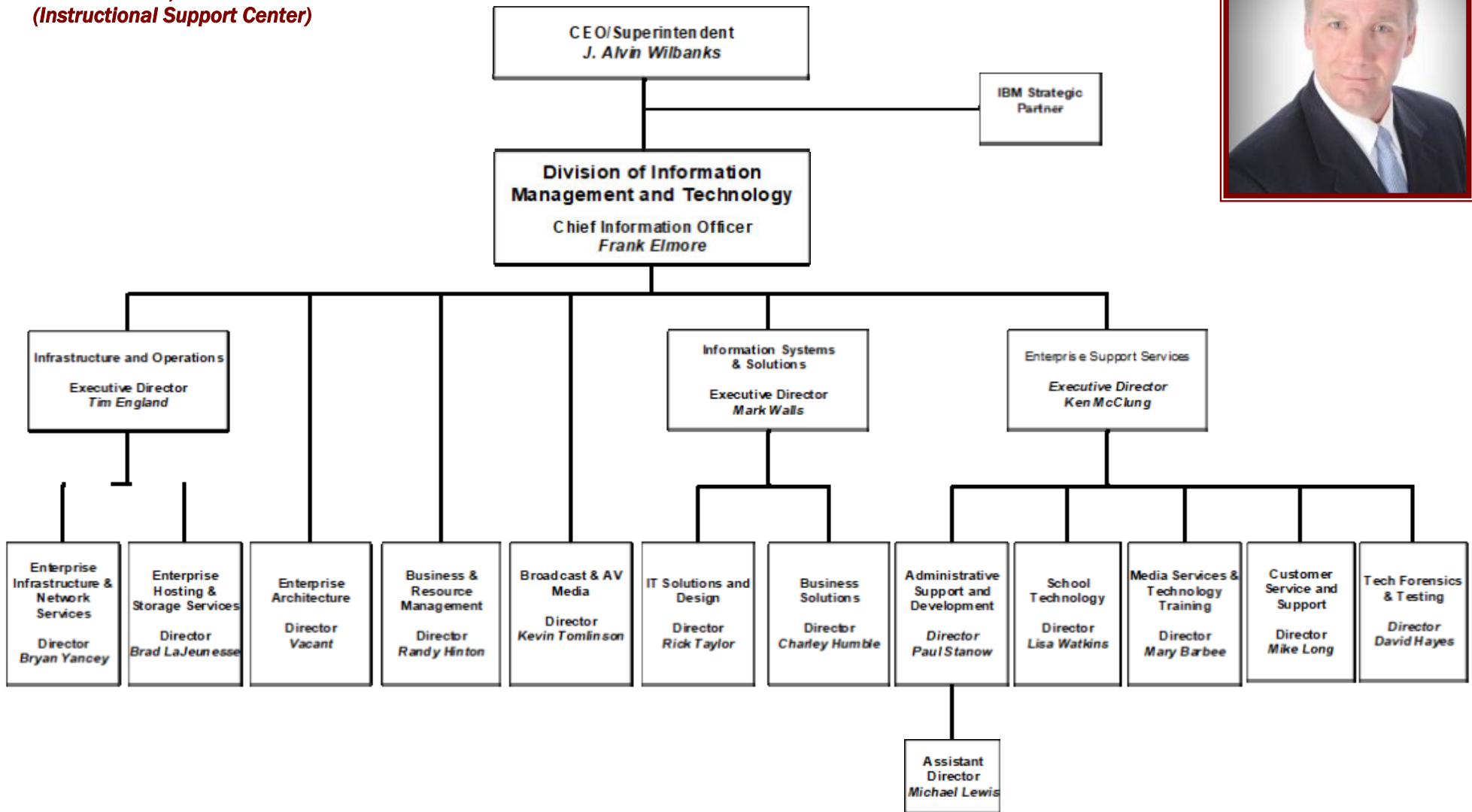


**Information Management & Technology Division**  
**Frank Elmore, Chief Information Officer**  
 678-301-6500 / fax: 678-301-6502  
 (Instructional Support Center)



**Strategic Objectives**

- Implement, provide and sustain access to district-wide applications, connecting GCPS stakeholders to critical data and information.
- Deploy, maintain, and secure information technology resources, as required, to meet GCPS's instructional and business needs.
- Enable access to technology training for system-wide administrative applications and instructional technology applications.
- Provide new technology tools and resources to enhance district-wide communication and collaboration.



**Department of Infrastructure & Operations**  
**Tim England, Executive Director**  
**678-301-6525 / fax: 678-301-6523**  
**(Instructional Support Center)**

The **Department of Infrastructure & Operations** delivers direct service and support to our schools, support offices and other locations. Services include providing continuous operation of the network infrastructure for Gwinnett County Public Schools, designing, building, and implementing IT architectural solutions, and providing support services to students, teachers, and support staff.

The **Department of Hosting & Storage Services** (Vacant, Director) is responsible for the selection, procurement, implementation, and management of enterprise servers, operating systems, directory services, storage and backup. Solutions incorporate hardware standards and architecture as well as virtualization services for servers and storage.

The **Department of Enterprise Infrastructure & Network Services** (Bryan Yancey, Director) designs and maintains the complex GCPS network which constitutes the foundational highway for IP-based data, voice and video to traverse thousands of miles of copper and fiber optic cabling. Instructional content, business services, and information storage are delivered to more than 200,000 students and teachers from multiple data centers and highly available Internet infrastructure.



**Enterprise Hosting & Storage Services**  
**Brad LaJeunesse Director**  
**678-301-6440**



**Enterprise Infrastructure & Network Services**  
**Bryan Yancey Director**  
**678-301-6440**



**Office of Enterprise Architecture**  
**Vacant, Director**  
**678-301-6425/fax: 678-301-6523**  
**(Instructional Support Center)**

The **Office of Enterprise Architecture** provides support for decision making within the governance of projects and programs encompassing the IT portfolio used to support teaching and learning. This support is provided through analysis of current and future solutions using best practice methods and techniques. Analysis produces recommendations representing the optimal outcome that aligns with strategic vision, goals, objectives, and initiatives of GCPS including all relevant divisions. Enterprise Architecture provides technical leadership by facilitating the Architecture Review Board composed of Data Governance, Information Security, and IMT stakeholders. The Architecture Review Board collaborates across and within divisions to assess all aspects of any proposed change to the solution landscape. Enterprise Architecture also assists in increasing the maturity of work products and artifacts representing an outcome and the transformational steps involved.



**Department of Broadcast & AV Media**  
**Kevin Tomlinson, Director**  
**678-301-6460 / fax: 678-301-6523**  
**(Instructional Support Center)**

The **Department of Broadcast and AV Media** oversees the operations of GCPS TV, a 24/7 educational access channel for Gwinnett County Public Schools found on all cable providers in Gwinnett County and online. The staff also produces informational and instructional videos for central office and local schools as requested and provides a video on-demand hosting service. In addition, the department coordinates the installation, design, support, and repair for classroom technologies and oversees system-wide AV needs including traditional AV equipment, local broadcast studios, presentation technologies, cable TV and closed circuit television systems. The Broadcast group also coordinates support for local and district video conferencing needs.



**Department of Business & Resource Management**  
**Randy Hinton, Director**  
**678-301-6639 / fax: 678-301-6611**  
**(Instructional Support Center)**

The **Department of Business and Resource Management** provides resource support for all Information Management departments. The department's roles include coordination of budget and finance actions for Information Management, providing a "single view" budget; technology deployments; vendor management; asset management, procurement, coordination of budgets for the Special Purpose Local Option Sales Tax (SPLOST) program; and assistance in applying a technology obsolescence plan, replacing obsolete technology as funds allow. This department also responds to "just in time" requests for technology equipment, as funds allow, due to growth in student enrollment. The department is responsible for maintaining accurate asset management records for technology deployed by IMD. Manage technology software licensing and hardware assets to include planning, monitoring and recording assets to ensure compliance.



**Department of Information Systems and Solutions**  
**Mark Walls, Executive Director**  
**678-301-6860/ fax: 678-301-6523**  
**(Instructional Support Center)**

The **Department of Business Solutions** provides application design, build, and implementation in the areas of Peoplesoft, SFO, CPI Reporting, School Nutrition, Applitrack, PD&E, Aesop, Maximo, Content Management and Bus Planner. Level 3 application support, data integration and reporting are also provided by the department. The **Department of Instructional Solutions** provides applications design, build, and implementation in the areas of eCLASS including the C&I Tool, SAFARI Montage, Classworks, eTextbooks and digital resources. Level 3 application support for these applications is also provided by the department. The **Department of IT Solutions and Design** provides application design, build, and implementation in the areas of custom applications, GCPS web pages, Blackboard school websites, portal, collaboration, and database administration. Level 3 application support is also provided by the department.



**Business Solutions**  
**Charley Humble, Director**  
**678-301-6650**



**IT Solutions and Design**  
**Rick Taylor, Director**  
**678-301-6650**



**Department of Enterprise Support Services**  
**Ken McClung, Executive Director**  
**678-301-6479 fax: 678-301-6523**  
**(Instructional Support Center)**

The **Department of Enterprise Support Services** (Vacant, Director) is responsible for application, desktop, and network customer support, TST (Technology Support Technicians) management, training and services, change management, and notifications of IMT network updates and planned maintenance. The department of Enterprise Support Services also provides all desktop and laptop computer related management and support to local schools and central offices and offers a call center for district personnel to contact if they have technology issues. The department also provides repair services for out of warranty hardware malfunction and damage, as well as a courier service that helps expedite getting technology back into the hands of our teachers and local schools if repair is required. The **Department of Media Services and Technology Training** (Mary Barbee, Director) provides leadership and support for school library media programs, allowing student access to online reference resources which are essential to teaching and learning. A professional library offers access to resources for all GCPS teachers, administrators, and staff. Professional learning opportunities are provided for media specialists, media clerks, and local school technology coordinators (LSTC) to ensure the integration of technology into the curriculum. Coordination and delivery of technology training for system-wide initiatives such as eCLASS, SIS, and Peoplesoft are also provided. Learning opportunities are available face-to-face or self-paced through the eLearn solution on the Gwinnett Portal. The **Department of School Technology** (Lisa Watkins, Director) is the IMT liaison to schools and other divisions and departments regarding technology initiatives. The department's focus is supporting all technology related capital projects, including new schools, school additions, and retrofits, with selecting and deploying appropriate technology to meet specific teaching and learning needs. While the department responds to emerging technology requests, it is also responsible for identifying, sharing, and implementing new technologies to support instructional initiatives. The **Department of Enterprise Testing and Forensics** (David Hayes, Director) is responsible for Enterprise Testing of designated applications and solutions; as well as digital forensics and incident response for the misuse of technology and e-Discovery. This department focuses on creating and executing various testing strategies and release test plans, as well as the review process of results from the testing phase to assure that the test plan aligns with business requirements. The Department of **Administrative Support & Development** (Paul Stanow, Director) provides World Class support in meeting and exceeding the demands of technology in business operations as well as sustaining development and implementation for the Board of Education and the Administration of the school system. The department collaborates with Central Office divisions to initiate and lead technology direction and implementation to support the school districts Strategic Initiatives and Priorities. Through collaboration with Central Office divisions, innovative technology and strategies are identified and integrated for organizational coherence and continuous quality improvement in the Central Office's operation and direction to support all schools.



**Enterprise Support Services**  
**Mike Long Director**  
**678-301-6479**



**Media Services &  
Technology Training**  
**Mary Barbee, Director**  
**678-301-6431**



**School Technology**  
**Lisa Watkins, Director**  
**678-301-6650**



**Forensics, Technology, and  
Testing**  
**David Hayes, Director**  
**678-301-6437**



**Administrative Support &  
Development**  
**Paul Stanow, Director,**  
**678-301-6431**