Profile



Vision

Empowering students to shape their futures and communities

Mission

We provide high-quality public education that supports students' academic success and builds compassion and connection.

Values

Accountability, collaboration, equity and integrity

Division Priorities 2026-2030

1. Expand upon impactful and innovative learning for all students.
2. Advance anti-racism, Truth and Reconciliation, and inclusion to support student learning.
3. Centre good relationships to enhance belonging, safety and well-being for students and staff.

Profile

As part of the Technology and Information Management team:

- Connectivtiy and Technology Infrastructure provides the resources and maintains the infrastructure required to support the Division's central computer systems and network including associated hardware, software, databases, peripheral devices and utilities. These systems support all schools and central department functions, such as Student Information, Finance, Payroll/Human Resources, staff E-mail, Google Workspace applications, SchoolZone, Connect, Division websites and the Wide Area Network (WAN).
- High Speed Networking uses an allocation to cover the expenses associated with the Division's Supernet connection between the Centre for Education and the schools. This allocation is made up of a grant from the Alberta Government that covers a basic level of service for schools combined with a Division allocation to cover the added costs in delivering adequate services.

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Results and Implications

Division Priorities 2022-2026

1. Build on outstanding learning opportunities for all students.
2. Advance actions towards anti-racism and reconciliation.
3. Promote a comprehensive approach to student and staff well-being and mental health.

Based on the goals that were established for 2025-2026, report on the results you achieved (with evidence, including referencing the school's Assurance Measures results, if applicable) and describe how achievement of the goal supports the above Division's Priorities (reference the priority number in your response).

Maintain a highly reliable, 24/7/365 operational environment through proactive monitoring and robust maintenance protocols. This foundational commitment ensures continuous service and stability for all critical systems, including digital learning tools and key infrastructure, preventing lost instructional time and supporting the Division's core missions.

Linked to Division Priority #1: Build on outstanding learning opportunities for all students.

KPI:
- **Service Uptime/Availability Rate:** The overall measure of continuous service delivery, calculated by tracking the hours of unplanned downtime and the total number of service outages. It also tracks the speed of recovery and communication following any incident. (99% system availability (Uptime)).
- **Scheduled Maintenance Completion:** The total number of planned maintenance windows executed throughout the year. These windows are scheduled to proactively upgrade and maintain systems, thereby reducing the risk of unscheduled downtime. (12 maintenance windows completed.)
- **Critical Patch Compliance:** The percentage of all systems that have been successfully updated with security patches to mitigate identified critical vulnerabilities within a designated timeframe. (80% of systems patched within 2 weeks of a critical vulnerability being reported.)

Results Achieved:

Service Uptime/Availability Rate: Met: No major unplanned outages occurred during the school year.

Scheduled Maintenance Completion: Met: All scheduled maintenance windows were completed without issue.

Critical Patch Compliance: Met: Any reported patches were evaluated and then applied during the planned maintenance windows.

Drive an evergreen strategy by continuously investing in and modernizing core IT infrastructure to future-proof the Division for sustained performance and innovation. This effort includes establishing an Enterprise Architecture practice to guide future designs, which supports the priority of promoting comprehensive student and staff well-being and mental health.

Linked to Division Priority #1: Build on outstanding learning opportunities for all students;
Linked to Division Priority #3: Promote a comprehensive approach to student and staff well-being and mental health.

KPI:
- **Annual Hardware Refresh Rate:** The percentage of core IT hardware that is systematically upgraded or replaced each year, directly measuring the "evergreen strategy" and ensuring continuous access to stable well-being support resources. (20% of hardware is refreshed on an annual basis.)
- **Innovation Engineering:** The amount of focused Research and Development (R&D) activity conducted that results in the adoption of a significant new technological solution or process. (1 key area of R&D conducted that led to innovative solutions.)
- **Non-Like-for-Like Refresh Example:** Documentation of a technology refresh project where new or different technology and approaches were adopted, moving beyond simple component replacement ("like-for-like"). (1 key area of technology refresh was non-like-for-like, adopting new approaches.)

Results Achieved:

Annual Hardware Refresh Rate: Met: Scheduled hardware replacements were conducted according to plan.

Innovation Engineering: Met: Student VPN Use - Blocking of student personal VPN use and thus ensuring restriction of access to social media on Division network. Pilot completed. Full production in 2026/27 school year. No impact to schools.

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Results and Implications

Non-Like-for-Like Refresh Example: Met: The Division's Data Centre at the CFE will be moving to a hosted facility over 24-30 months once it begins. This will improve technology infrastructure service levels and stability, and provide new opportunities to adopt emerging technologies, while minimizing impact to Division operations.

Ensure reliable, high-capacity network technology—the fundamental "digital grid"—is continuously available to deliver adequate bandwidth for all staff and students. This core commitment provides the indispensable infrastructure required to support equitable education and build upon outstanding learning opportunities for all students.

Linked to Division Priority #1: Build on outstanding learning opportunities for all students.

KPI:

- **Minimum Bandwidth Delivery:** The required network capacity guaranteed to each school, measured as a minimum rate per student or per device, whichever calculation yields the higher required capacity. (400 Kb/s per student, OR 630 Kb/s per device (whichever is greater))
- **Internet Cache Efficiency (Cache Hit Ratio):** The proportion of all user requests for internet content that are served directly from the local cache, rather than requiring a retrieval from the external internet source.(50% of internet searches come from the cache (Cache Hit Ratio))
- **Online Exam Completion Rate:** The percentage of scheduled online exams that are completed successfully by all participants within the allotted time and with acceptable network performance.(100% of online exams completed on time with acceptable performance)
- **Content Filtering Effectiveness:** The rate at which the content filtering system successfully blocks access to required content (content that is designated to be blocked).(98% of the time the content filters are blocking the required content)

Results Achieved:

Minimum Bandwidth Delivery: Met: The minimum rate per student or device was met or exceeded.

Internet Cache Efficiency (Cache Hit Ratio: Met: This results in a reduction in overall internet demand of 76.9% from Chrome devices, 66% from Microsoft devices and 75.62% from Apple devices.

Online Exam Completion Rate: Met: All online exams were delivered.

Content Filtering Effectiveness: Met: Traffic is filtered based on categories. When not specific enough, individual sites are blocked on request from District Support Services or Cyber Security.

What were the biggest challenges encountered in 2025-2026?

Delays on receiving technology prior to budget year end created challenges in meeting evergreen schedules.

What are the opportunities for improvement from 2025-2026 that will inform your plan for 2026-2027?

Accounting for school programs and style of teaching can impact bandwidth requirements. Inclusion of more data into the calculations other than student or device populations.

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Plans

Division Priorities 2026-2030

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In reflecting on our work towards continuous improvement as a Division, reflective questions have been included in the Planning Guide as a resource to help inform the development of school plans: School plans must align with the 2026-2030 Strategic Plan. All schools are to set two goals with one being in support of Priority 1. Schools also have the flexibility of setting an optional third goal. All Central DUs are to set two or three goals in alignment with the Strategic Plan.

Priority 1, goal 1

Maintain 24/7/365 system and network reliability and performance through proactive monitoring and robust maintenance to protect instructional time and support the Division's core mission.

What Key Performance Indicators are you using to track continuous improvement?

Maintain system and network infrastructure by maximizing uptime and speeding recovery. Execute updates and maintenance during scheduled windows to prevent unscheduled downtime. Ensure guaranteed network capacity meets or exceeds 400 Kb/s per student or 630 Kb/s per device, whichever is higher, and provision extra bandwidth for schools with specialized digital programming needs.

Priority 1, goal 1

Commence Technology Infrastructure Modernization initiative.

What Key Performance Indicators are you using to track continuous improvement?

Secure a co-located infrastructure facility in Edmonton, extend the core network, and migrate up to 20% of core technology infrastructure this school year as part of a 24–36 month initiative. Key tasks include finalizing a long-term colocation agreement, building a Centre For Education communication room to bridge networks, establishing fiber connectivity, and completing the 20% migration.

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Profile



Staff FTE		Budget			
Custodial	0.000000	Salaries		$3,403,108	34.99%
Exempt	24.000000	Supplies, Equipment and Services		$6,322,135	65.01%
Support	0.000000		**Total**	**$9,725,243**	100.00%
Teacher	0.000000				
Maintenance	0.000000				
Total	**24.000000**				

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Address: 1 Kingsway NW

Budget Summary Report

	2026-27 Spring Proposed		2026-27 Fall Revised	
Resources		9,725,243		9,725,243
Internal Revenue		0		0
REVENUE TOTAL		**9,725,243**		**9,725,243**
Exempt	24.000000	3,378,108	24.000000	3,378,108
Exempt (Hourly/OT)	.000000	25,000	.000000	25,000
TOTAL NON-TEACHER	**24.000000**	**3,403,108**	**24.000000**	**3,403,108**
(% of Budget)		**34.99%**		**34.99%**
TOTAL STAFF	**24.000000**	**3,403,108**	**24.000000**	**3,403,108**
(% of Budget)		**34.99%**		**34.99%**
SUPPLIES, EQUIPMENT AND SERVICES		6,115,385		6,115,385
INTERNAL SERVICES		206,750		206,750
TOTAL SES		**6,322,135**		**6,322,135**
(% of Budget)		**65.01%**		**65.01%**
TOTAL AMOUNT BUDGETED		**9,725,243**		**9,725,243**

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Profile



Staff FTE	
Custodial	0.000000
Exempt	0.000000
Support	0.000000
Teacher	0.000000
Maintenance	0.000000
Total	**0.000000**

Budget			
Salaries		$0	0.00%
Supplies, Equipment and Services		$3,438,300	100.00%
	Total	**$3,438,300**	100.00%

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Decision Unit: High Speed Networking [5412]
Address: 1 Kingsway NW

2026-2027 Budget - Revised Budget

Budget Summary Report

DU Administrator: Mark Strembicke

	2026-27 Spring Proposed		2026-27 Fall Revised	
Resources		3,438,300		3,438,300
Internal Revenue		0		0
REVENUE TOTAL		**3,438,300**		**3,438,300**
TOTAL STAFF	**.000000**	**0**	**.000000**	**0**
(% of Budget)		**0%**		**0%**
SUPPLIES, EQUIPMENT AND SERVICES		3,438,300		3,438,300
INTERNAL SERVICES		0		0
TOTAL SES		**3,438,300**		**3,438,300**
(% of Budget)		**100%**		**100%**
TOTAL AMOUNT BUDGETED		**3,438,300**		**3,438,300**

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