

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 a central pillar of the Technology and Information Management team, School Supports and Training provides the leadership, policies, and services essential to the Division's digital landscape. This unit brings together the TIPS Team, who serve as educational technology consultants leading the integration of AI, digital citizenship, and Google Workspace into the classroom, alongside the Library Team, which provides specialized support for the Division's SirsiDynix library system. These pedagogical and resource-focused efforts are bolstered by the Help Desk, which provides vital Tier 1 support for all division hardware and software while managing the technology lifecycle from Evergreen deployments to end-of-life recycling. Rounding out the unit, our Technical Trainers work in tandem with the Help Desk and Human Resources to develop and deliver critical training programs for staff, including the Administrative Assistant and EA Intern programs. Together, these four teams collaborate to ensure that all schools and central departments have the technical support, training, and consulting necessary to use Division applications effectively and appropriately.

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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).

Design, develop and implement a comprehensive, user-centric service catalog that encompasses all services provided by TIM Decision Units by June 30, 2026. The goal is to improve staff experience with accessing and receiving support from Technology and Information Management (TIM).

1. Service Catalog Coverage and Completion - Percentage of formally defined and documented core TIM services included in the final, published service catalog.
2. Staff Satisfaction and Clarity - Staff agreement rate (e.g. via a post-launch survey) on statements regarding the catalog's clarity, ease of use and helpfulness in identifying the correct service.
3. Support Efficiency and Service Request Rerouting - Reduction in the rate of misrouted service requests (i.e. a request submitted to the wrong team or ticket category that needs to be rerouted). A well designed catalog should guide users correctly.

Results Achieved:

Service Catalog Coverage and Completion - Not met: Initial analysis in this work revealed opportunities to re-imagine how to deliver services more efficiently and effectively. A current state service catalog was defined, which informed the requirements of the unified help desk initiative (see Goal 2). This and that work has been postponed to be completed in the 2026-27 school year.

Staff Satisfaction and Clarity - Partially met: Work underway to unify all TIM service requests and fulfilment under a single, fully integrated service operating model.

Support Efficiency and Service Request Rerouting - Partially met: Work underway to unify all TIM service requests and fulfilment under a single, fully integrated service operating model. This goal will be consolidated with BPS Goal 2 below.

Design, develop and execute a pilot that unifies all help desk and service desk functions within Technology and Information Management (TIM) by March 31, 2026.

1. Unify and simplify intake channels and processes - The percentage of all predefined legacy support intake sources (e.g., specific ticketing systems, Google Forms) that have been formally deactivated and migrated to the unified help desk and service desk.
2. Establish standardized analytics for help desk and service desk functions to inform future continuous improvement opportunities - The total monthly volume of support tickets (Tier 1 and Tier 2) resolved by each TIM Decision Unit (DU), illustrating the volume handled and the distribution of final resolution expertise across the organization.

Results Achieved:

Design, develop and execute a pilot that unifies all help desk and service desk functions within Technology and Information Management (TIM) by March 31, 2026 -Partially Met: Started but not complete. Implementation deferred to 2026-27 school year.

Establish standardized analytics for help desk and service desk functions to inform future continuous improvement opportunities - Partially Met: Implementation deferred to 2026-27 school year. Unified service desk planned launch November 20, 2026

Formalize the Help Desk as a talent incubator by establishing a professional development and mentoring program, achieving 100% analyst participation in the 2025-2026 school year, and resulting in the advancement of at least two analysts into specialist roles within other TIM Decision Units by the end of the 2025-2026 school year.

1. Talent Management and Professional Growth - Percentage of Help Desk staff who successfully complete the formal professional development/mentorship program
2. Pathways for Promotion - Number of Help Desk staff promoted or transferred to other TIM decision units.

Results Achieved:

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Results and Implications

Talent Management and Professional Growth - Met: 100% - 2 Help Desk staff completed professional development through an internship with Programming Services (professional pathway from help desk to software development).

Pathways for Promotion- Met: HD Supervisor backfilled

What were the biggest challenges encountered in 2025-2026?

Staffing changes

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

Redefined process for mentoring and channelling staff off the Help Desk into other roles or decision units within the department.

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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 3, goal 1

Unify support channels and modernize Help Desk operations to streamline routing, expand team capacity, and deliver a people-centered digital experience.

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

To modernize Help Desk operations, the strategy unifies support through an omnichannel model while sunsetting legacy channels. Key operational targets focus on maintaining a 90%+ customer satisfaction score and achieving 85%+ staff agreement on resolution efficiency. Additionally, capacity growth is prioritized by promoting at least two Help Desk analysts into DU specialist roles.

Priority 1, goal 2

Advance division-wide digital literacy, responsible AI adoption, and resource engagement through targeted professional learning and library services.

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

This strategy advances digital literacy, AI adoption, and library engagement through clear growth targets. Key commitments include delivering staff and student learning series on AI ethics and emerging tools, executing over 75 professional learning series to achieve a 10%+ increase in unique teacher registrations, and expanding combined Sora and physical library circulation past 2025-26 baselines.

Priority 3, goal 1

Execute the Technology Evergreening Strategy (TES) to maintain equitable, modern hardware access across all schools and administrative sites.

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

This strategy sustains infrastructure reliability and equitable tech access through key lifecycle targets. Operational commitments include executing a 100% 6-year staff workstation refresh, maintaining student Chromebook ratios at 2.5:1 (K-9) and 3.5:1 (High School), and keeping hardware procurement unit costs at or below forecasted rates to protect overall budget capacity.

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Profile



Staff FTE		Budget			
Custodial	0.000000	Salaries		$2,367,670	95.68%
Exempt	12.000000	Supplies, Equipment and Services		$107,000	4.32%
Support	0.000000		**Total**	**$2,474,670**	100.00%
Teacher	5.000000				
Maintenance	0.000000	Internal Revenue		$33,000	
Total	**17.000000**				

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Decision Unit: School Supports and Training [5474]
Address: 1 Kingsway NW

2026-2027 Budget - Revised Budget

DU Administrator: Aaron Muller

Budget Summary Report

	2026-27 Spring Proposed		2026-27 Fall Revised	
Resources		2,441,670		2,441,670
Internal Revenue		33,000		33,000
REVENUE TOTAL		**2,474,670**		**2,474,670**
Teacher	5.000000	747,785	5.000000	747,785
Supply Teacher	.000000	0	.000000	0
TOTAL TEACHER	**5.000000**	**747,785**	**5.000000**	**747,785**
(% of Budget)		**30.22%**		**30.22%**
Exempt	12.000000	1,470,885	12.000000	1,470,885
Exempt (Hourly/OT)	.000000	109,000	.000000	109,000
Support (Supply/OT)	.000000	40,000	.000000	40,000
TOTAL NON-TEACHER	**12.000000**	**1,619,885**	**12.000000**	**1,619,885**
(% of Budget)		**65.46%**		**65.46%**
TOTAL STAFF	**17.000000**	**2,367,670**	**17.000000**	**2,367,670**
(% of Budget)		**95.68%**		**95.68%**
SUPPLIES, EQUIPMENT AND SERVICES		105,000		105,000
INTERNAL SERVICES		2,000		2,000
TOTAL SES		**107,000**		**107,000**
(% of Budget)		**4.32%**		**4.32%**
TOTAL AMOUNT BUDGETED		**2,474,670**		**2,474,670**

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Profile



Staff FTE		Budget			
Custodial	0.000000	Salaries		$0	0.00%
Exempt	0.000000	Supplies, Equipment and Services		$75,000	100.00%
Support	0.000000		**Total**	**$75,000**	100.00%
Teacher	0.000000				
Maintenance	0.000000	Internal Revenue		$75,000	
Total	**0.000000**				

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As part of the Technology and Information Management portfolio, Shared Print Services supports the secure print model in the Centre for Education and is fully cost recovery.

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Decision Unit: Shared Print Services - CFE [5478]
Address: 1 Kingsway NW

2026-2027 Budget - Revised Budget

DU Administrator: Amy Leslie

Budget Summary Report

	2026-27 Spring Proposed		2026-27 Fall Revised	
Resources		0		0
Internal Revenue		75,000		75,000
REVENUE TOTAL		**75,000**		**75,000**
Exempt	.000000	0	.000000	0
Support	.000000	0	.000000	0
Support (Supply/OT)	.000000	0	.000000	0
TOTAL NON-TEACHER	**.000000**	**0**	**.000000**	**0**
(% of Budget)		**0%**		**0%**
TOTAL STAFF	**.000000**	**0**	**.000000**	**0**
(% of Budget)		**0%**		**0%**
SUPPLIES, EQUIPMENT AND SERVICES		30,000		30,000
INTERNAL SERVICES		45,000		45,000
TOTAL SES		**75,000**		**75,000**
(% of Budget)		**0%**		**0%**
TOTAL AMOUNT BUDGETED		**75,000**		**75,000**

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Profile



Staff FTE		Budget			
Custodial	0.000000	Salaries		$0	0.00%
Exempt	0.000000	Supplies, Equipment and Services		$11,678,000	100.00%
Support	0.000000		**Total**	**$11,678,000**	100.00%
Teacher	0.000000				
Maintenance	0.000000				
Total	**0.000000**				

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As part of the Technology and Information Management portfolio, Technology Evergreen funds are targeted to maintain equitable access to technology. Division Technology Policy (DK.BP) states that "The Board supports a learning and teaching environment in which Division students and staff have equitable access to devices, applications, infrastructure and networks that facilitate the effective integration of technology." To maintain equity of access to technology, increase efficiency and reduce administrative workload, the Division uses an enterprise approach (through central allocation of funds) so that:

1. Staff computers and network infrastructure are supplied and supported for central departments.
2. A base level of access to student devices, staff computers, classroom displays systems, print devices and network infrastructure is supplied and supported for all schools.
3. End-of-life devices replaced under the Technology Evergreen program are disposed of using a third-party partner that provides secure and environmentally-friendly electronics recycling services.

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Decision Unit: Technology Evergreen [5477]
Address: 1 Kingsway NW

2026-2027 Budget - Revised Budget

Budget Summary Report

DU Administrator: Aaron Muller

	2026-27 Spring Proposed		2026-27 Fall Revised	
Resources		11,678,000		11,678,000
Internal Revenue		0		0
REVENUE TOTAL		**11,678,000**		**11,678,000**
Exempt	.000000	0	.000000	0
Support	.000000	0	.000000	0
TOTAL NON-TEACHER	**.000000**	**0**	**.000000**	**0**
(% of Budget)		**0%**		**0%**
TOTAL STAFF	**.000000**	**0**	**.000000**	**0**
(% of Budget)		**0%**		**0%**
SUPPLIES, EQUIPMENT AND SERVICES		10,178,000		10,178,000
INTERNAL SERVICES		1,500,000		1,500,000
TOTAL SES		**11,678,000**		**11,678,000**
(% of Budget)		**100%**		**100%**
TOTAL AMOUNT BUDGETED		**11,678,000**		**11,678,000**

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