Executive Limitation: The CEO shall establish and maintain technology systems and applications consistent with accomplishment of the Board's End Results.

Accordingly, the CEO shall:

1. Provide a comprehensive technology plan that directs the priorities and outcomes for the expenditure of technology resources.	In Compliance	◀ ▶

Evidence

Overview

A comprehensive technology plan is developed and implemented in alignment with the district's capital technology levy planning cycle and in service to the district mission, vision and goals. The technology plan operationalizes the district's commitment to: keep pace with technology innovation that supports student learning and staff effectiveness; develop and scale support systems and infrastructure to meet the needs of our staff, students, and parent users; and, to ensure consistent, safe and secure network reliability.

During 2017-18, year four of the technology operations four-year levy plan was executed, including the following:

- Continued year three of implementing multi-year, district-wide infrastructure projects funded by the capital levy. These projects will greatly increase speed, resilience, and access for users across the district, including:
    - Physical Network Upgrade
    - Voice System Unified Communications (Skype for Business)

Completion targeted for August 2018:
- Enhanced data network security to protect against evolving complex threats from outside and within the network. Systems were added to detect and classify unknown devices, identify phishing or spam, and identify and thwart intrusion.
- Transitioned network management to a national data and telecom firm. This transition occurred throughout the school year as schools became commissioned onto the new physical network. The nine schools remaining will be transitioned to the new physical network by the end of August 2018. The managed services provide 24x7 coverage for monitoring, reporting, and threat mitigation.
- Implemented reconfiguration of classroom furniture and technology to support mobile teaching.
- Completed the selection process and began implementation of new interactive SMART panels to replace aging elementary classroom presentation equipment.
- Completed the market review, RFI, and selection process of large format displays to replace aging secondary classroom presentation equipment.
- Completed RFI process to update student laptops (for grades 6 and 9) that are more powerful, lighter in weight by 1.1 pounds, and provide digital inking.
- Completed the first full cycle of the district wide Software and Web Application Request Process. The process provides a consistent and supportable method for new digital content and instructional tools. The process was updated to address required compliance with student privacy and safety regulations.

EL-14 Technology		

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Evidence *{continued}*

- Completed the requirements definition and selection for the following large systems in varying stages of implementation:
  - Applicant tracking System
  - Professional Learning Management System
  - Volunteer Management System
  - Versatrans GIS Tracking System for Bus Drivers

- Completed migration of the student portal to the new website platform.

- Planned migration of parent portal to the new website platform. Migration will be completed after the installation and implementation of the new Volunteer Management System.

- Started phase two of the website refresh where the current internal staff portal is transferred to the new website platform.

2. Provide a comprehensive and functional technology infrastructure that addresses needs of staff, students, and community.	In Compliance	◄ ►

Evidence

The goal is to ensure that the Lake Washington technology infrastructure is robust, functional, and comprehensive. Achievement of this goal requires ongoing commitment to stringent technology standards; provision of adequate technical support; and, adherence to a realistic, consistent, and appropriate schedule for upgrading technology equipment through voter approved technology levies.

Network Infrastructure
The district's Wide Area Network (WAN) is segmented between physical and wireless connectivity for endpoints that connect to a fiber-optic network that carries traffic from schools and buildings to the data center and out to the cloud or internet.

Internet Bandwidth
The district's available internet bandwidth was tripled in 2015 to 4 Gigabits (4096 Megabits) per second. Work to make the available bandwidth capacity expandable was completed in September 2015 (expandable up to 20 Gigabits).

- Average daily used bandwidth in the districtwide, as of March of 2018, was 1.1 Gigabits ongoing, with spikes as high as 2 Gigabits.
- Average used bandwidth increased nearly 30% in the last twelve months and continues to grow as shifts from paper to digital content and business processes continue to increase.
- A multi-year physical network upgrade is underway. It is needed to access the increased available bandwidth capacity work completed in September 2015.

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2. Provide a comprehensive and functional technology infrastructure that addresses needs of staff, students, and community.	In Compliance	◄ ►

Evidence {continued}

Physical Network (aka Wired Network)
The physical network that connects all current sites run on fiber optic cable owned by the district. There are 10 (gigabit per second) connections from the Resource Center to Lakeview, Twain, Rush, Bell, Blackwell, McAuliffe, Frost, Thoreau, and Dickinson Elementary Schools, Evergreen, Rose Hill and Redmond Middle Schools, and Tesla, Eastlake, Redmond, Juanita, and Lake Washington High Schools. One gigabit per second (Gbps) connectivity is available between all remaining sites and the district's data center.

- Work is underway to increase the connectivity between all sites to 10Gbps by August 2018.

The district maintains a Wide Area Network that contains 1,260 network switches and routers.

- A capital levy project to update network devices that provide physical connectivity to endpoints and wireless access points begins this summer and is scheduled to be completed by August 2018.

Wireless Network
The wireless network currently includes 1,950 wireless access points (WAP) that provide coverage at all locations in the school district. Each classroom/area is outfitted with an access point rated to support 25 devices. Each access point can overlap zones to balance connections.

- A project began in January 2016 to upgrade all existing wireless access points to a modern cloud-based system. This project was scheduled to be complete by August 2016, but was delayed. The completion is dependent on wiring and other improvements needed to support the newer wireless network in some schools. Eleven schools are scheduled to be completed by August 2018.

Data Center Infrastructure
The data center is located at the Resource Center. The data center supports physical and cloud servers as well as other shared technical systems. The district is working to reduce reliance on physical servers and many district servers have been moved to cloud services. The migration of physical servers to cloud services started in 2016. The data center infrastructure includes:

Servers
The district currently maintains 193 servers plus a dozen other network appliances. The goal is for 80% of our servers to be virtualized and/or moved into the cloud to reduce total cost of ownership and improve disaster recovery and survivability.

- Work is continuing toward the goal of 80% virtualization as well as upgrading any at-risk hardware. Currently, 69% of the servers have been virtualized using Microsoft Hyper-V technology. This number fell slightly in 2017-18 due to the physical server needs of Skype for Business voice and e911 systems (aka unified communications), security cameras and video management/storage, electronic door systems, and Direct Access for student internet traffic.
- Twelve servers are now hosted on Microsoft Azure hosted cloud space.

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Accordingly, the CEO shall:

2. Provide a comprehensive and functional technology infrastructure that addresses needs of staff, students, and community.	In Compliance	◄ ►

Evidence {continued}

Storage

The district has six storage systems deployed in the data center including:
1. A StorSimple device with 10 Terabytes (TB) of on premise tiered storage. Tiered storage provides solid-state fast storage for high-access data, slower storage for intermittently accessed data, and 300TB of cloud storage for archival data.
2. A Hewlett Packard Enterprise Virtual Array (EVA) holds 37 Terabytes (TB) of data and is used primarily for high-access databases and virtual server storage.
3. A Dell network-attached storage with 16 TB of data with planned decommission in 2018-19.
4. An older Hewlett Packard modular smart array with 8 TB with planned decommission tied to the completion of the project to refresh Staff, Student, and Parent portals.
5. A StorSimple 8100 with 18 TB of local storage has built-in deduplication and compression and now connects with to 300TB in the cloud for archives and backups. It automatically replicates to the Microsoft Azure cloud for offsite disaster recovery needs. District, student, and staff personal files were moved to Office 365 cloud storage in 2014.
6. A sixth HP 3Par storage device that holds 100 TB was added to consolidate server and database storage of older storage devices in February 2016.

A consolidation project continues which will reduce reliance on on-premise servers. Completion was planned for Fall 2017, but was delayed as the District develops its Azure cloud strategy and completed its migration to Office 365 of shared department folders and portal modernization.

Active Directory
Microsoft Active Directory (AD) is the user account authentication authority used in the district computer network. Active Directory accounts provide authorized users access to district technology systems such as email, portals, applications, and web-based resources. Six Windows Server Domain Controllers are deployed to manage the enterprise level technology environment. Following best practice, one of these servers is physical and the others are virtualized. Accounts for every staff member and student in the district are currently supported. In addition, a limited number of accounts for authorized contractors and vendors are managed. Currently 38,654 accounts reside on the lwsd.org domain. Parent accounts are maintained in a separate domain. There are currently 21,000 active parent accounts. Student and parent account provisioning is automated, but staff provisioning remains partially manual due to complexities of individual functions and needs.

- Development work continues to move to Microsoft's Azure Active Directory cloud solution.

E-Mail
The District utilizes Microsoft Office 365 for e-mail. Users can access their e-mail using Outlook online or as a local client on their District computer device. Last year District Exchange Online servers processed close to 32 million e-mail transactions.

EL-14 Technology		

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Evidence {continued}

Software Provisioning
Increased demand for software titles and the move to mobile devices for students has required changes in how software is provisioned. Previously, much of the software provisioning was done manually or over the wired network and in lab environments. These changes require that most software is either web-based or can be installed over the network. Reconfiguration of Microsoft's System Center Configuration Manager (SCCM) was completed to provision software for endpoint devices.

This system is capable of network-delivered imaging and software deployment. SCCM also assists with license tracking and compliance as well as provides access to software by user role and need. Software can be pushed to devices or provisioned in a manner that enables users to "pull down" available software and install it to their own device through our "Software Center."

In 2016-17, a Software and Web Application Request Process was created and implemented. Through this effort, Technology Operations project management logs requests, documents approvals and licenses, develops the computer image(s), and conducts user-testing for software needs. This process and the use of SCCM for provisioning users is particularly important for programs requiring specialized software such as Career and Technical Education (CTE), STEM Courses, Graphic Arts, and State Assessment Secure Exam Browsers.

Data Backup & Recovery
School and financial records in the Skyward system are secured by the Washington State Information Processing Cooperative (WSIPC). Local servers and databases, including web pages and the portal, are secured through HP Data Protector and stored on the tape library or local storage. The most critical data is currently being backed up using Microsoft Data Protector which creates backups to disk and then archives them to the cloud. Less critical data is backed up using manual snapshots to disk storage within the data center which could be lost in the event of a disaster.

Core business systems have been migrated to the cloud to provide back-up for critical business systems, such as WSIPC student and fiscal information systems, e-mail and document storage.

Technical Security Infrastructure
Certain technologies are deployed to safeguard the district's network and technology resources from unauthorized access, nefarious activity, and inappropriate content.

Access Security
Microsoft Active Directory is the authentication authority for the district's computer network. All staff and students in grades K-12 are issued accounts.

EL-14 Technology		
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Evidence		

- Password policy changes were implemented in 2017. These changes are planned as part of the move to Microsoft's Azure Active Directory cloud solution and will include a password self-service portal to be rolled out completely in late May 2018. Federal and State guidelines continue to evolve around access security best practices.
- Implemented Microsoft AppLocker to further secure student MAS devices from intrusion and non-educational use.

Network Intrusion Security/Firewall
The network architecture is designed to protect the district's computing network through the use of standard hardware and software. Two Palo Alto Network (PAN) firewalls are used to prevent unauthorized network access from the Internet.

Web Filtering
Two Palo Alto Network appliances are used to filter all network traffic leaving for the internet. These devices support district compliance with Children's Internet Protection Act (CIPA) regulations. Six Direct Access servers support staff laptops and secondary Mobile Access for Students (sMAS) 1:1 devices to re-direct web traffic back through the LWSD network so that web content is filtered when student devices are not connected to the district network, making the student experience very similar to being at school.

Malicious Traffic Detection
The Palo Alto Network (PAN) devices also provide deep packet analyzing to detect and filter network packets that are not authorized to pass between our network and the internet. This device blocks malware activities as well as nefarious software, such as illegal file sharing software and security bypass software.

- Microsoft advanced threat protection was deployed in December 2016 to provide protection against known malware and viruses, malicious URLs, and to provide click tracing to help identify sources of attempted nefarious activity. This is the same protection Microsoft Corporation uses internally. Microsoft is the second most attacked entity in the world, next to the federal government.
- PhishHunter was added in 2017 for additional threat protection. It is a set of tools and reports in the Microsoft ecosystem to combat phishing attempts. Forsyte (a Microsoft partner) recently implemented this tool in LWSD's Office365, Azure environment. This assists LWSD technical staff in identifying high priority phishing scams as well as breaches.

Anti-Virus
The district deploys Microsoft Endpoint Protection to all its servers and endpoint devices. This anti-virus protection solution is managed centrally by Microsoft's System Center Configuration Manager (SCCM).

EL-14 Technology

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Evidence {continued}

Network Access
District staff and students are provided network access through district-owned and configured equipment. Guest users are informed by our web gateway of the Terms and Conditions of use for our guest wireless network and must click to accept the terms before being granted access.

Staff and Student Technology Equipment
A significant amount of technology equipment has been deployed in classrooms to facilitate learning and support district operations. Our staff and student technology consists of the following:

Classroom Projection: A multi-media capable computer connected to a projector that displays lesson material upon a viewing surface/screen. Conversion from this old model to the new classroom model of docking stations connected to teacher laptops and other teaching equipment was completed this year.
Interactive Whiteboards: A wall-mounted device that allows teachers and students to create and display interactive learning content. This device is connected to the docking station and controlled by the teacher laptop, either wired or wirelessly. Interactive student response systems that work in conjunction with the interactive whiteboard are available to teachers. A multi-year replacement of older interactive panels is under way with targeted completion in all classrooms during the 2018 capital technology levy.
Document Cameras: A digital display device that allows teachers to model processes/procedures and display artifacts, and documents through the interactive whiteboard.
Voice Amplification: A sound amplification system that uses infrared technology to transmit the speaker's voice and amplify it through ceiling or wall speakers.
Elementary Student Computer Devices: Carts of wireless laptops are deployed at either a 3:1 (grades K through 2) or 2:1 (grades 3 through 5) student-to-computer ratio. These shared carts are mobile and can be rolled into classrooms for use by individual students or for work in groups with multiple students accessing a single computer device.
Secondary Student Computer Devices: Individually-issued wireless laptops are deployed at a 1:1 student-to-computer ratio. These devices provide students access to electronic resources at home and school.

Library and Special Programs Computers: Standard computer allocations for library and special programs (ELL, Safety Net, and Special Education) are:
- 15 student-use computers per elementary libraries
- 2 student-use computers per 7 students for Special Ed (elementary only)
- 1 student-use computer per 10 students for Safety Net (elementary only)
- 4 student-use computers per ELL teacher (elementary only)

Special Use Computers: Some programs such as CTE, Graphic Arts, Photography, and STEM use software applications that require more computing power than student issued laptops can provide. These programs budgets fund more powerful cart-based laptops and desktop computer labs.

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Evidence {continued}

> Substitute Loaner Laptops: Laptops and charging carts were deployed to each school for substitute teachers to use docking stations and wireless/mobile teaching in the classroom. An evaluation of average and highest staff absences from the previous school year assisted in setting the allocations for each school as follows: Elementary Schools - 10; Middle Schools - 15 and High Schools - 20

> Staff Computer Devices: All staff are provided access to a high end, laptop/tablet convertible device with a long battery life (upwards of 12 hours), digital inking and wireless projection capabilities; installed with Microsoft Windows 10 and Microsoft Office 365 Pro Plus 2016. Printers, email, and internet access are provided for conducting the business of the district. Staff computers are refreshed on a four-year basis.

Technical Support

Providing technical support is an important component of an effective technology infrastructure. Technical support includes Technical Support Specialists (TSS), who staff the central-office Help Desk phones and manage the ticketing system and provide on-site support in schools. Current staffing levels provide 20 TSS who work at Helpdesk and in the schools; with secondary schools receiving 4 hours of onsite support each day and elementary schools received 2 hours per day of onsite support. Three Regional Technical Support Coordinators supervise TSS staff, and four Technical Support Analysts handle tier 2 support and escalation tickets in addition to hardware repair processes and one Technology Messenger handles technology moves throughout the district.

- Helpdesk hours are 6:30 a.m. – 5:00 p.m. weekdays during the school year. Hours are adjusted during summer months and school breaks to allow technicians to work together in the schools while staff and students are not in the buildings.

Other technology operations staff maintain and manage the technology infrastructure and networks, data center, applications and provisioning, voice systems, MAS program, onboarding new systems and software, and new technology procurement processes and deployment. Managed services are employed to assist in supporting computer image development and delivery of automated application needs and network management.

Staff/Student and Parent Support

Help Central, an internal staff portal established in 2013-14, provides staff notifications and an alerts ticker for known issues or outages to improve staff user support and promote customer self-service. The increase in alerts for this school year were generally related to vendor supported curricular, classroom management, or third-party events rather than infrastructure issues. Alerts issued for the past several years are as follows:

- ➢ 2013-14 - 78 alerts posted
- ➢ 2014-15 - 26 alerts posted
- ➢ 2015-16 - 17 alerts posted
- ➢ 2016-17 - 28 alerts posted
- ➢ 2017-18 – 31 alerts posted

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Evidence {continued}

- 2017-18 alerts are comprised of 10 Power School Learning issues; 8 other vendor issues; 5 internet slowness issues; 2 weather related infrastructure issues; 2 security alerts; 2 staff and parent portal outages; 1 phone issue, and 1 skyward issue.

Parent support is provided through email requests to ParentQuestions@lwsd.org. The most active time of the day for parents requesting help is between 5 p.m. and 7 p.m. on most weekdays. The service is provided by a third party for tier one and integrated into the district help ticket system and support model. Monthly volumes range by month. Data for the past three years shows high and low volumes as follows:

- 2014-15   High: 738 September   Low: 98 June
- 2015-16   High: 824 September   Low: 70 April
- 2016-17   High: 496 September   Low: 55 January
- 2017-18   High: 809 September   Low: 62 December

This increase in service requests from parents was due to the implementation of new stronger password guidelines to Skyward Services. For security purposes, passwords for Parent and Student Access are no longer linked to single sign-on and password guidelines changed from 8 characters to 10.

The number of help tickets opened by our internal customer base was lower this year and closure rates dipped. These numbers reflect on site support efforts as technicians worked directly with teachers installing docking stations to replace aging presentation computers in the classrooms. Technical support focused on the new mobile teaching equipment and continued supporting and understanding the customers' end-to-end experience for curricular and business applications-systems to ensure the software is provisioned and functioning correctly.

Help ticket volume and closure rate stats for the past four years are shown in the following table:

Month	Total Opened Tickets				Total Closed by Helpdesk 1st Response*				% Closed			
	2015	2016	2017	2018	2015	2016	2017	2018	2015	2016	2017	2018
Sept	5,770	5,117	6,174	5,077	3,107	4,254	5,540	4,140	54%	83%	90%	82%
Oct	3,883	3,518	3,915	3,476	3,353	3,213	3,661	3,132	86%	91%	94%	90%
Nov	2,777	2,688	3,277	2,998	2,155	2,512	3,116	2,445	78%	93%	95%	82%
Dec	2,681	2,096	1,916	2,013	2,003	1,984	1,799	1,843	75%	95%	94%	92%
Jan	3,853	2,859	3,537	3,477	2,931	2,722	3,295	2,913	76%	95%	93%	84%
Feb	3,435	2,529	2,367	2,534	2,524	2,365	2,217	2,277	73%	94%	94%	90%
Mar	3,849	3,103	3,459	3,173	3,079	2,598	3,220	2,912	80%	84%	93%	92%
Apr	2,980	2,622	2,328	2,827	1,657	2,355	2,158	2,664	56%	90%	93%	94%
	29,228	24,532	26,973	25,575	20,809	22,003	25,006	22,326	72%	91%	93%	88%

*number of tickets closed by first response during a month

EL-14 Technology

Executive Limitation: The CEO shall establish and maintain technology systems and applications consistent with accomplishment of the Board's End Results.

Accordingly, the CEO shall:

3. Provide easily accessible, relevant, and current data to appropriate users to direct school and instructional improvement planning.	In Compliance	◀ ▶

Evidence

Data for district and school continuous improvement planning is provided through the district-developed Data Dashboard and Skyward Student Information System. Additionally, a new interactive data visualization tool using Power BI was introduced this year to provide district and school level views of disaggregated data for analysis. The Dashboard is a "component" of INFORM and is hosted by Edmin.com. INFORM is also used for custom data reporting and for staff to sign-up for professional development courses. INFORM is accessible for teachers and school leadership teams for use and analysis on the web (secured). Data can be reported by a broad range of variables including demographics, program, or standard. INFORM will be decommissioned in June 2018. The Power BI data strategy and service, and a professional learning management system, Cornerstone, will also begin implementation in Spring 2018.

Skyward, a student information system, is accessible to district personnel who interact with student demographic information, student and family contact information, attendance, discipline information, official transcripts, and graduation tracking. All teachers use Skyward's grade book to record student grades and issue report cards. All teachers, office support staff, school administrators, and district administrators have access to the grade book system. The system is open to families, allowing for more timely communication and feedback between teachers and parents.

As part of the Microsoft Office 365 suite of applications, Power BI is used to analyze data and share insights. It allows the district to have one data visualization that principals can access through OneDrive. It also allows for quicker response to specific research questions by updating visualizations that may have already been created. District and School Administrators have access to data on CIP, Graduation Rates, Earned Credits, Dual Credit Enrollment, ESSA Accountability Preview, 7th Period Data Analysis, Student Growth Percentiles and more.

OSPI's Education Data System (EDS) is a secure web-based suite of applications accessible to district and building staff who manage assessments to ensure all students meet state requirements. It provides data to building and district staff on graduation data and assessment results for scheduling students and teacher information. Final assessment data in EDS is also imported into the district data warehouse.

Since its inception in 2009, the number of state reports dependent on CEDARS has more than doubled. Reports and processes through CEDARS reporting managed by technology data services staff include:
1. Adjusted Cohort Graduation and Dropout Annual Reporting (P210)
2. Annual Behavior and Weapons reporting
3. Annual CTE Student Enrollment Review (P210VOC)
4. Annual Measurable Objectives and Adequate Yearly Progress
5. Annual Unexcused Student Absence reporting
6. Assessment Test Pre–ID (MSP, HSPE, EOC, WELPA, DAPE, PORT, WAKids and SBA)
7. Certificate of Academic Achievement/Certificate of Individual Achievement Status Listing
8. Direct Certification Free Lunch
9. Discipline Summary reporting

EL-14 Technology		

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Evidence (continued)

10. Dual Credit annual reporting
11. EDEN Reporting (Federal)
12. EdFacts Reporting (Federal)
13. Eligibility for State–funded Full Day Kindergarten programs
14. English Language Learners (ELL) Legislative Report
15. Enrollment information used in the allocation of applicable Federal programs
16. Gifted/Highly Capable Program End of Year reporting
17. High Poverty School determination for National Board Certification salary bonus
18. Educator Equity Data report (Formerly Highly Qualified Teacher report)
19. Homeless Children and Youth reports, including McKinney–Vento
20. Homeless End of Year reporting
21. K-3 High Poverty
22. K-4 Literacy
23. Key Performance Indicator Analytics
24. LAP Funding Data
25. LAP Program Student Growth and End of Year reporting
26. Medicaid Eligibility Rate
27. November Special Education Federal Child Count Report
28. November Special Education Federal Least Restrictive Environment (LRE) Report
29. October Public School Enrollment Count
30. Online Provider Accountability Data and Reports
31. Principal and Teacher Evaluations
32. Safety Net Application
33. Special Education Federal Allocations based on October Public School Enrollment Count
34. State Board Accountability Index
35. Title I Program End of Year reporting
36. Title III Immigrant student eligibility for federal funding
37. Transitional Bilingual reports
38. Updating the MSIS database managed by MSDR for Migrant Reporting
39. Washington State Report Card

Executive Limitation: The CEO shall establish and maintain technology systems and applications consistent with accomplishment of the Board's End Results.

Accordingly, the CEO shall:

4. Provide for a safe and secure computing environment for students and staff that:
  a. Prohibits the use of technology resources for commercial, political, illegal, or indecent purposes or that disrupts the learning environment of students;
  b. Prohibits access to personal information about students or staff that does not have an educational purpose or that is not appropriately authorized;
  c. Prohibits collection of electronic information for which there is no legitimate need; and
  d. Uses methods of collecting, reviewing, transmitting, or storing information that protect against improper access to the information being elicited.
	In Compliance	◀ ▶

Evidence

Safety of our students and staff is a high priority. Technologies that provide security are carefully selected to ensure that students and staff are not vulnerable to inappropriate material, fraudulent behavior, and/or malicious activities that inhibit the appropriate use of district resources. These technologies are also selected and updated based on compliance with student privacy law and regulations.

An Acceptable Use Policy (AUP) includes guidelines for internet safety and for the appropriate use of district computer networks. The AUP is included as a component of each school's student handbook. The AUP is reviewed annually with all staff and students. Students must acknowledge responsibility for understanding the AUP every time they log on to a district computer. Students who violate the AUP are subject to the consequences, specified in the AUP and discipline policies.

In 2016-17, the Technology Department further enhanced security and performance by upgrading and adding a second "next generation firewall" that analyzes computer traffic blocking Peer to Peer Applications (BitTorrent) and Internet Anonymizers (proxy avoidance). This upgrade was required to meet the traffic demands of the growing digital footprint and allow enough bandwidth to accommodate several hundred simultaneous state testing sessions without disruption. In 2017-18 additional layers of safety and security were added as follows:

- Cisco Identify Services Engine (ISE) is being deployed in coordination with the network upgrade. When fully deployed, it will provide network access control that helps protect the district network from unauthorized device access. This system detects devices attached to the network and automatically assigns them to the proper virtual network.
- Microsoft AppLocker to further secure student devices from intrusion and non-educational use.
- PhishHunter, a set of tools and reports, to the Microsoft O365/Azure ecosystem to combat phishing attempts.
- Legal reviews of critical processes and software/web application for compliance with student privacy and guidance for staff to screen software requests and web apps for student safety.

Executive Limitation: The CEO shall establish and maintain technology systems and applications consistent with accomplishment of the Board's End Results.

Accordingly, the CEO shall:

4. Provide for a safe and secure computing environment for students and staff.	In Compliance	◄ ►

Evidence {continued}

The district collects personal information as part of student and human resource applications in Skyward. Personal information about staff or students is only provided to those users that have a legitimate educational need and have appropriate permissions. Employment or current contractual status is verified through the Human Resources Department. Appropriate administrator approval processes are followed prior to granting access to student and/or staff information. Transmission of student information required by the state is done through the Comprehensive Education Data and Research System (CEDARS), which provides for weekly submission of electronic student information through a secure process managed by the Washington School Information Processing Cooperative (WSIPC). Transmission of staff data to the state is also managed by WSIPC.

The district must comply with the Family Educational Rights and Privacy Act (FERPA). The Student Information System contains privacy fields for tracking parent permissions pertaining to the release of student information. District policy is published on the district's website and staff members are trained to use these privacy fields for appropriate data requests and release of student information.

Any external requests for research data, surveys, or other measures that may impact students or teachers must be approved by the Superintendent or designee as described in Policy LC, Relations with Education Research Agencies.

Requests for information under Policy KBA, Public's Right to Know, as well as public disclosure laws are made through the communications department. Staff works with legal counsel when requests include personal information of staff or students.

Security protocols also help protect personal information. Policies are in place to assure that users are given appropriate and necessary access levels to district systems. Employees that resign or are terminated have their access to the LWSD network revoked when their employment ends. All K-12 grade students are provided with individual student log-on identifiers to protect their files from other students. All Internet traffic requires authentication following security protocols (e.g. SSL – Secure Socket Layer) to ensure that information is secure.

I certify the above to be correct as of June 25, 2018.

Traci Pierce, Superintendent