

2020-2021 IT Programs & Services

IT Realignment: Programs and Process Support

As part of the [DoDEA Blueprint for Continuous Improvement](#) and Director's Focus 2021, the DoDEA IT Division has realigned technology staff and services to meet key success criteria.

DoDEA IT's technology experts will empower DoDEA's global community through innovative, industry-leading technology services and solutions. In addition to staff realignment, new programs, services and processes will directly support Blueprint GOAL 4: ORGANIZATIONAL EXCELLENCE, which includes Comprehensive Planning, Internal Communication and Information Technology (IT) Modernization.

Building on a strong Education partnership and open feedback are critical to ensure technology services have the desired impact on student success.

For School Year 2020-2021, two key efforts will engage educators and support staff to help inform technology decisions and planning: 1) Classroom Technology Requirements Series and the 2) DoDEA Champions Program. Additionally, new services including ClassLink, Microsoft 365 & Teams, and the Data Warehouse will be phased in throughout the school year to allow for feedback and training. Training and reference sheets will be provided to ETs and IT support staff prior to releases. Additionally, users will have access to asynchronous training as well as bi-weekly tips and live question & answer sessions with DoDEA IT.

DoDEA IT will also continue to perform infrastructure upgrades, support school technology needs including increased support for the virtual learning needs triggered by COVID-19 and deliver technology programs and services to help DoDEA leverage 21st century solutions for 21st century success.

Classroom Technology Requirements Series

To capture the essential technology capabilities for DoDEA instructional classrooms, the Classroom Technology Requirements Series will hold interviews with over 20 focus groups of educational stakeholders including education and support staff at all levels (headquarters, regional, district, community and school level functions).

The series will define classroom technology requirements targeted at various student grade levels and employee positions to enhance the student experience while reducing the investment cost. The Classroom Technology Requirements Series aims to identify how IT can provide future support to our Teachers, Educators, Staff and Students. The educators selected to participate cover a vast array of qualities, such as: various levels of comfort and expertise with technology, diverse demographics groups, varied teaching experience, content areas & roles.

DoDEA Champions Program

The DoDEA Champions Program provides non-IT staff an on-going opportunity to provide feedback, insight and recommendations to the Integrated Project Teams (IPTs) and leadership. The DoDEA Champions Program will have a direct influence on the technology and innovative products and services that help impact systemic change and shape future decisions about technology investments.

Voluntary participation in the DoDEA Champions Program varies depending on staff availability and program goals ranging from providing input on needed technology for the classroom and being part of the early adopter program to helping others use technology tools and more. The program is open to all non-IT staff. 2020-2021 champions will focus on the ClassLink and Microsoft 365 services and helping to identify future priorities. All may express interest in the program but are not recognized as a champion until participation.

2020-2021 IT Programs & Services

New Services

Non-CAC secure access with multi-factor authentication (MFA)

For years, DoDEA has required the use of a common access card (CAC) and pin to verify staff identity. To maximize access to DoDEA online resources, staff will be able to setup non-CAC secure access using multi-factor authentication (MFA) through Microsoft. MFA validates who you are in multiple ways using passcodes, phone, email and/or other unique factors. This option allows you to **access more DoDEA resources anytime and anywhere.**

*Most DoD systems will continue to require a CAC and pin.

Microsoft 365 & Teams

Microsoft 365 and Microsoft Teams provide the ability to **collaborate anytime and anywhere** with an internet-connected device. The first phase of Microsoft 365 includes Office online applications using secure access with MFA and Microsoft Teams for chat and meeting functions. Teams also serves as a collaboration hub using communication tools and online apps: Word, Excel, OneNote, Power BI, etc. to keep your team connected.



- Microsoft Teams will fully replace Skype by early 2021.
- Skype will remain available until all staff transition to M365.
- Microsoft 365 will be available to all DoDEA staff.
- Google Suite will remain available for Education staff.

ClassLink

ClassLink is a solution that creates a centralized access point for digital resources. Starting Semester 1, staff and students with Microsoft secure access can preview ClassLink with targeted resources. The full release will provide a safe, secure way for students and staff to access all DoDEA- approved resources - from the classroom to the boardroom - by computer, tablet or smartphone. **Less time looking for resources and logging in. More time learning.**



ClassLink

- Preview: SY 2020-2021; Full release: SY 2021-2022.
- Clever and DoDEA-approved sites that link to digital resources will remain available during the ClassLink preview.

Data Warehouse

The DoDEA Data Warehouse brings together sets of approved data into a manageable, centralized access point to allow users to view and create reports that can help with targeted and organization-wide decisions. The Data Warehouse will allow users to access staff, student, and location-specific data from multiple approved data resources throughout DoDEA and beyond.

Much like the Data Warehouse brings data from across DoDEA together, the project is a coordinated effort between many DoDEA divisions led by IT; Research, Accountability & Evaluation; and Capabilities & Initiatives. From the teacher to the director, users across all levels of DoDEA will be able to build knowledge of DoDEA data and **make data-informed decisions to help with student success.**

The first phase of users access starts in Semester 2.

2020-2021 IT Programs & Services

Roadmap Overview for New Programs and Services

DoDEA IT Programs & Services will be rolled out in a phased approach to allow for feedback and training. Users and support staff will have access to asynchronous training material as well as bi-weekly tech tips and live question & answer sessions with DoDEA IT starting in October. DoDEA will continue to perform infrastructure upgrades and support school technology needs including increased support for the virtual learning needs. The roadmap overview for new programs and services is outlined below.

Semester 1

Non-CAC secure access with MFA + Microsoft 365 & Microsoft Teams

August-September: M365 and Teams early adoption; Above-school-level staff rollout

October-December: Implementation planning and recommendations for school-level rollout; Support staff training and Q&A sessions; School-level implementation

December - January: Decommission Skype

Classroom Technology Requirements Series

August: HQ ISS feedback sessions

September: Region- and District Leadership and ISS feedback sessions

October: School Leaders feedback sessions

November: Educators feedback sessions

December: Support Stakeholders feedback sessions

ClassLink

August - September: District ET training; Preview access with targeted resource for students and staff with M365

October - December: Bi-weekly tips and/or Q&A sessions; Education resource expansion; non-Education resource inclusion (HR links, etc.)

DoDEA Champions Program

September - November: Early adoption phases of ClassLink and Microsoft 365 & Teams; Attend vendor-led training or bi-weekly DoDEA IT Q&A sessions as available; Review and distribute tech tips as appropriate

November - January: Provide suggested priorities for two-year technology implementation plan

Semester 2

As the Integrated Project Teams (IPTs) and DoDEA champions work together at the beginning of the year, additional plan details will be shared about Semester 2 and beyond. Below are key highlights so far.

ClassLink: Expand access to user files and shared drives for students and all staff. **Classroom Technology Requirements Series:** Recommendations provided to leadership in Jan 2021. **Data Warehouse:** Begin first phase of user access and implementation. **DoDEA Champions Program:** Continue end user knowledge and adoption; finalize 2021-2022 technology rollout and training plan recommendations. **Microsoft 365:** Decommission Skype for Business and begin implementation of other Microsoft 365 services and applications

POC: Mark Patterson, IT Chief Information Officer (CIO)

2020-2021 IT Programs & Services

Frequently Asked Questions (FAQ)

Program or Service	Q&A
IT Realignment: Process Support	<p>What does “phased approach” mean? A phased approach means that things will be rolled out a bit at a time rather than all at once. Phases may overlap.</p> <p>What is “asynchronous training”? Asynchronous training essentially means training at your own time or on-demand. This is helpful when your schedule does not allow for you to be in a training when it is delivered live.</p>
ClassLink	<p>Will I be able to use ClassLink to access all of my apps or add any bookmark that I want? The 2020-2021 preview of ClassLink will not include every digital resource. Resources will continue to be added throughout the 2020-21 preview.</p> <p>Will I still be able to access digital resources in Clever? Yes. For 2020-2021, Clever will remain available.</p>
DoDEA Champions Program	<p>Can I participate in the DoDEA Champions Program? Any non-IT DoDEA staff can request to participate in the on-going DoDEA Champion Program. To be recognized in the champion class at the end of the school year, you must complete champion-supported path activities. The inaugural year (SY 2020-21) activities include feedback on technology priority considerations and ClassLink and Microsoft Teams including training document review or info sessions, early adopter participation and service feedback.</p>
Non-CAC secure access with multi-factor authentication (MFA)	<p>Does this mean I will be able to login into DoDEA applications and services on my phone or tablet with no CAC? Yes. However, not all apps and services will allow non-CAC. Additionally, there are still restrictions on storing government documents on a personal device and other acceptable use terms.</p> <p>Will I still need to have a CAC? Yes. While more DoDEA resources will be available without a common access card (CAC), DoD resources including payroll systems will continue to require CAC login.</p>
Microsoft 365 & Microsoft Teams	<p>Will Microsoft 365 replace Google? There is no plan to replace Google with M365. Both will be supported within DoDEA.</p> <p>Is Skype/Lync going away for good? Yes. Microsoft will no longer support Skype so the department must decommission this service. Microsoft Teams will become replace Skype for chat and meetings but does much more than just internal chat and meetings.</p>

Please submit any additional questions to: d44f1bf8.dodea.edu@amer.teams.ms