



Date: March 19, 2025 **Agenda Item:** 8.3

To: Board of Trustees

From: Shawna Warren, Superintendent

Originator(s): Jonathan Konrad, Deputy Superintendent, Education Services
Robert Litchfield, Director, Technology Services

Subject: **Technology Services Report Spring 2025 Update**

Background:

Working together with all departments and educators, Technology Services is committed to providing the needs of Sturgeon Public School Division, ultimately creating 21st century learning environments for enduring success. The use of technology within Sturgeon Public Schools is aligned in support of the Three Year Education Plan.

Attached is the Technology Services Report Spring 2025 Update.

Status & Relationship to Superintendent Leadership Quality Standard (SLQS):

This report aligns with the [SLQS](#) in the following way:

COMPETENCY: (3) Visionary Leadership
INDICATORS: a. ensuring that the vision is informed by research on effective learning, teaching and leadership; and
 c. promoting in the school community a common understanding of and support for the school authority’s goals, priorities and strategic initiatives.

COMPETENCY: (4) Leading Learning
INDICATORS: b. providing learning opportunities, based on research informed principles of effective teaching, learning and leadership, to support building the capacity of all members of the school community to fulfill their educational roles; and
 e. ensuring that staff have access to resources, programs and expertise to support them in meeting their professional responsibilities and in addressing the learning needs of all students.

COMPETENCY: (6) School Authority Operations and Resources
INDICATORS: a. providing direction on fiscal and resource management in accordance with all statutory, regulatory and school authority requirements;

- c. delegating responsibility to staff, where appropriate, to enhance operational efficiency and effectiveness;
- e. establishing data-informed strategic planning and decision-making processes that are responsive to changing contexts.

COMPETENCY:

(7) Supporting Effective Governance

INDICATORS:

- d. ensuring that the board's plans, resource allocations, strategies and procedures lead to the achievement of its goals and priorities; and
- j. building the capacity of the board and staff to predict, communicate and respond to emergent circumstances, including emergency readiness and crisis management, and to political, social, economic, legal and cultural contexts and trends.

Governance Implications:**[Education Act](#)**

Board responsibilities

33(1) A board, as a partner in education, has the responsibility to

- (a) deliver appropriate education programming to meet the needs of all students enrolled in a school operated by the board and to enable their success
- (i) ensure effective stewardship of the board's resources

[Board Policy 225: Role of the Board](#)

Board/Superintendent Relations

The Board shall recruit the Superintendent and entrust the day-to-day management of the school division to the staff through the Superintendent [Education Act s. 33(1)(j)].

Specifically, the Board:

35. Respect the authority of the Superintendent to carry out executive action and support the Superintendent's actions which are exercised within the delegated discretionary powers of the position.

[Board Policy 700: Superintendent of Schools](#)

All Board authority delegated to the staff of the Division is delegated through the Superintendent. The Superintendent of Schools is the Board's sole point of connection to the operational organization. The Board will direct the operational organization only through the Superintendent of Schools, functioning as the Chief Executive Officer.

[Administrative Procedure 300: Security of Personal and Division Information](#)

The Division has a responsibility to protect the privacy of individuals by appropriately securing confidential personal information.

[Administrative Procedure 865: Information and Communication Technology](#)

To ensure technology is used in the service of learning and supports efficient system administration and operations.

Administration is prepared to respond to questions at the March 19, 2025, Public Board meeting.

Attachment(s):

1. Technology Services Report Spring 2025 Update



Technology Services Report, Spring 2025

In the October 2023 report, the critical challenge of mitigating accumulated technical debt was underscored, emphasizing the need for strategic investments and improvements. This report extends that narrative by outlining significant advancements made to enhance the Division's digital infrastructure, cybersecurity and operational efficiency.

Enterprise ID Standardization

Authentication is a cornerstone of digital security, ensuring that only authorized users gain access to critical systems and data. The transition to a unified @sturgeon.ab.ca domain for all staff and student accounts was initiated last year but was temporarily paused to allow staff time to transition their accounts for external services and to manage the Chromebook re-enrolment process.

With these challenges now addressed, the final phase of implementation is scheduled for August 2025. This transition will:

- Standardize all Google services under the new domain, ensuring consistent access and management.
- Finalize Chromebook re-enrolment, ensuring seamless access to school resources for students and staff.

Careful planning and communication will continue to ensure a smooth transition, with minimal disruption to daily workflows. The Division remains committed to supporting staff throughout this change with necessary training and resources.

Windows 11 Deployment

As Microsoft ends support for Windows 10 in October 2025, the Division has embarked on a structured upgrade plan to ensure that all Windows-based devices are updated efficiently. Rather than upgrading each device individually, which is time-consuming, a device swap process is being implemented:

- Pre-configured Windows 11 devices will be deployed in each school, minimizing disruption.
- Staff will experience only 30–60 minutes of downtime per device swap.
- Dedicated on-site technical support will be provided to assist with the transition.





The deployment schedule was delayed this year due to Job Action. The deployment began in March 2025 and continuing through September 2025, ensures all devices meet modern security and compatibility standards.

Standardized Collaboration Platform & Email Transition

To improve productivity, interoperability and security, the Division is fully transitioning to Google Workspace for email and collaboration. This shift includes:

- Gmail will replace Microsoft Outlook as the Division's primary email client.
- The phasing out of SharePoint, with all documents migrated to Google Drive for a unified storage solution.
- Google Meet is becoming the preferred video conferencing tool, reducing fragmentation across communication platforms.

This transition aligns with the broader move to Google services and will ensure greater consistency across schools.

Wireless Network Modernization

Reliable, high-performance Wi-Fi is essential for modern education. The Division has been systematically upgrading network infrastructure, and the next phase focuses on replacing aging Wi-Fi equipment at:

- Gibbons School (40 devices)
- Sturgeon Heights School (33 devices)
- Bon Accord School (30 devices)
- Oak Hill and Colony Schools (smaller-scale updates)

This initiative strengthens security, improves connection stability, and enhances overall network performance. The updates will be completed in Fall 2024 through Summer 2025.

Student Registration System Overhaul

A significant improvement to the student registration process is underway, moving away from manual, labour-intensive workflows. The new registration system, integrated with PowerSchool SIS, will:

- Streamline the enrolment process for both new and returning students.
- Reduce administrative workload and improve data accuracy.
- Enhance reporting capabilities to ensure proper funding allocation.





The project is progressing as planned, with the new system set to be fully operational for the 2025–26 school year.

Exploring Chromebook Transition for Staff

As part of ongoing efforts to enhance technology access, reduce costs and simplify device management, the Division has begun exploring a transition to Enhanced Chromebooks for staff. This initiative is in the early design phase and will be approached gradually over multiple years, ensuring a thoughtful and well-supported transition.

Key considerations include:

- Transitioning entire schools at once to allow for focused support and training.
- Engaging staff in the evaluation process to ensure Chromebooks meet their workflow needs.
- Providing a phased rollout, learning from each stage before wider adoption.

This transition has the full support of the Senior Leadership Team as a strategic move toward a more sustainable technology environment. Staff feedback will be instrumental in shaping this transition, and further updates will be provided as planning progresses.

Technical Support & Staffing Optimization

Technology Services continues to refine its support model to enhance service delivery and response times. Key improvements include:

- Restructuring the technical team to ensure broader expertise and coverage.
- Encouraging tech support ticket usage to improve tracking and response efficiency.
- Analyzing workload data to inform future staffing and budget planning.

Conclusion

The initiatives outlined in this report represent significant strides in modernizing the Division's technological infrastructure. By enhancing security, streamlining operations and investing in reliable network and software solutions, these projects support both staff and student success. The Division remains committed to minimizing disruption while ensuring long-term sustainability and security across its digital landscape.

