

## **Chronology: Computer Aid, Inc. (CAI)**

The Division of Information and Instructional Technology (DIIT) continues to build a talented staff with extensive experience and expertise. Over the past year, DIIT has proudly filled 45 vacancies, primarily by promoting from within the district. Of these, 36 hires came from internal candidates. To further support career growth, the department is developing a career advancement pipeline that begins with IT Technicians (ITTs).

In addition to full-time staff, DeKalb County Schools benefit from staff augmentation, which supplements the workforce with subject matter experts who bring versatility in response to the evolving landscape of Information Technology. Staff augmentation is a common IT practice across the nation, where districts and companies utilize external personnel, often through third-party staffing agencies, to expand capacity and address specific skill gaps or project needs. This approach enhances productivity and flexibility by allowing school districts to bring in experienced professionals to support large-scale district projects and initiatives. The additional support enables full-time staff to balance daily operations while driving technological advancements across the district. Staff augmentation is also a cost-effective and scalable solution, allowing districts to adjust resources based on project demands rather than committing to full-time hires. By leveraging this model, school systems can innovate efficiently while adapting to changing needs without overburdening existing staff.

Computer Aid, Inc. (CAI) is the State of Georgia's approved vendor for temporary IT staffing resources. These contractors are engaged on an hourly or project basis, with milestone-based payments facilitated through a network of staffing agencies and consulting firms. The district utilizes contracted services across various roles and departments.

DIIT is actively implementing various projects while managing daily operations. Staff augmentation is essential in supporting some of these initiatives.

- Network Modernization - Replacing all switches, cabling, and wireless access points.
- Physical Security - Intrusion alarm, door access control, & video surveillance.
- Instructional Device Lifecycle - Student and staff device refresh deployment, repair, insurance, asset management, and surplus.
- Data Center and Cloud Services - Transitioning servers to the cloud and Identity lifecycle management.
- Cybersecurity - Digital privacy, safety, and security.
- Enterprise Application and Data Services - Data governance, digital resource review / integration, district-wide records digitization digital resource review.

## Financial Chronology

Year	Staff Augmentation Cost Summary
2024	\$3,443,701
2025	\$3,444,996
2026	\$2,550,987.20 (Requested Not to Exceed)

Below is a list of contracted services and staff across various roles and departments that DIIT has previously leveraged to supplement project needs. These positions may vary based on district requirements. The hourly rates range from \$60 to \$154 per hour, based on the CAI state salary schedule and depending on the position.

- Network Operations Center Engineer
- Mainframe Developer
- Project Manager
- Solutions Architect
- Technology Strategist Consultant
- Data Visualization Analyst
- Network Engineer
- Enterprise Services Engineer
- Database and Application Development
- ERP Implementation