

MAY 6, 2025



# INFORMATION & TECHNOLOGY (IT) DIVISION UPDATE 2024-2025

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*Fulton*  
County Schools  
Where Students Come First



# Informational

## **Overview:**

An update to the Fulton County Board of Education on the progress of the Fulton County Schools Information and Technology Division during the 2024-2025 school year.

# INFORMATION & TECHNOLOGY LEADERSHIP



**Dr. Josiah Phillips**  
Chief Information Officer

**Kenya Williams**  
Deputy Chief Information Officer

# BUILDING OUR LEADERSHIP



The Information & Technology Leadership Team participated in a leadership retreat series designed to strengthen our leadership core.

## WALK AWAY GOALS

### Clarify Our Vision and Mission

*Ensure that all team members understand and are committed to our shared vision and objectives*

### Strengthen Team Cohesion

*Build stronger relationships and foster a culture of collaboration and trust*

### Enhance Leadership Skills

*Develop actionable plans to improve our leadership practices in alignment with the PDMRSA Framework*

### Identify Resource Needs

*Pinpoint necessary tools and training to support our team's effectiveness*

### Create Accountability Structures

*Establish clear performance metrics and accountability practices to ensure ongoing success*

### Develop Action Plans

*Formulate specific, actionable plans to address key challenges and leverage opportunities for growth*



# MISSION, VISION, and VALUES



**MISSION**

To empower Fulton County Schools through the Innovative use of Information and Technology, creating efficient operations and transformative learning environments for all.

**VISION**

Through a unified and visionary approach, we will build Fulton County Schools' digital future, fostering engaging learning environments and reliable, efficient operational systems for long-term success.

**VALUES**

*Teamwork, Integrity, Accountability, and Student Success.*



# BUILDING OUR TEAM & CULTURE



- Skip Level Meetings (Donuts with Dr. Joe - 12)
- Betterment Email Box (207)
- IT Division Meetings
- IT Difference Maker of the Month
  - (Displays and Promotes our Values)
- Monthly Team Recognitions
- IT Advocates
- Open Door Meetings and Office Hours (105)
- Cascading Communications
- Division Newsletter
- Division Microsoft Teams Channel
- Department and Team Microsoft Teams Chats and Channels
- Weekly CIO/DCIO Update



# MAJOR ACCOMPLISHMENTS



- Formation of the Data Management Committee (DMC)
- Formation of the FCS AI Task Force
- Soft Launch of Let's Connect/K-12 Insight Communication Platform
- Implementation of Online Enrollment Application
- Expanded use of Canvas to all Fulton County Middle Schools
- Enrolled over 800 new families into the Infinite Campus Parent Portal
- Worked with 30 Georgia Tech interns on data projects

## Collaboration



- Wired upgrades completed at 22 locations, 430 network switches installed
- Wireless upgrades at 23 high schools and middle locations, 2,244 access points installed
- Wireless enhancement project at 18 high schools to accommodate large testing spaces
- Migration of centralized print management to a modern-cloud based solution
- Replaced legacy backup system with a modern cyber resilient solution
- Migration of iOS device management from Airwatch to Intune

## Infrastructure



- Implementation of Linewize Monitor
- Implemented a district-wide security framework aligned with NIST standards
- Implemented multi-layered AI access controls using to ensure only approved tools are accessible
- Enabled full use of Microsoft XDR/Defender for Endpoint as the incident response and investigation standard
- Ran regular phishing simulations, resulting in a measurable drop in click-through rates and stronger user awareness

## Security



# MAJOR ACCOMPLISHMENTS



- >5,000 laptops for Teachers
- >400 laptops for School Staff Members
- >200 laptops for Administrative Staff Members
- >10,000 new laptops added to 1:1 Device Program
- 60 laptops for Transportation Team Members
- 100 laptops for School Resource Officers
- 1,400 laptops for Paraprofessionals
- 110 HSD Kiosks

## Device Refreshes



- CTAE Marketing Lab Refreshes (Middle Schools) with 192 student devices, 6 charging carts
- 60 VR Headsets for Prism Lab at McNair MS and Banneker HS
- Verizon Innovative Learning Lab (3D printers, laptops, monitors, tablets, VR headsets, 360-degree cameras, programmable robots, and displays for 70 students)

## Lab Enhancements



- Integrated 15 new instructional applications in ClassLink
- Developed 10 new custom applications to support District Initiatives including the new COSA process
- Developed new Technology Purchase Pre-Approval Process
- Provided over 150 hours of Canvas user training and support to teachers and staff

## Applications



# MAJOR ACCOMPLISHMENTS



- Completed data integrations to include employee data with Bonfire, Online School Payment application with IncidentIQ, Identity Access Management
- Worked with Governance and Strategy to develop data privacy policy
- Documented data history and lineage for the data retention project
- Worked with Operations to create a Retrieval-Augmented Generation report that allows AI to query on data in reports
- Created alert system for change in sensitive information

## Data Management



- Worked cross-departmentally to source, query, and safely transmit data to determine impact and ROI on FCS programs and initiatives
- Created the Fulton Virtual Dashboard
- Created the SEC Dashboard and SIPA Report
- Created the S.A.F.E. Centers Dashboard
- Created the Characteristics of Dyslexia Report
- Began exploring the use of Microsoft Fabric

## Data Utilization



# OPPORTUNITIES



## Cybersecurity Threats

*Increased risks of phishing, ransomware, and data breaches*

## Data Management

*Fragmented systems make it harder to gather actionable insights*

## Resources

*Managing growth and innovation with agility under tightening resource conditions*

## Adoption and Change

*Resistance to adapting new technology or process*

## Prioritization of Initiatives

*Multiple initiatives compete for limited time and resources*

## Artificial Intelligence

*Strategy for use and regulation of AI in education*

## Security & Privacy

*Ensuring compliance with regulations for security and privacy*

## Device Management

*Optimization in technology support across the District*

## Professional Development

*Continuously adapt to technological advancements and evolving trends*

# A GLIMPSE AHEAD

- **Artificial Intelligence Tools**

- *Implementation of SchoolAI*
- *Let's Connect (K12 Insight)*
- *Expansion of Training and Support of Microsoft Co-Pilot*
- *Establishment of Data Lake and Backend Infrastructure*

- **Enhanced Security Features**

- *Broader application of Linewize security tools (Content Aware)*
- *Integration of additional security measures*

- **Productivity Tools (K-12)**

- *Utilization of TimeClock Plus, IncidentIQ*

- **Streamlined Device Management**

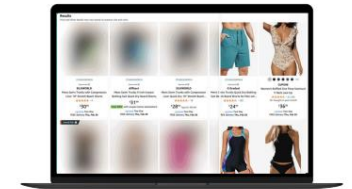
- *Expanded Technology Support Duties, 5-Minute 1-Interaction Program, Student Device Protection Plan, Device Refresh Schedules by Grade Bands, Reevaluation of the Device Selection Process, and Standardized Technology Packages.*

schoolai

K12 Insight

Copilot

What is Data Lake?



TimeClock Plus®  
a better sense of time™



# QUESTIONS & ANSWERS



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