

Chronology- Computer Aid Inc.

The Division of Information & Instructional Technology (DIIT) manages a complex and evolving technology environment that includes districtwide infrastructure modernization, cybersecurity initiatives, instructional systems, and enterprise platforms. To ensure continuity of operations while advancing time-limited and highly specialized initiatives, DIIT supplements its permanent workforce with temporary information technology staffing resources when appropriate.

To support this model, DeKalb County Schools utilizes Computer Aid, Inc. (CAI), the State of Georgia's approved vendor for temporary IT staffing services. Through this statewide contract, contracted personnel may be engaged on an hourly or project-based basis under state-established terms, conditions, and rate schedules. These resources work under district direction and alongside permanent staff to support defined initiatives and operational needs.

Staff augmentation enables DIIT to maintain service levels, meet project timelines, and address specialized technical requirements without creating permanent staffing obligations. This approach allows full-time staff to remain focused on daily operations and institutional knowledge while external resources provide targeted support for large-scale or short-duration efforts.

Representative Roles/Project Services Provided:

- **Physical Security Engineer**
Supports the design, implementation, integration, and maintenance of physical security systems, including access control, video surveillance, intrusion detection, and emergency communication systems, ensuring alignment with district safety standards and regulatory requirements
- **Network Operations Center (NOC) Engineer**
Provides monitoring and operational support for district network systems, responds to incidents, assists with troubleshooting, and helps maintain service availability and performance across school and administrative sites.
- **Data Visualization Project Lead**
Supports the design, development, and delivery of interactive dashboards and data products
- **Project Manager**
Assists with planning, coordination, scheduling, and tracking of technology initiatives to support on-time delivery, risk management, and communication across stakeholders and project teams.
- **Solutions Architect**
Supports the design and evaluation of technical solutions by assessing requirements, system integrations, and technical constraints to ensure proposed solutions align with district standards and long-term architecture.
- **Technology Strategist Consultant**
Provides advisory support for technology planning efforts, helps assess impacts and dependencies across systems, and supports development of roadmaps and implementation approaches for complex or cross-functional initiatives.
- **Telecommunications Engineer**
Assists with the design, configuration, and support of voice, unified communications, and telephony systems, including VoIP infrastructure, call routing, and connectivity services, to ensure reliable and secure communication across district facilities.

- **Network Engineer**
Assists with the design, implementation, and support of network infrastructure, including switching, routing, wireless, and connectivity services, to maintain reliable and secure access to district systems.
- **Enterprise Services Engineer**
Supports district enterprise platforms and core services, assists with system integrations, reliability, and performance, and helps maintain stable operations across critical business and instructional systems.
- **Database and Application Development**
Provides development and support services for district applications and databases, including enhancements, integrations, testing, and maintenance to meet evolving operational and instructional needs.

These roles support a wide range of district technology initiatives, including enterprise system upgrades, cybersecurity enhancements, network modernization, cloud migrations, instructional technology deployments, data analytics initiatives, and enterprise platform implementations. Historically, DIIT has leveraged CAI-supported resources across technical and project-based functions such as network engineering, enterprise services, application development, data analytics, and project management, with specific assignments varying annually based on district priorities and subject to administrative oversight.

Because the CAI statewide contract provides staff augmentation services rather than a fixed scope of work, a formal quote is not included. Resources are engaged on an as-needed basis using state-established hourly rates for specific technical roles and assignments vary depending on current project requirements.

Procurement:

Pursuant to Board of Education Purchasing Policy DJE III.D.3(d), the Purchasing Department is authorized to procure services through contracts formally solicited and awarded by the State of Georgia in order to achieve cost savings, administrative efficiencies, and compliance with established procurement standards. Accordingly, temporary information technology staffing services will be obtained through Computer Aid, Inc. (CAI), the State of Georgia's approved vendor for IT staff augmentation, utilizing Georgia Statewide Contract 99999-001-SPD0000149-0001.

Financial Impact:

Year	Cost
2024-25	\$3,444,996
2025-26	\$2,550,987.20
2026-27	\$1,787,060 Requested