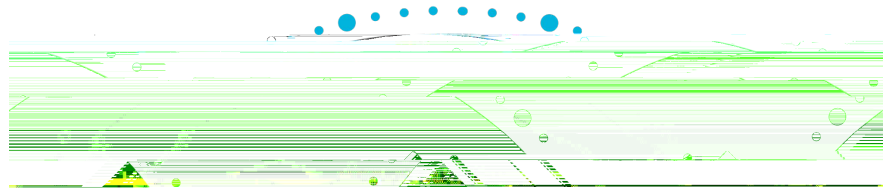


2024-2025

Office of Technology

Annual Plan

Guiding Principles



MISSION

The mission of Charlotte-Mecklenburg Schools is to create an innovative, inclusive, student-centered environment that supports the development of independent learners.

VISION

The vision of Charlotte-Mecklenburg Schools is to lead the community in educational excellence, inspiring intellectual curiosity, creativity, and achievement so that all students reach their full potential.

STRATEGY

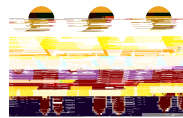
CMS leads the way, charting a pathway of endless possibilities, for students and employees, through a connected ecosystem of families, community and organizations, both public and private.

PILLARS OF EXCELLENCE



Academic Excellence

Charlotte-Mecklenburg Schools commits to educating the whole child to world class standards and will provide a criteria-aligned comprehensive curriculum.



People Excellence

Charlotte-Mecklenburg Schools commits to an improved employee experience inclusive of enhancing recruiting, retention, and training opportunities.



Operational Excellence

Charlotte-Mecklenburg Schools commits to operational efficiency and effectiveness through safe and clean environments, the best technologies for students to learn, prudent spending, and enhanced data use.



Engagement Excellence

Charlotte-Mecklenburg Schools commits to being a collaborative and inclusive community partner, ensuring consistent two-way communication to equitably meet needs, source funding, and create new opportunities for all.

Strategic Plan Overview

We are
community-driven.

Goals

Goals reflect our vision and will help us attain it.

Improved
Early Literacy
in Grades K-2

Improved
Literacy Skills
in Grades 3-8

Strengthened
Mathematics
Performance

Post-Grad
Readiness

Guardrails

Guardrails embody our values.
These are not outputs, but ways of being at Charlotte-Mecklenburg Schools.

Equity over
Equality

Safety &
Security

Attending to the
Whole Child

High Quality
Teachers

Pillars of Excellence

Academic Excellence
Empower academic
success

People Excellence
Enable a thriving
workforce

Operational Excellence
Deliver efficient
operations

Engagement Excellence
Forge strong community
partnerships



Operational Excellence

Pillar: Operational Excellence

Improving operational efficiency and effectiveness through safe and clean environments, the best technologies for students to learn, prudent spending, and enhanced data use.

PRIORITY Oe2:	Modernize our technological infrastructure and systems.
STRATEGY Oe 2.001: Enhance the resilience of our cybersecurity infrastructure through the implementation of advanced defense mechanisms, system upgrades, meticulous refinement of work procedures and targeted training.	
Wildly Important Goal	Increase cybersecurity defense mechanisms from 75% to 100% by June 2025.
Key Levers	Establish a framework to govern AI (artificial intelligence)

Pillar: Operational Excellence

Improving operational efficiency and effectiveness through safe and clean environments, the best technologies for students to learn, prudent spending, and enhanced data use.

PRIORITY **Oe2:**

Modernize our technological infrastructure and systems.

STRATEGY Oe 2.002: Implement the Charlotte-Mecklenburg Schools Business Modernization system to streamline workflow and reporting, including finance, procurement and HR modules.

Pillar: Operational Excellence

Improving operational efficiency and effectiveness through safe and clean environments, the best technologies for students to learn, prudent spending, and enhanced data use.

PRIORITY Oe2:	Modernize our technological infrastructure and systems.
STRATEGY Oe 2.003: Establish a comprehensive device life cycle replacement protocol designed to optimize student accessibility and ensure that no device utilized by students or staff surpasses a four-year in-service period.	
Wildly Important Goal	40% of students have a modern device that is less than 4 years old by June 2025.
Key Levers	<ul style="list-style-type: none">Establish a baseline of inventory for all schools including a physical audit of devices at schoolsIdentify schools that need refreshed devices, prioritizing schools with the oldest devicesEnact the procurement process for the purchase of devicesCreate a deployment plan, including support and communication for schoolsTrain stakeholders on districtwide device management practices, including but not limited to internal staff on inventory best practices, data verification and using our inventory system and technology staff on device managementCreate and enact a system for monitoring school-based technology contacts' execution of device management
Performance Measure(s)	Inventory FAM Data
Collaborating Departments	Finance



Pillar: Operational Excellence

Improving operational efficiency and effectiveness through safe and clean environments, the best technologies for students to learn, prudent spending, and enhanced data use.

PRIORITY Oe5:	Enhance the use of data to improve decision-making in all of our actions.
STRATEGY Oe 5.004: Monitor developments with (AI) generative artificial intelligence, seeking to adopt this to serve students better when suitable for specific use cases.	
Wildly Important Goal	Facilitate stakeholder engagement and feedback sessions to guide the development of a Charlotte-Mecklenburg Schools AI vision statement by February 2025.
Key Levers	<p>Conduct research and analysis on use of AI (artificial intelligence), forming a dedicated AI task force comprising educators, instructional technology staff, and administrators to engage in activities such as analyzing existing use cases and success stories of AI implementation in education</p> <p>Establish governance frameworks to guide the responsible development and deployment of AI technologies, including but not limited to ethical guidelines and principles for use</p> <p>Collaborate with curriculum developers to integrate AI tools and resources into the existing curriculum and provide</p>

2024-25 Department Plans Index

Department	Cyber Security
WIG(s)	Maintain a 100% success rate for validating sensitive triggers through the use of Microsoft O365 by June 2025.
Performance Measure(s)	Microsoft DLP Reporting
Department	Educational Technology
WIG(s)	Increase school-level Technology Contact Onboarding Sessions from 0% to 80% completion by June 2025.
Performance Measure(s)	Attendance Reports from Educational Technology PD Sessions Canvas Course Reports
Department	Modernization
WIG(s)	Implement the ERP (Finance) Oracle with zero critical errors and all significant defects resolved to zero by Sept 2025.
Performance Measure(s)	Documented in RAID Log TaaS Results
Department	Technology Operations (Network and Security)
WIG(s)	Increase the replacement of wireless access points from 18% to 100% by June 2025.
Performance Measure(s)	Access Point Replacement Schedule
Department	Technology Support and Inventory
WIG(s)	The technology support specialist team will complete 90% of their tickets and requests from 76% within a 5 day period by June 2025.
Performance Measure(s)	ServiceNow Dashboard Weekly ServiceNow Reports