

Charter Technology Awareness

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DTI Policies- <http://k12extranet.dti.state.de.us/>

- K12 Wiring Standards- <http://dti.delaware.gov/pdfs/pp/CablingAndWiringStandard.pdf>
- Wireless Standards- <http://dti.delaware.gov/pdfs/pp/Wireless80211ArchitectureStandard.pdf>
- Strong Password Standard- <http://dti.delaware.gov/pdfs/pp/StrongPasswordStandard.pdf>

Connectivity to State Systems

As soon as a Charter school has secured school facilities and has received **final approval** from DOE, they should contact the DTI Customer Service Specialist (John Trabaudo) regarding the ordering of the data connection and phone connections. John will verify the approval with DOE and then will assist with placing the order with Verizon and/or putting you in contact with the DTI technologist for that area.

Newly approved charter schools that have not secured school facilities may use the following methods to access State systems:

- 1) Through the Internet;
- 2) Through a contractual arrangement with another entity already connected to state systems, such as another charter school or public school district; and/or,
- 3) Through special arrangements with specific state agencies.

Newly approved charter schools can also get detailed information on various methods of access and the hardware and software requirements for each method by contacting the Customer Engagement Specialist (Education) at DTI (John Trabaudo).

DTI Expectations for Charter Schools

There is the expectation that the Head of the Charter School will keep DTI updated with contact information for the current technical representative/liasion and inform DTI of any technical staffing changes. This is essential to ensure the Charter Schools is informed of all updates and outages and that DTI has an appropriate point of contact for technical issues.

All requests for technical services must come from **employees** of the Charter School. The Charter School SSL-VPN Technical Approver shall ensure all access is correct and current.

Specific State standards and policies, such as the State Wireless Standard are required to protect the integrity of School and State data and are therefore mandatory. ***Charter Schools are encouraged to comply with all other State IT Standards and Policies where possible.***

Troubleshooting-

It is **strongly suggested** that the school provide technology support for its computers, servers and network through an employee or a contracted resource. If there is a technology issue the **first** step is determining that the issue is not a local one by the School technician. Once that troubleshooting has occurred, a school representative may call the DTI Service Desk and start a trouble ticket at (302) 739-9560 but the person who calls **needs** to have an understanding of computers and the related technologies. If a school does not have an employee with experience to manage their network and computers, vendors on the State network Services may be contracted with to provide this support. These vendors have been vetted by DTI and use negotiated hourly rates.

<http://gss.omb.delaware.gov/contracting/>

Network Connectivity

DTI is responsible for the standards for internal telecommunications wiring of all public schools. As a condition of using the network, there is the expectation that the standards shall be followed. Wiring standards are available by contacting DTI Customer Service Specialist (John Trabaudo) and on the DTI website at <http://dti.delaware.gov/pdfs/pp/CablingAndWiringStandard.pdf>

DTI manages and supports the wide area network connection including the telecommunications circuit, border router and core equipment. The Charter School is **required** to purchase the DTI specified border router once the school has its certificate of occupancy. It is also recommended that the Charter School wire their buildings to the State K12 wiring Standards and take advantage of DTI management of the Local Area Network (LAN) by purchasing the DTI proscribed network switches. This is the best way for a Charter School to ensure consistent connectivity to State and DOE systems such as PHRST, eSchool Plus and the State online student testing. John Trabaudo is the point of contact for inspection and approval of building wiring, purchasing the border router, estimating the needed switches and facilitating their configuration and installation.

If network problems or potential system threats arise from mismanagement, virus outbreaks, or other vulnerabilities, DTI reserves the right to disconnect the Charter School from the K12 network until the issues are managed.

DTI also provides Anti-Virus licenses for all Charter School computers. As a condition of network use, the Charter Schools are required to implement and maintain current Anti-Virus software on all computers.

A second condition of network usage is the **requirement** that all employees sign and understand the State Acceptable Use Policy (AUP) found here: <http://dti.delaware.gov/pdfs/pp/AcceptableUsePolicy.pdf>. Once this is accomplished, the Charter School is required to provide a letter to DTI (John Trabaudo) stating that all of their staff have read, signed and understand the AUP.

Phone Connectivity

DTI provides assistance with scaling phone systems and facilitating the ordering of phone service with Verizon. If a Charter School orders their phone service through DTI, DTI will complete the e-rate reimbursement application with the Charter School.

E-Mail Service

DTI currently provides a managed email solution leveraging Microsoft's Office365 platform. Once the Charter is established, a domain and email accounts can be provided by contacting John Trabaudo. If a Charter school chooses to leverage this solution, the school will have some administrative access and responsibility for managing the user accounts. The person in charge of technology for the Charter will be able to do routine end user management while DTI provides high level functions such as mail routing, domain management, etc.

Information Security Officer Designation and Responsibilities

To access State systems, a Charter School must identify the individual(s) at the school who will be responsible for the security of the information accessed. Each school must have a designated *Information Security Officer (ISO)*, who is the individual authorized by the Charter School's board of directors to be responsible for overseeing the security of the information available to the school through State systems. Additionally, there may be up to 2 Alternate ISOs to serve as a backup. Prior to the school hiring its administrative head, new Charter Schools may have a member of the board of directors or an interim representative serve as the ISO. Any questions regarding the ISO position or ISO training can be directed to the DTI Security Office at (302) 739-9644.

Once regular administrative staff is hired, the school may change its ISO to the school's administrative head or another individual designated by the board of directors to serve as the ISO. An *Information Security Officer Designation Form* must be obtained from DTI, completed by the school, signed by a board member or interim board representative and submitted to DTI. The form can be found at the bottom of the page on the DTI website: http://k12extranet.dti.delaware.gov/dtie_forms.shtml. Once the completed form is mailed to the address indicated, it will be processed by DTI Security Team. Upon attending the mandatory ISO Training Class, the individuals identified as the ISOs may start approving access for their employees/users.

Preparation for Network and Phone Connectivity

Who	What	When
Charter School	Contact DTI Customer Relationship Specialist regarding need for connectivity (Phone and Data)	As soon as the Charter School is approved and facilities are secured
Charter School	Send DTI: 1) Physical address of new charter school 2) Phone number either at site or next door to site 3) Name and contact information of technical contact for Charter School	Once facility is secured
DTI	DTI will contact Verizon and place order for the data circuit	Once information on site is received and DOE approval is given
DTI	DTI will arrange on site meeting with technical contact, DTI representatives and Verizon Engineer to evaluate the site blueprints or renovation plans to establish what work will need to be done to establish the connection between the Verizon demarcation point and the School network room.	Early on in the construction/renovation phase of the site
DTI	DTI will arrange meeting with technical contact/representative of school and the DTI Phone group to discuss phone options	Once information on site is received
DTI	DTI phone group will place the order for the phone circuits	Once the phone needs for the Charter School are established
Charter School	The technical contact or representative of the school will provide access for Verizon to install the needed connectivity.	Once the Verizon make ready work is completed
Charter School	The technical contact or representative of the school will provide access for DTI technicians to install the router for the data line	Once Verizon turns the circuit up
Charter School	The Charter School will purchase and set up the necessary network switches for the school network	Once DTI installs the router

Technical Checklist

The below Checklist can be used to facilitate the planning and organization of requests to obtaining technical services and assistance from DTI. John Trabaudo is the point of contact for initiating the request for all of the below services unless noted otherwise.

Technical Checklist		
Service Request	Date	Status/Contact
Information Security Officer (ISO) designated (DTI Security office)		
Network Connectivity requested		
Phone Service requested		
E-Mail requested		
Web Site requested		
AntiVirus software downloaded and installed		
SSL-VPN Access to state resources requested (this request is made to the resource agency's IRM)		
Acceptable Use Policy (AUP) signed by Employees		
AUP letter sent to DTI (attn: John Trabaudo)		