Technology News for Schools

The latest news and updates from Information Technology Directorate

Welcome to the latest **Technology News for Schools**. There has been a great deal of activity in term 1, delivering new and highly anticipated ICT resources and support services, with more on the roadmap for deployment throughout 2015. To keep Principals and schools informed, ITD will be delivering more regular updates through these newsletters to be published in Week 5 of each term.

Google Apps for Education & Microsoft Office365

About the tools

Two new online learning and collaboration tools, **Microsoft Office 365** and **Google Apps for Education** (GAFE), have been released for use by all DEC staff and students.

Both of these online suites are used around the world to support teaching and learning and offer a wide range of educational and administrative benefits.

With these online tools, students and staff can work collaboratively on assignments and projects at school, at home, in a library, or anywhere they have internet access.

Teachers with students separated by distance will be able to employ the tools to foster collaborative learning and sharing of resources within and between class groups.

If your school is offering Bring Your Own Device (BYOD), both GAFE and Office 365 allow for free access on any internet-connected device with a modern browser.

The **Google Apps for Education** suite allows teachers to share lesson outlines and learning resources with students and colleagues, to review and provide feedback on student work and promote collaboration by class groups.

The **Office 365** suite will provide free access to several key Microsoft software products, including Word, Excel, PowerPoint, OneNote and OneDrive with unlimited cloud storage.

The tools will support class and homework activities while introducing students to essential workplace skills.

Students and teachers will be able to work together on a document simultaneously from remote locations whilst communicating in real time.

How to access

Students and staff can access both product suites, at school and from home, via the DEC portals.

For staff, click on the **My Learning Tools** tab to see both of these tools. They can each be added to your My Essentials links. For students, simply expand the **Learning** box and select either tool to access.

For more information on how to access and use these tools please see https://detwww.det.nsw.edu.au/it/learnsyssupport/index.htm

What's next?

ITD will continue to work with Microsoft and Google to deliver new functions and features to benefit schools.

What's inside?

Learning Systems

About Learning Systems

Learning Systems is part of the Learning and Business Systems Directorate of Public Schools NSW. It plays a key role in supporting the integration of technology for innovative teaching and learning. Learning Systems enables technology, publishing and resource development for Public Schools NSW. It works with key stakeholders, such as the ITD, Communications and Engagement and technology partners, to provide ICT solutions and services for future focussed classrooms. There are three teams:

Information and Online Services

* *provides advice to state office on online publishing processes and standards*
* *coordinates online resource discovery systems, such as DEC Scootle and TaLe whilst managing a collection of 10,000 digital resources*
* *manages state-wide library and cataloguing support through Scan and SCIS*
* *supports Public Schools NSW social media, websites and web filtering*
* *produces and publishes The School Magazine*

Learning Design and Development

* *designs, develops digital learning resources and web apps*
* *provides audio/video production and post-production services*
* *offers eLearning advice to Directorates of Public Schools NSW and schools*

Virtual Learning Environment

* *supports and provides expert advice about the Public Schools NSW virtual learning environment*
* *develops online applications and services*
* *designs and builds virtual learning platforms*

Learning Systems is passionate about collaborating to support cutting edge technology and resources for learning.

Learning Systems: New resources

The support and integration of online collaboration is a key priority for Learning Systems in 2015. Guided by the Department's Rural and Remote Education blueprint - https://www.det.nsw.edu.au/media/downloads/about-us/ our-reforms/rural-and-remote-education/randr-blueprint.pdf - we aim to help teachers embed collaborative practice into their teaching and learning by leveraging our learning tools, Google Apps, Office 365 and Adobe Connect.

*Here are just two of our new resources:*

WeCommemorate -
http://www.wecommemorate.nsw.edu.au - is a series of 21st century classroom-based challenges for NSW students from Early Stage 1 to Stage 5 to collaborate to produce creative, stage appropriate, multimedia projects. This competition marks the 100 year anniversary of Australia's involvement in the First World War.
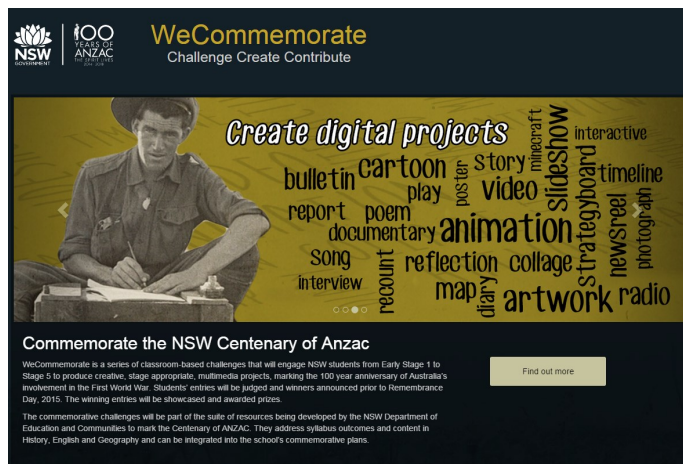
The Chinese Question - http://bit.ly/chinesequestion - engage students in 21st century learning skills using GAFE. The resource addresses the Stage 5 History syllabus for the Australian Curriculum as students examine the experiences of Chinese migrants in Colonial Australia.
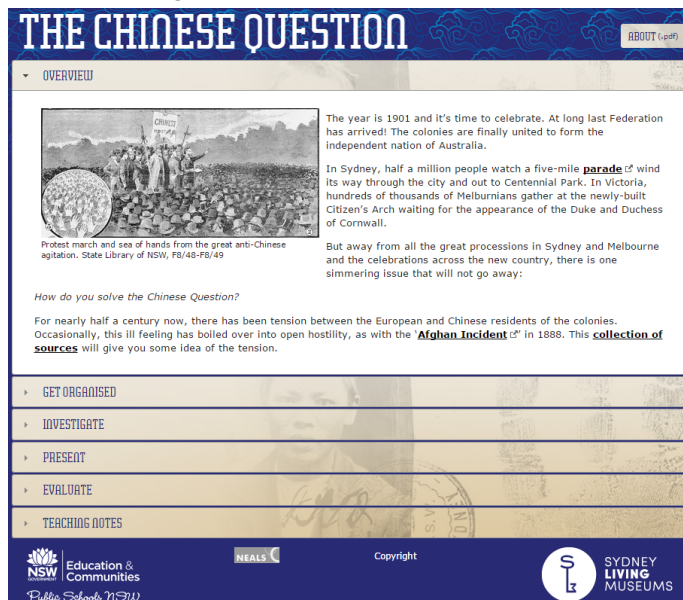
In partnership, Learning Systems and Information Technology Directorate are delivering services and initiatives to enable engaging collaboration within and amongst schools, networks & beyond. https:// detwww.det.nsw.edu.au/publicschoolsnsw/learning -technology/learning-tools for more information.

ICT Support for Schools

'One State, One System'

The ICT Support delivered to NSW schools now aligns with the Public Schools NSW 'One State, one system' model - simplifying and standardising the way that ICT support is delivered. This follows a lengthy series of engagements and consultations across the organisation. Transition to the new operating model commenced on 4 December 2014.

The **ICT Support Model** is designed to provide a more consistent ICT support experience across the state.

This new ICT Support Model will be centrally managed through the Service Delivery and Support branch in the Information Technology Directorate (ITD) but staff remain located across the state to enable them to work much closer to schools.

All ICT issues will be responded to by a single, unified team to deliver consistent advice and a move towards ICT support processes that are streamlined, efficient and transparent.

Each geographic team is led by a Service Relationship Manager (SRM) who in addition is leading the coordination of services and projects across the state; such as standardising support for Apple desktop devices and delivering other key projects including eT4L migrations and LAN remediation in secondary schools as part of the Technology 4 Learning program.

The four Service Relationship Managers are :

- *Adam Wollins (Macquarie Park)*
- *John Dance-Wilson (Ultimo)*
- *James Quiring (Tamworth)*
- *John Gill (Wagga Wagga)*

A key objective during the transition to the new model is to minimise any disruption of support to schools and at this point in the year, this would appear to have been achieved. ITD will continue to deliver ICT solutions that are supportable and enable teaching and learning while providing an easier to use, more consistent ICT experience.

Professional Learning opportunities

Work has commenced on a training and accreditation framework to ensure that ICT Support team members are appropriately trained in the latest products and services. This will provide a more consistent approach to support activities and allow for smoother and more efficient deployment of new services and speedy resolution of ICT incidents.

To support the foundation of this training and accreditation framework, the Service Delivery and Support branch will be offering a series of School ICT Coordinator days in 2015 and into the future.

These sessions will assist school staff in learning about the latest goings-on with ICT in the local area and ICT as a whole. They will also allow school technology staff to connect with their ICT Support Staff to participate in:

- *Sharing great ideas between the Schools ICT Support Team, School Technology Staff and vendors*
- *Discussions on solutions to common and frequent issues to share best practice*
- *Build stronger partnerships and networks of staff providing support for technology in schools.*

More information on the forthcoming School ICT Coordinator days will be circulated later this term.

In addition to responding to issues when they arise, one of the key areas of focus for the ICT Support team is strengthening relationships with Principals and the technology leadership teams in schools. The aim is to provide trusted and reliable advice on projects and initiatives. The team will be closely engaged with the delivery of the new Trade Training Centres in schools and also working with Asset Management Directorate on the rollout of initiatives such as smart monitoring devices for water, electricity and gas in schools.

Schools should continue to contact the ITD Service Desk on 1800 338 483 to register any incidents or request assistance and this will be directed to the members of staff best positioned to respond to and resolve your request. More information will be provided in future editions of *Technology News for Schools*.

Schools Library System

New school library system progress

The implementation of the new Schools Library System (SLS) is proceeding smoothly. To date, 71 schools have moved to **Oliver**. During Term 2, the first Oliver lighthouse schools will be going live, bringing the total to 115 schools with the new library system. Schools are responding with enthusiasm to their training, and to the increased capacities, integrations and opportunities of the new library system to support student learning and teacher needs.

> **The weathered OASIS Library system in NSW schools is being replaced by a new web-enabled school library system that is better able to support the current and future needs of 21st century learners and teachers.**

For example, through federated search, teachers can access other DEC resources, other libraries and more – making it a great one stop shop for resource needs of teachers and students. Access is fast and easy through the DEC staff and student portals.

Detailed information and the latest news is available on the Schools Library System intranet site at https://detwww.det.nsw.edu.au/publicschoolsnsw/learning-technology/library-system

The website includes:

- *the list of lighthouse schools, their schedule and role*
- *Term 3 schedule information*
- *resources such as guided tours and Scan articles*
- *key announcements, fliers and Q&As.*

Peer discussion - Follow the link at the SLS website to join the informal SLS Yammer forum. All ideas, questions and suggestions are appreciated and help inform a successful transition experience for schools as they move to Oliver.

Oliver Lighthouse Schools

The Lighthouse schools for the DEC's Schools Library Project were identified through an expression of interest process. Their role is focused on an evidence based approach to show how teacher librarians and school libraries contribute to student learning. With support, the lighthouse schools will have a role in:

- *providing leadership in learning*
- *supporting other local schools*
- *fostering communities of learning and sharing*
- *undertaking simple action research to illustrate learning benefits and the impact on student outcomes.*

> **"It was carefully planned, expertly delivered, decisions explained and issues resolved at point of need. Excellent."**
> **- TL at an Oliver school**

> **Oliver is a state of the art school library system. It is function rich, performs robustly and reliably, and is well regarded. It also has a colourful, user friendly interface that can be tailored to the needs of individual schools.**

eT4L Update

eT4L Secondary Project

eT4L Server Migrations - Schools migrating to eT4L services can access a range of self-service tools allowing flexibility and control at the local level. These include:

- *computer imaging (total rebuild and refresh options),*
- *capacity to deploy free, commercial and enterprise software via a software catalogue to all or selected PCs,*
- *streamline printing services and setup etc.*

At an enterprise level, the eT4L solution provides services such as centralised backup of staff and faculty data, capacity to integrate of third-party programs and systems currently used by schools and integration of additional school servers into the DETNSW domain. This allows school-owned servers to be protected via access to DEC's regular anti-virus and Windows patching regimen.

Latest news - More recently, the capacity to deploy Windows 8.1 to tablets (Lenovo Miix2 and Dell Venue Pro 11) and touch enabled laptops (Lenovo ThinkPad T440, Dell Latitude E5440) has been released. The new HP Probook 430 G2 and HP Elitebook 840 G1 touch-enabled laptops and HP Pro x2 612 G1 and Lenovo 10 tablets all with Windows 8.1 are now supported under eT4L. The Windows 8.1 release allows secondary eT4L sites to deploy immediately.

To date, one-third of all secondary schools (154) have successfully migrated to eT4L services. Another 30 sites have a scheduled migration date. To schedule your school for eT4L migration, please log a Service Desk call on 1800 338 483.

Highlighted eT4L tool: eT4L Fleet Management Report
The dashboard displays a wide variety of information which allows schools to proactively manage and plan the lifecycle of their Windows computer fleet. This includes computer release year count, computer warranty ages , computer hardware inventory, current state of eT4L servers and school-owned or member servers.

Network Remediation - All Secondary schools that sign up to "Schedule Me for eT4L Services" are entitled to Local Area Network (LAN) assessment and remediation. The School's LAN is assessed and remediated to ensure a minimum 1Gb backbone infrastructure. Non-standard switches will be replaced with **new HP managed switches** that will allow support teams to provide remote management and support of the school network.

To date 60% of Secondary schools (277) have been scheduled for eT4L Services and had their local networks assessed by our support teams, with LAN Remediation already completed in 41% of sites (190).

"Thank you for your care and the time you are spending on this project. It is appreciated."
- Rosemary McDowall , Principal, The Forest High School.

Above: Before and after LAN Remediation

LAN remediation also includes the convergence of the High School's DER Wireless and Legacy networks into one school network, providing access to eT4L file shares and printing from DER devices, as well as allowing the unlocking and rebuilding of those devices to the new state wide standard.

MS Office 2013 to be rolled out

As part of ongoing Standard Operating Environment updates and improvements, all Windows 7 desktops and laptops in eT4L schools will be upgraded from Microsoft Office 2010 to Office 2013 with planning currently underway. A further article highlighting the differences between the two programs will be published in the Term 3 issue of Technology News for Schools, just prior to the general rollout that will be delivered to all Windows 7 computers remotely.

Desktop PCs, Notebooks and Tablets

NSW DEC has reviewed its offerings of standard **Windows** desktop PCs, notebooks and tablets for schools and has recently announced a new preferred supplier - **HP**.

With improved specifications, these DEC-supported devices should be ordered by schools upgrading their PC fleet. A HP Windows Tablet and Chromebooks are also coming soon.

Hardware Standards

Base Desktop	Advanced Desktop	Base Non-Touch Notebook	Base Touch Notebook	Advanced Touch Notebook	Tablet PC
HP EliteDesk 700 iCore i3 3.1GHz / 4GB RAM / 500GB HDD / No LCD / 4y On-site Wty	**HP EliteDesk 800** iCore i5 3.3GHz / 8GB RAM / 500GB HDD / Radeon HD Graphics / No LCD / 4y On-site Wty	**HP 210 Non-Touch** iCore i3 1.7GHz / 4GB RAM / 128GB SSD / 11.6" WLED / Case / 2y RTB Wty	**HP Probook 430 G2** iCore i3 1.9GHz / 4GB RAM / 500GB HDD / 13.3"W LED / Case / 4y On-site Wty	**HP EliteBook 840 G1** iCore i5 1.9GHz / 8GB RAM / 256GB SSD / 14" W LED / Case / 4y On-site Wty	**Lenovo Tablet 10** iAtom Quad-Core / 4GB RAM / 128GB MMC / 10.1" disp. / 2y On-site Wty

Full details and accessories are currently available here: https://detwww.det.nsw.edu.au/it/equipment/hardware_stds/standard_pcs_schools.htm

Aruba Wireless Bundle upgrades

New models of Aruba Wireless Access Points (WAPs) have been released, tested and approved for installation **in non-DER schools**. NSW DEC has two new bundles which include a WAP, mounting kit and 4 year next-business day swapout warranty. Full details, accessories, DER WiFi options and ordering information can be found here - https://detwww.det.nsw.edu.au/it/equipment/hardware_stds/wap/

BUNDLE 1

Aruba Instant 105
802.11abgn
Dual radio
Dual internal antennas
NOTE - End of Life 30/6/15

BUNDLE 3

Aruba Instant 115
802.11abgn
Dual radio & Triple antennas for 50% more capacity
Compatible with existing Instant 105 WAPs and mobile devices*

BUNDLE 5

Aruba Instant 205
802.11**ac**/abgn
Dual radio & internal antennas
Supports new AC WiFi standard
Compatible with existing Instant 105 WAPs and mobile devices*

* Requires firmware update on all Instant AP 105 WAPs

DEC Procurement

Interactive Solutions

NSW DEC Procurement Solutions launched their Interactive Solutions catalogue in November last year. Since then, they have added more products from more vendors to deliver choice and value for schools purchasing:

- *Interactive Whiteboards*
- *Interactive Panels (large touch screen TVs)*
- *Interactive Projectors*
- *Other short and long-throw Projectors*
- *Document Cameras*
- *Speakers and Soundbars*
- *Handheld Student Response Systems*
- *Accessories*
- *Replacement Projector Lamps*

The Interactive Solutions catalogue should be your starting point when procuring these items because contract pricing has been negotiated to include installation and appropriate warranty conditions and periods, such as four-year swap-outs for large equipment.

Further details about Interactive Solutions and a link to download the full catalogue is available here: https://detwww.det.nsw.edu.au/procurement/products/interactive_classrooms/

Interactive Solutions
imagine, ignite & interact

What's new?

Recent customer experience update

ITD recognises that customers have been impacted by changes within the ICT landscape recently. ITD is continuing to review and enhance services and our environment to ensure that we are able to meet our customer's expectations and to improve the customer experience.

We have heard from many users that some changes have brought about impact to our environment resulting in "slow performance". To address this, we have identified a series of activities to improve the overall customer experience.

These activities and enhancements include:

- Internet Capacity Increase
- Application performance review
- Customer Experience Testing

We are also reviewing service interruption communications to improve the visibility of when something has gone wrong.

As part of ITD's commitment to improvement, these enhancements will be ongoing. Further information will be provided through this newsletter.

Third-Party Application Integration

Third-Party Application integration with DEC systems is progressing with two approved services, Timetable and Attendance integration. These services will be available to schools using compliant third-party applications and we are currently rolling out integrated timetabling in 7 schools that have the Edval Timetable product. Wider release of integrated Timetable and Attendance services will be available later this year. ITD is working with Public Schools NSW to identify future services for integration.
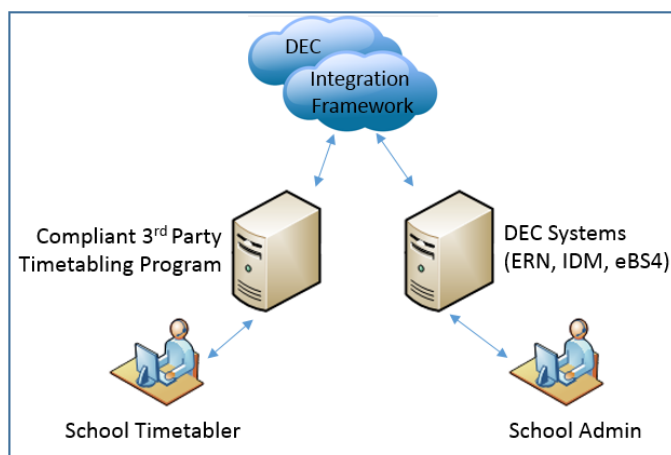
Staff Email Upgrade

The staff email upgrade announced in our previous issue was rescheduled to move the change away from the start of the school year. The original timelines were driven by constraints that have since been alleviated, so the upgrade was moved to a more suitable time of the year, minimising the impact to schools at the beginning of term 1.

The extended timeline also allowed us to ensure we have all the necessary support materials available and have identified any issues that may have been encountered when all staff are upgraded to the new email service.

We appreciate your patience and support regarding the new upgrade timeline which is now scheduled for the mid-year school vacation. As the upgrade nears, staff will be provided with more detailed information and documentation.

School ICT Coordinator Support

ITD recognises the important work that School ICT Coordinators and technicians do regarding the local implementation and management of computers and mobile devices. To further assist them in their role, we will be publishing another newsletter specifically for those staff who are keen to make the most of their ICT resources. **T4L News for Schools** will be emailed directly to them in weeks 3, 6 and 9 every term and each issue will contain a wealth of content aimed at making their role simpler and more effective. *The first issue is landing next week!*
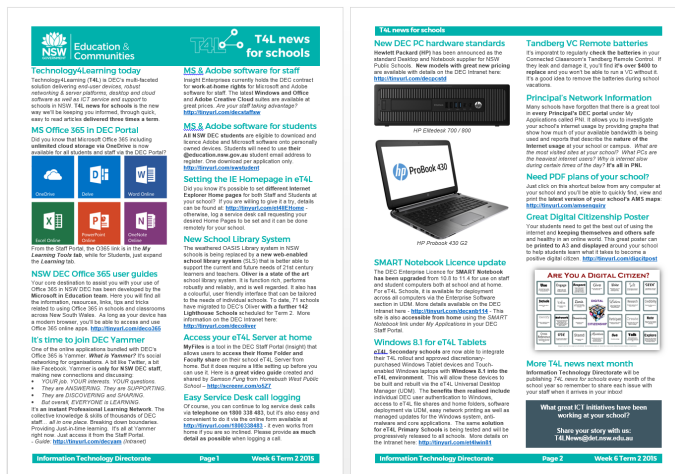
In addition, we are also planning to deliver formal ICT Coordinator induction PL as well as ongoing updates and networking opportunities. More details in Term 3.

Next issue...

Our **term 3 bulletin** will be published in **week 5** with more news on ITD projects and activities. If you have any feedback, just email us via the address below. **We'd love to hear from you.**