

Submitted to

Warren County School District

Ms. Amy Stewart, Superintendent
Mr. Gary Weber, Director of Administrative
Support Services
6820 Market Street
Russell, PA 16345

January 27, 2017

IT Audit Proposal

Version 2.1





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January 27, 2017

Ms. Amy Stewart, Superintendent
Mr. Gary Weber, Director of Administrative Support Services
Warren County School District
6820 Market Street
Russell, PA 16345

Dear Mr. Weber,

On behalf of VARtek Services, we are pleased to present this proposal to you. The enclosed solution is customized to meet the needs of Warren County School District based on our conversations. The audit report will provide recommendations aligned with industry best practices.

The audit will include the following:

- IT Vision and Strategy Assessment
- IT Financial Assessment
- IT Operations Assessment
- Infrastructure and Assets Assessment
- Technology Integration Assessment

VARtek has provided educational technology services for over 27 years. Our audits offer a third party perspective, and our recommendations are based on national trends that are occurring plus our own experience.

We look forward to working with you on these key initiatives.

Kind regards,

Darlene Waite
President
dwaite@VARtek.com
937.438.3550

Michael Hosford
Founder and CEO
mhosford@VARtek.com
937.438.3550

Thank You

VARtek is pleased to present this proposal for a school-wide technology audit. VARtek's technology audit is an objective third-party assessment of your school's IT strategies and capabilities. At the conclusion of the audit, you will receive a written report that will summarize your IT environment and

- *Identify and document the present condition of the school's technology and the infrastructure's ability to support instructional programs and school operations.*
- *Identify corrective action plans for deficiencies.*
- *Provide recommendations for prioritizing technology needs.*

Audit Methodology

During our audit, we will survey employees, interview stakeholders, collect data, conduct site walk-throughs, and gather information on personnel responsibilities, user support, servers, infrastructure and devices.

Our audit process will include three (3) on-site activities: walkthroughs, stakeholder interviews, and an audit findings presentation. Remotely, VARtek will use video conferencing to conduct meetings for the following: pre-audit discussions, financial reviews, and potential make-up interviews for anyone not available during on-site visits. Additional on-site activities could be made available and might require additional fees.

It Audit Scope of Work



Vision and Strategy Assessment

VARtek will review your current IT strategy, your philosophy, and your vision for technology in the classroom. We will also assess the sustainability and reliability of your IT infrastructure and determine adherence to industry procedures. This will become the framework of the school's IT audit and will include a comparison of your IT vision, a match of your priorities to budgets, and a review of strategic objectives for infrastructure, staffing, mobile computing, student-to-computer ratios, hardware refresh plans to determine if you are prepared for IT trends in education.



Financial Assessment

VARtek will work with the school's financial personnel to capture data that will provide a summary of the school's total IT spend. The audit will include a comparison to industry benchmarks including managed services.



IT Operations Assessment

VARtek will analyze your current IT support for technical skills, training, and adherence to industry best practices, project management skills, soft skills, and levels of certification. We will review and analyze the in-house application hosting in comparison to cloud based application hosting. Additionally we will measure the quality of service and the required level of technical support for your devices and infrastructure as well as backup reports.



Infrastructure and Asset Assessment

VARtek will review data provided by the school with regards to IT inventories of hardware and software assets and technical infrastructure. From that data, along with site walkthroughs, we will identify the required upgrades to the network and infrastructure.



Technology Integration Assessment

VARtek will survey faculty members to determine if teachers are receiving ongoing professional development and coaching support. VARtek will provide a report of the effectiveness of technology integration and will measure the staff satisfaction.

VARtek Resources

Each team member is selected based on leadership skills, professional experience, certifications, and passion for the education of our country's students. Below is a list of the human resources to be involved in the audit process.

Core Audit Team



Michael Hosford | Founder/CEO

Michael Hosford has been an active thought leader in the educational technology industry since 1989, leading an organization that transforms underperforming IT environments into modern programs that leverage technology to impact student engagement and achievement. He works with our educational clients to implement and leverage technology in a fiscally responsible way. With his background in strategic planning, finance management, and advisory board service to other organizations, Michael leads VARtek and guides relationships with partner schools at a strategic level.



Darlene Waite | President/COO

MBA, BS Education

Darlene Waite oversees all major functions of the company, including business development, strategy, new product and service development, operations, and finance. In addition, she works directly with partner schools to guide relationships at a strategic level. Darlene has an extensive background as an educator and as an executive leader in education.



C. Scott Garrett | Senior Director – Field Operations

MBA, BS Organizational Leadership, AAS Systems Engineering, PMP, A+, MCP, ITIL Foundations, Lean Six Sigma Black Belt Certification

Scott Garrett manages the operations of VARtek's field teams, overseeing technology directors, engineers, and project managers to ensure the stability of the technology environment in each school system. He works directly with partner schools to implement and leverage technology in a fiscally responsible way.



Kirk Klentz | Systems Engineer

BA Electrical Engineering, MCSA, MCP, Network+, A+

Kirk Klentz is responsible for designing and implementation of enterprise level networks and infrastructure. Kirk relies on procedures and instructions as well as experience and judgment to identify research and resolve complex technical problems.

**Ryan Troescher | Classroom Technology Coach (CTC)**

BS Secondary Education, Language Art Teaching Certification

As a Classroom Technology Coach at VARtek, Ryan Troescher provides instructional technology coaching by planning, developing, and implementing programs for district's staff that helps leverage district's investment in technology. Ryan has extensive experience with Google Apps for Education and a strong background in both technology and education.

**Heather Osborne | Senior Staff Accountant**

M.Acc, BS Accountancy, CMA

Heather Osborne manages statistical and accounting information and other data that affect operational effectiveness. She performs technology market research and analysis to provide procurement services to our clients. She has experience in developing and managing the procurement process to ensure that all our client's needs are reviewed and met in a timely manner.

Conceptual Draft Timeline

The date for delivery of the final report will be scheduled upon completion of the assessment.

Board Committee Meeting: Jan 30, 2017

State Testing & No School Dates:

Feb 13-Mar 24 – PASA Math and Reading

Mar 17 & 20 – Energy Day (No School)

Apr 3-7 PSSA English Language Arts (3-8)

Apr 11-May 5 PASA Science

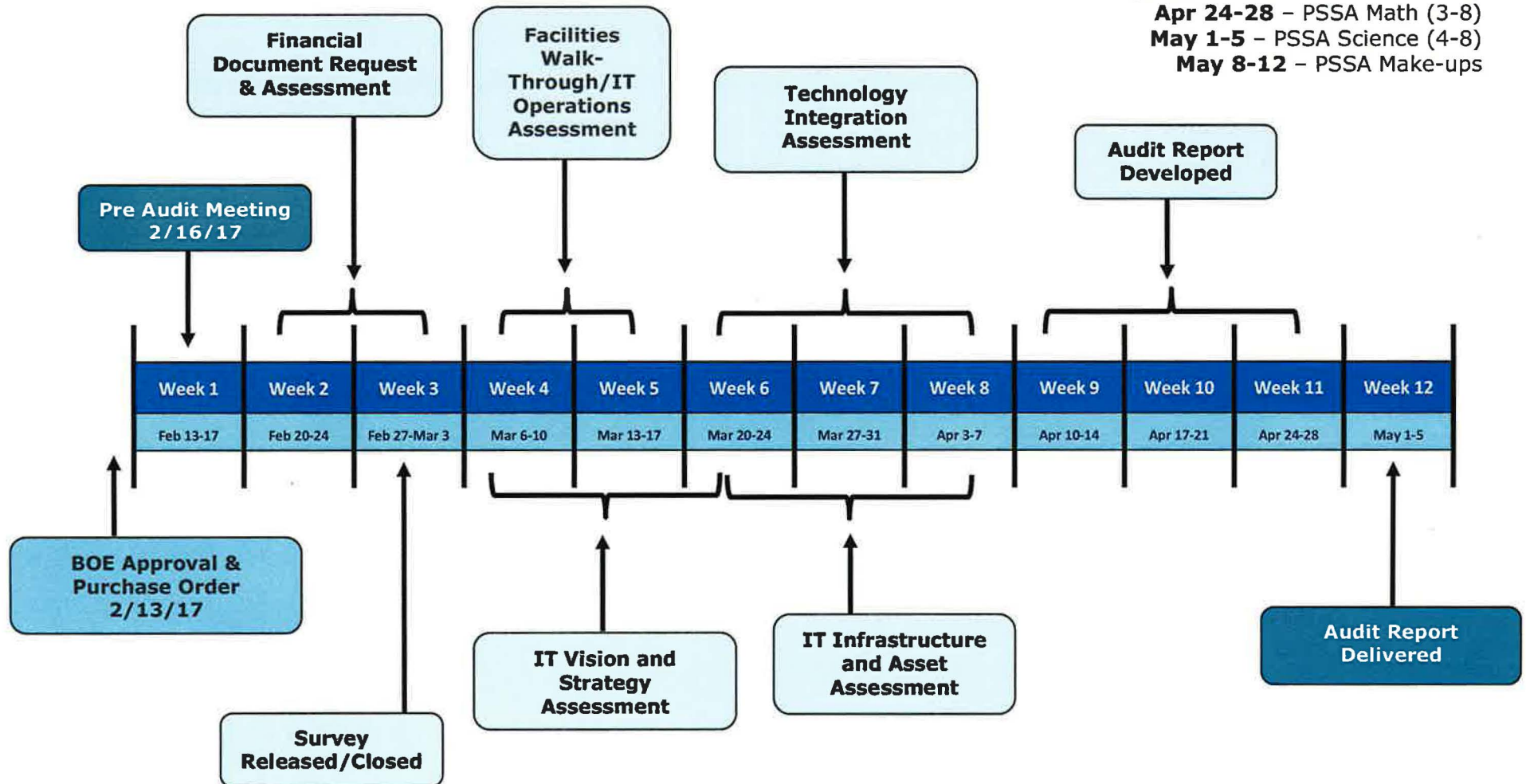
Apr 14 – Local Holiday (No School)

Apr 17 – Energy Day (No School)

Apr 24-28 – PSSA Math (3-8)

May 1-5 – PSSA Science (4-8)

May 8-12 – PSSA Make-ups



Costs

The cost for the audit is listed below.

Description	Fee
Total Cost	\$17,895

Payment

Payment of 50% will be due within 10 days of acceptance. The remaining 50% will be due within 10 days of delivery of final report.

Agreement

I, the undersigned representative of Warren County School District, agree to engage with VARtek Services, Inc. in the audit project at a cost of \$17,895 to Warren County School District, payable to VARtek Services, Inc.

Warren County School District,
Superintendent Signature

Warren County School District,
Superintendent, Printed Name

Date

VARtek President, Signature

VARtek President, Printed Name

Date

Appendix

Document Requests

IT Integration Assessment Document Requests

- Professional development plan
- Instructional coaching plan
- Agendas and minutes of technology committee meetings
- Past survey results

IT Infrastructure and Asset Assessment Document Requests

- Asset list
- Recommended refresh plan
- Building maps
- Bandwidth analysis (if available)
- Network diagrams (if available)
- Server and infrastructure lists
- Wi-Fi coverage analysis (if available)
- Current devices strategy documents (devices considered, chosen)
- Data backup operational document

IT Vision and Strategy Assessment Document Requests

- IT budget forecast – next 3 years
- IT strategic objectives
- Technology plan

IT Financial Assessment Document Requests

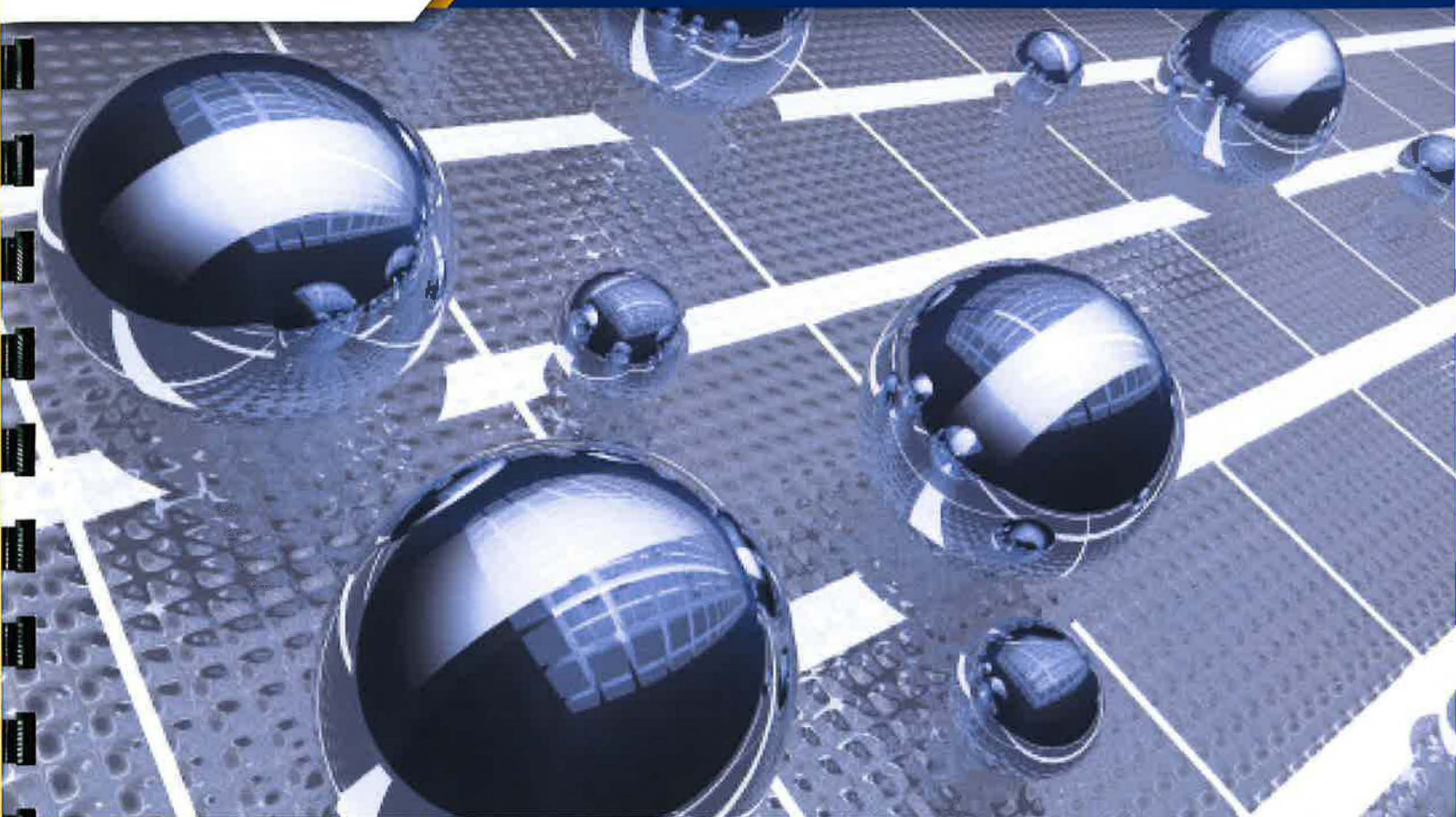
- G/L level details of IT related categories 3 or 5 year (data export preferred)
- Lease schedule (if applicable)
- IT service provider contracts (if applicable)
- Staffing list (internal) staff members
- Staffing List (external) contractors
- IT job descriptions of technology staff and integration specialists
- Salaries and benefits for each IT staff member
- Resumes and credentials of existing IT staff

IT Operations Assessment Document Requests

- Issue management reports
- Service level agreement (SLA) performance reports
- Backup/recovery reports



Creating technology-empowered learning environments
that drive student engagement and achievement



IT Audit

Assessing your school's technology program
on cost, performance, and innovation



A comprehensive analysis of your school's technology

VARtek's IT Audit is an objective third-party assessment of your school's existing IT strategies and capabilities. Our audit gives schools valuable insights and data that can reshape their technology investment and improve their IT operations. The

audit covers the following areas: Vision and Strategy, Finance, Operations, Infrastructure and Assets, and Technology Integration.



Vision and Strategy Assessment

VARtek reviews your IT strategy, philosophy, and vision for technology-based learning. We also assess the strength of your overall IT leadership. We will:

- Determine if your IT vision is aligned with IT reality in your school
- Assess how well your budget supports your priorities
- Review strategic objectives for infrastructure, staffing, mobile computing, and hardware refresh plans
- Determine if you are adequately prepared for IT trends in education (cloud computing, BYOD, etc.)



Financial Assessment

VARtek works with your school's financial administrators to gather data on the school's total IT spend and return on investment.

Your audit will include a comparison to similar schools, industry benchmarks, and best practices.

The report also will reveal the ancillary costs associated with your IT.



IT Operations Assessment

VARtek performs on-site assessments of your IT operations team. We look for team members' abilities to:

- Resolve issues in a timely manner
- Implement and complete projects (device deployment, system upgrades, etc.)
- Provide quality customer service
- Provide the level of technical support your devices and infrastructure require

Your part

The IT Audit requires your school to agree to:

1. Provide IT budgets, financial data, and your strategic plan
2. Provide access to facilities, systems, and data in order to inventory systems
3. Provide access to IT users, administrators, and staff for surveys and listening sessions
4. Meet to review the findings



Infrastructure and Assets Assessments

VARtek's audit team visually inspects your infrastructure and documents the condition, functionality, and age of your assets. We also review your school's asset refresh plan. From this data, we can report on the following:

- The need for upgrades to your network, servers, cabling, etc. to support curricular and administrative goals
- How well teacher and student devices are operating and how much longer they will be viable
- The level of computers access students have on a daily basis



Technology Integration Assessment

The auditors will assess your school's ability to integrate technology in the classroom and determine if teachers are getting the professional development and coaching support they need.

We also will conduct face-to-face listening sessions with and an online survey of teachers and staff to measure their satisfaction with the IT tools and support your school provides.

Strengths and opportunities

VARtek's IT Audit Findings Report provides a comprehensive list of the strengths and opportunities for improvement in each of the assessment areas. This helps the school identify the roots of the systemic challenges.



Recommendations and next steps

The IT Audit Findings Report will make targeted recommendations for improving those areas of the technology environment that have the strongest impact on student achievement and your school's bottom line.

The value of partnership.

VARtek partners with forward-thinking educational institutions that are excited about the future of education and how technology will play a role.

Our partner schools directly benefit from our proven track record of IT leadership, improved technology performance, and delivery of new IT innovations that drive student engagement and achievement. We look forward to the opportunity to bring this vision and value to your school.

