

K-20 Support Services in K-12 (K-20 Network)

- Purpose:** K-20 Support Services deliver frontline technical support for K-12 schools on the K-20 Educational Network. Support Services staff are skilled technicians who maintain and troubleshoot the network. Their primary responsibilities are preventative: avert system failure at the school/district level and eliminate network interruptions that impact data processing, and the online applications that support professional development, teaching, learning and administration.

State funding supports staffing for the K-20 Support Services—management and oversight at OSPI and the Regional Institutional Technical Units (RITUs) at all nine educational service districts. Staff in each RITU provide technical support and, when necessary, escalate district data or video problems to the K-20 Networking Cooperative (KOCO) or to Data Advanced Technical Support (ATS). ATS staff deal with problems related to Domain Name Service area.

- Number of staff associated with this program/service (indicate where applicable):**

2016-2017:

of OSPI staff associated with this funding (FTEs): 1.8
of other staff associated with this funding: .75 FTE per ESD + .1 FTE (6.85 FTE total)

- Number of districts served by this program:** RITU and ATS staff provided over 400 instances of technical support to 262 school districts in the most recent (six-month) reporting period.
- Is continued funding needed in the next biennium?** Yes.
- First year funded:** 1999-2000
- State funding since inception:**

Fiscal Year	Amount
FY 12 to FY 17	\$1.221 million each FY
FY 11	\$1.745 million
FY 10	\$1.842 million
FY 04-09	\$1.939 million
FY 00-03	\$2.0 million

- Major challenges faced by the program:** Reduced funding levels since FY12 jeopardize the delivery of technical support and the ability of K-20 network staff to maintain the network infrastructure and make necessary upgrades. The Legislature has not allocated additional funds—to reflect inflation—since the network's launch in 1999.

A high-availability educational network is critical for schools and districts today. The value of the human infrastructure that keeps the network open for education is unquestionable, evidenced by the 40 percent growth in bandwidth use every year. Administration, training and instruction have moved online—standards-based courseware, instructional software, professional development for educators (especially where travel budgets are zeroed out), family and community communication, and instruction by video conference for students who are disabled or live in remote locations are just a few of the many components of K-12 education that depend on the K-20 network. All these

activities are *mission critical* for Washington's public schools. It is also important to point out that the expanding operation of the network is compounded by a growing interest in downloadable open source software for education and administration, all of which lands on the K-20 network. If the state is to meet the basic needs of the K-12 sector, the human and technological infrastructure can only expand from this point forward.

8. Future opportunities:

- Strengthen the partnership between OSPI and Regional ITU program staff. Look for opportunities to improve service and technical support to educators and administrators.
- Promote intelligent, progressive policies for network use.
- Identify innovative ways to expand K-20 network infrastructure and services through cloud computing and other emerging technologies.

9. Statutory and/or Budget language:

Budget Proviso: 2ESHB 2376 Section 501 (26) TECHNOLOGY \$1,221,000 of the general fund -- state appropriation for fiscal year 2016 and \$1,221,000 of the general fund -- state appropriation for fiscal year 2017 are provided solely for K-20 telecommunications network technical support in the K-12 sector to prevent system failures and avoid interruptions in school utilization of the data processing and video-conferencing capabilities of the network. These funds may be used to purchase engineering and advanced technical support for the network.

10. List of schools/districts receiving assistance:

262 school districts.

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