Sioux City Community School District
Executive Summary
2021-22 Microsoft Support
August 9, 2021

Purpose:

To request Board approval of the contract with Heartland Business Systems for Microsoft Support.

Explanation: Contact: John Pritchard (712) 279-6667

The District is engaged with Microsoft in the Enrollment for Education Solutions (EES) which provides the District with educational pricing on most Microsoft products. The EES provides access to the licensing but support is standard support. The District became more dependent on remote access technology including the core software – The Microsoft Active Directory and cloud-based Azure Active Directory and the applications in Microsoft Office 365. When teaching remotely, if the technology fails time cannot be filled by other teacher activities. This request for additional Microsoft Support provides the District with access to higher-end support (Tier 2 and Tier 3) more quickly. In addition, this support will:

- provide consulting services that will improve the foundation (Active Directory) of authentication (security) that has become more prominent in lieu of attacks on Districts due to more remote activity
- reduce customization and migrate to more standard, best-practices which will improve availability of our systems.

Focus 2022 Goal Area:

Goal 2: Provide Safe, Healthy, and Supportive Learning Environments
Goal 4: Practice Effective, Efficient, and Sustainable Business Practices

Impact on Student Achievement:

A primary goal of the Technology Department is to remove challenges of technology so that teachers can focus on educating students. Approval of this contract will give the Technology Department access to high-end resources to reduce challenges and down-time.

Funding Source:

ESSER II Fund

Recommendation:

That the Board of Directors approves the contract with Heartland Business Systems for not more than $100,000 for FY22.