

CHANGING TIMES BY LOUIS MAZZARINI

It's hard to believe that when I first started my career twenty five years ago in what was then called Data Processing; that if you wanted to analyze data on a powerful and fast computer it was done in the Data Center on a mainframe computer with the result being pages and pages of paper reports. The personal computer (PC) was just a few years old and early adopters were just starting to find uses for it. One of the first business uses of a PC was to work with data locally (remember VisiCalc and WordStar). The PC was one of the first technology devices that empowered employees. Who would have thought that we would have Droid, Apple and other smartphones and tablets of today that would have more processing power and storage capacity than our mainframe computer in the 1980's?

Today, you hear phrases like 'The Consumerization of Information Technology' and 'Bring Your Own Device (B.Y.O.D)'. Whereas technology used to be centered in Information Technology and made its way to the consumer; today, technology is finding its way to the consumer who then finds ways to use it for business productivity.

I have two daughters; one that started high school and the other middle school this year. When they graduate from college and enter the work force, they are going to expect that they can utilize their smartphone, tablet, or 'future technology device to be named in 2020' at home and at work. Mobile devices will be a blended device for multiple uses. I purchased a sweatshirt at a soccer tournament recently. When I paid by credit card, the vendor used his tablet to process the transaction in conjunction with a data service; with the receipt sent to my email – it was

waiting in my inbox when I got home an hour later. Yes, there will still be some type of computer workstation or technology device at a desk for certain types of work, but mobility devices will change the way many employees do their work.



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VOLUME 6

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WINTER 2011

**INFORMATION TECHNOLOGY
DIVISION MISSION STATEMENT**

- * Leverage technology to simplify, enhance and provide innovative business and educational solutions.
- * Our commitment is to provide creative and collaborative ideas by implementing and incorporating technology with our customers.
- * Serving 28 Orange County school districts, 3 Regional Occupational Programs, 3 Charter schools and 4 Community Colleges.

BUSINESS APPLICATIONS

OCDE supports various applications including custom programs developed in-house to meet the ever-growing needs of Orange County school districts. Application user groups meet on a regular basis to provide continuous feedback on refining these applications.

[ACCOUNTS PAYABLE](#)

[ACCOUNTS RECEIVABLE](#)

[BANK RECONCILIATION](#)

[BUDGET PRO](#)

[BUSINESS APPLICATION PORTAL](#)

[ELECTRONIC REPORT MANAGEMENT \(ERM\)](#)

[EMPLOYEE CONNECTION](#)

[EMPLOYEE INFORMATION SYSTEM](#)

[FINANCIAL WEB INQUIRY](#)

[FIXED ASSETS](#)

[FUND MANAGEMENT \(FMS\)](#)

[GENERAL LEDGER/BUDGET](#)

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[KINDER TRACK](#)

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[ROOM RESERVATION](#)

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ACCOUNTS PAYABLE The Accounts Payable module generates payments for vendor goods or services provided. It is closely integrated with the Purchasing, Encumbrances, General Ledger and Fixed Assets modules.

ACCOUNTS RECEIVABLE With this component, a district can invoice and bill district customers for services or goods provided. Users can selectively print invoices, or invoice summaries, as well as customer statements.

BANK RECONCILIATION This custom application pulls in the daily payroll and accounts payable checks that have been paid from Wells Fargo Bank. These items are then matched against the database of issued checks, enabling a current status file of outstanding checks. Manual entries in the database can be verified to maintain a check and balance with funding.

BUDGET PRO This application is customized for each school district to provide a means to project employee salaries and benefits budget. Human Resource Application data are utilized to allow the district to update their budget database.

BUSINESS APPLICATION DASHBOARD

All web-based business applications are served through the Information Technology Stoneware Dashboard. This portal provides secured access with dual-factor authentication to OCDE Business Applications: Payroll, Time Attendance, Fund

Management, Accounts Payable, Bank Reconciliation, Imaging, COLD, Financial, Human Resource.

ELECTRONIC REPORT MANAGEMENT (ERM)

ERM formerly referred to as COLD facilitates faster report turn-around and enhances district reporting capabilities. ERM creates permanent records, such as payroll reports, to be posted for district access, query and export. It also provides districts with a permanent electronic copy of retention required documents such as payroll registers. ERM is accessed through the Stoneware Dashboard.

EMPLOYEE CONNECTION

This is an internal website for OCDE employees as a resource on general policies, standard OCDE forms, and to find out what is happening at OCDE.

EMPLOYEE INFORMATION SYSTEM

The Employee Information System (EIS) is one of OCDE's custom applications. It allows employees to access important information, such as Time Attendance balances, W2 forms, and on-line pay stubs. Employees can access EIS from any computer with internet access. This system greatly reduces the number of calls to payroll departments to check leave balances and to reprint pay stubs.

FINANCIAL WEB INQUIRY

This custom application provides authorized users with quick and easy web access to financial and budget information maintained in the Financial Application.



From Left: Alvin Constantino and Matt Martinez

FIXED ASSETS This module allows districts to monitor, track and report all capitalized and non-capitalized fixed assets. It performs various depreciation calculations and maintains depreciation balances. Optional integration with Purchasing and Accounts Payable modules reduces data entry within Fixed Assets.

FUND MANAGEMENT (FMS)

This custom application is used to manage fund balances on a daily/hourly basis. The fund cash balance reflects income or expense posted on the FMS. Fund transactions and status of checks can easily be accessed, as well as reconciling bank statements to district funds. Monthly reports are generated on Crystal Reports and sent to the districts. The FMS is linked to OCDE's financial applications which will provide faster turn-around for accounting transactions.

GENERAL LEDGER/ BUDGET

This module is the heart of the Financial Application. General Ledger data is used to generate hundreds of financial and budget reports. The following Financial subsidiary applications are integrated with the General Ledger Application and have transactions present in the General Ledger database.

BUSINESS APPLICATIONS (CONTINUED)

HEALTH BENEFITS This module tracks and records employee health benefits such as medical, dental, vision, long term disability and life plans. It provides the monthly district cost as well as any employee deduction amount. Health benefits may also track eligible dependents. A monthly benefits expense file is available for upload to the General Ledger.

HUMAN RESOURCES This comprehensive employee information management application interfaces with the Payroll Application. It provides position control for budget planning and control and also maintains current and historical employee job and pay assignments. Districts can easily maintain employee benefits, evaluations, education, certifications, and other important employee information. OCDE went live on our custom Human Resources application in November 2011. District implementations will be in 2012.

IMAGING Also known as Electronic Content Management (ECM), imaging is a growing trend in education to scan and store paper records that would normally clutter offices, fill filing cabinets and occupy boxes in land containers. Scanned images are indexed for quick retrieval. Some examples of commonly scanned documents are student cumulative files, personnel records, purchase orders, invoices and contracts. OCDE uses a web-based product called DocuPeak, created by WebiPlex. OCDE uses DocuPeak to scan documents in nearly every

division, and offers the product as a services to school districts. Scanned documents can be retrieved via the web, or can be added to in-house or other applications. Several district customers utilize a link added to the Financial Web Inquiry screens which pulls imaged Accounts Payable records from DocuPeak.

KINDER TRACK OCDE's Child Development department uses this system to manage subsidized child care services funded by the California Department of Education. Timesheets for each provider and child combinations can be calculated automatically. Kinder Track helps to streamline the process of generating provider payments. It also maintains provider, family and child information, and authorizes childcare schedules. This application ensures OCDE is meeting state-mandated reporting requirements.

PAYROLL OCDE maintains and supports its custom Payroll Application, which is provided to all Orange County school districts. Payroll is processed 4 times per month, averaging a staggering 90,000 checks/stubs generated each month. Approximately 3.1 billion dollars is paid in salaries to Orange County educators and support staff annually. At the end of each calendar year, approximately 100,000 W2x are generated. In 2004, OCDE's Payroll Application received the "American Payroll Association's Prism Award for Best Use of Technology." Security features help secure transmissions between the school district and

payroll system, as well as for STRS and PERS reporting.

REGISTRATION Nregister is a custom conference registration application used by several OCDE divisions for specific functions. A meeting organizer can create an event, specify registration requirements, and even allow attendees to select which type of lunch they would like. It is a great resource for planning events.

A second registration system is being used which was developed by the San Bernardino County Office of Education.

RETIREMENT The Payroll Application links with Retirement to provide complex Retirement Reporting for all employees in Orange County. The system was developed to properly process and report retirement earnings and contributions to both the Public Employee Retirement System (CalPERS) and the state Teachers Retirement System (Cal STRS).

ROOM RESERVATION This custom application developed exclusively at OCDE facilitates the management of reserving conference rooms. Staff can log-in with on-line access to search for available rooms. It provides the ability to reserve a single room or multiple rooms for specific time period and days. Specific seating configuration and set-up needs can also be noted.

STORES INVENTORY Stores Inventory is used to account for assets purchased by a district which are being stored in

warehouse inventory until needed at a district's department or school site. Its three major functions are: receiving, inventory control and on-line order processing. This module integrates with Purchasing, Encumbrance and General Ledger modules.

TEACHER CREDENTIALS

As part of the Human Resource Application, Credentials maintains all Orange County teachers' credentials. It is updated regularly with data from the State Commissions of Teacher and Credentialing. This information includes subject, grade authorized for credential holders, and credential effective dates.

WORKFLOW Through WebiPlex' DocuPeak product, OCDE provides forms automation capability. Users can map out a traditional paper-based approval process, such as Purchase Order Approval, and electronically route the document for approvals. This greatly reduces the amount of time involved in traditional paper-based approvals. It also saves money on paper and printing, and allows the creator of workflow to check the status of a request without calling — which saves staff time.



Louis Mazzarini demonstrates the biometric keyless door access.

NETWORK & SYSTEMS

Network & Systems staff have the role of supporting OCDE's Local Area Network (LAN), the Wide Area Network (WAN) and Internet connectivity. The current network infrastructure includes 2 DS3, 2 OC3, 2 Gig-A-Man, 2 Gigabit Opt-E-Man, 56 T-1 circuits, 5 Sunesys fiber terminations, 3 Cox Cable circuits and 5 Time Warner Cable circuits. Also supported are servers, data storage, desktop and mobile devices.

BLACKBERRY/CELL PHONES

DESKTOP SUPPORT

EMAIL

EMAIL ARCHIVING

INSTRUCTIONAL SERVICES SUPPORT

INTERMAPPER

INTERNET ACCESS

NETWORK SUPPORT

NETWORK SECURITY

SERVERS & STORAGE

VIDEO CONFERENCING

BLACKBERRY/CELL PHONES Approximately 170 Blackberry devices are supported on a Blackberry Enterprise server. These devices allow OCDE and ACCESS staff to maintain communication via email and cellular phone when away from the office. The Black-berry also allows access to calendars. OCDE is also responsible for

over 70 cell phones from all major carriers. Additionally 25 pagers are supported for use in Special Education and ACCESS programs.

DESKTOP SUPPORT OCDE provides technical support for PC and Apple Macintosh computers, printers and desktop software such as the Microsoft Office Suite, and the Adobe Creative Suites for OCDE employees. Virtual Desktop Computers are now at the Kalmus site. About 200 Thin Clients have been deployed with an anticipated 100 more to be installed. Thin Clients save on the cost of hardware, ease of maintenance, but also help in going green with savings on electricity and air conditioning. Cost savings are also realized when rolling out new software packages. LAN Desk software is used for remote desktop support.

EMAIL Electronic messaging is provided with Microsoft Outlook and Exchange 2007 for 2,000 employees at OCDE, ACCESS and Special Education Sites throughout the county.

EMAIL ARCHIVING To comply with federal regulations, OCDE has implemented Email Extender from EMC. The

product allows the archiving of all incoming and outgoing mail with no impact on customers. Storage for the is EMC's Source One on an EMC Centera server that allows for the storage for the date in an unalterable format.

INSTRUCTIONAL SERVICES SUPPORT The IT division provides technical support to the Instructional Services Division, primarily with the Educational Technology unit, for their programs, applications and servers. Kitzu, web streaming and the Orange County Animation Project are a few examples of their supported programs.

INTERMAPPER This network software provides a visual representation of bandwidth utilization. This free service is available to all districts with circuits that terminate at OCDE.

INTERNET ACCESS Along with Internet connectivity, 2 DNS servers are maintained for not only the k12.ca.us domains but also domains of .com, .us and .org. OCDE is the Internet Service Provider (ISP) for the 28 school districts as well as all Regional Occupations Centers and OCDE's ACCESS division and schools. OCDE currently

has a 10 Gigabit connection to the internet through the K12 HSN and CENIC network. In accordance with Federal Children Internet Protection Act, we also provide filtering of all internet traffic. Each district administers its own set of rules allowing each district the flexibility needed to allow access for all customers.

Network & Systems is also responsible for maintaining the network infrastructure for the financial, payroll, and human resource applications, making sure all districts, ROP's community colleges and charter schools have uninterrupted access.

NETWORK SUPPORT OCDE works closely with the K12 High Speed Network (K12 HSN), monitoring bandwidth usage and looking for effective ways to utilize existing bandwidth, as well as planning for upgrade of existing circuits when possible. OCDE personnel participate on two K12HSN committees to help manage the network and evaluate new products for inclusion on the network.

OCDE is a strategic partner with the California State Parks in bringing the Parks Online Resources for Teacher Project, (PORTS) to all students throughout California, OCDE maintains connectivity to Crystal Cove State Park in Laguna Beach bringing the ocean, tide pools and Early California inhabitant lessons to classrooms across the state.

Network & System staff answer school district questions with



From Left: Carla Hadden, Eric Luong (front) and Alvin Constantino in the Operations Center.

NETWORK & SYSTEMS (CONTINUED)

network issues. A Lyris List Serve supports 100,000 users and has over 125 group lists.

NETWORK SECURITY Of prime concern is the security of the OCDE infrastructure. Network security is provided with the latest equipment and software tools available. Intrusion detection and bandwidth utilization are monitored and logged 24 hours a day. Connectivity to the OCDE Business Continuity Site is also maintained for financial, HR, payroll, imaging and time attendance applications.

SERVERS & STORAGE The Network & Systems team maintain all servers, databases, SANs and tape libraries. Over 175 servers are a mix of both Windows and UNIX operating systems, including Windows 2003 and 2008, and IBM AIX UNIX.

VIDEO CONFERENCING Video conferencing is available through the 56 Polycom VXS7000 units and numerous web cams deployed to school districts and school sites throughout the county. Bridges for multipoint calls are accomplished on the K12HSN Codian Bridge.

VOICE AND DATA Approximately 1,800 OCDE and ACCESS users are supported on a Cisco AVID Voice over IP phone system. The system includes Unity Unified messaging, Berbee paging and desktop video conferencing.

SUPPORT SERVICES

BUSINESS CONTINUITY

HELP DESK

REPORT DEVELOPMENT & AD-HOC REPORTING

TRAINING

WEB SITE MANAGEMENT

BUSINESS CONTINUITY

The data OCDE processes is both highly confidential and mission-critical. Due to this fact, steps are taken to ensure all data is secure and all critical applications can be brought back on-line within a short period of time—if a power outage were to occur.

First, all mission-critical application data is stored on a Storage Area Network (SAN) which ensures maximum stability.

Second, data is backed-up onto disk and tape. One set of tapes remains on-site for quick retrieval. A second set of tapes are taken and stored off-site. Then, all data is mirrored to a SAN at an off-site disaster recovery center. The building is built to withstand natural disasters, including an 8.0 earthquake.

HELP DESK Help desk support is provided for business applications, systems and network county-wide. Hours of operation are 7 a.m. through 5 p.m., Monday through Friday.

REPORT DEVELOPMENT & AD-HOC REPORTING

OCDE is constantly working to ensure all applications' reporting capabilities meet the requirements of our customers. The Ad-Hoc reporting tools are used for Payroll, Time Attendance, Financial, and Human Resource

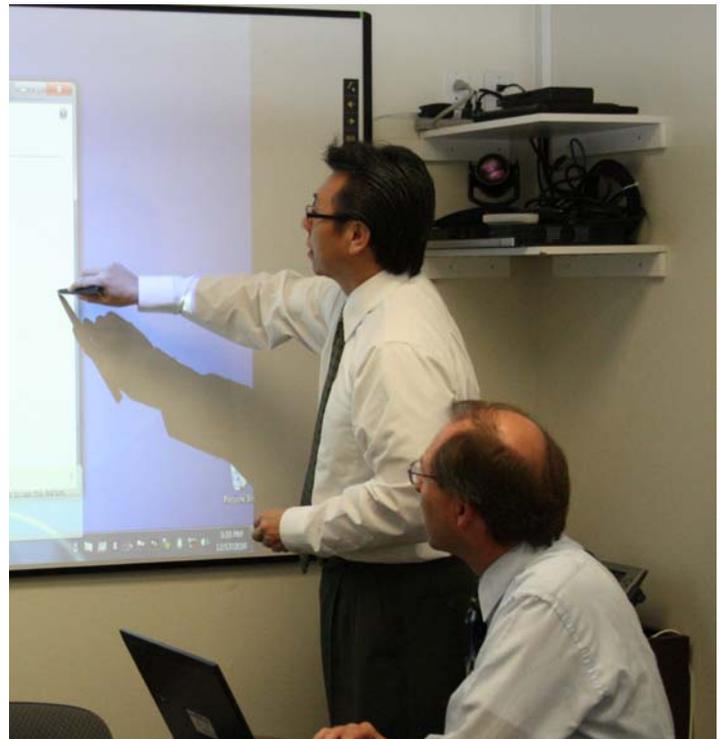
applications. Customers can build reports and queries quickly, allowing access to information when they need it. Ad-Hoc reports are created with Business Objects XI, Crystal Reports and Web Intelligence.

TRAINING In the Information Technology Training Lab, training is provided on the various business applications. Fifteen student stations are maintained with the latest equipment and software.

WEB SITE MANAGEMENT OCDE's web development team supports 80+ web sites with individual pages approaching 2,000. On September 1, 2011, OCDE launched its new website. All OCDE web sites are utilizing SharePoint as a content management system to give customers more control over their own websites.



Yuki Leischner and David Morikawa (front) are part of the Applications support team.



Pictured right: Carl Fong and Louis Mazzarini work with the new interactive white board in the IT Conference Room.



**STAFF HIGHLIGHT:
CRYSTAL BELL AWARDS CONTINUE TO BE OCDE'S
HIGHEST EMPLOYEE RECOGNITION. THE IT
DIVISION WAS HONORED WITH TWO AWARD
RECIPIENTS FOR 2011.**



PETER BOLZ,
Applications Support
Manager, was awarded the
2011 Crystal Bell award. His
nomination form noted:
“Service begins with a
positive attitude and follows
through with positive results
is one of Pete’s mottos.”

He has been with OCDE in
Information Technology
Division for over 27 years.

Prior to OCDE, Pete worked
as a mainframe computer
programmer consultant and
worked on contracts for both
LACOE (Los Angeles County
Office of Education) and
OCDE before becoming a
permanent OCDE
employee.

He earned his B.S. degree
in Information Systems
Management at USF.

Pete currently manages the
Application Support team
responsible for the financial
and human resource
applications, as well as the
help desk, imaging, website
and SharePoint applications.

His hobbies include boating
and Ski-Doing on Lake Mead
and Lake Mohave.



GARY STINE,
Applications Development
Manager, was awarded the
2011 Crystal Bell award.

His nomination stated:
“Gary looks for innovative
ways to conduct business and
always has a fresh and posi-
tive outlook.”

He directs the team develop-
ment of the OCDE payroll,

time attendance, retirement
and web development.

Gary joined OCDE 6 years
ago after serving as the Col-
ton School District Infor-
mation Technology Direc-
tor.

Prior to working in public
education, he worked as an
IT consultant for different
industries. He also spent
several years in the payroll
industry.

Gary earned his Bachelor of
Science degree in Computer
Information Systems. He
will be completing his Master
of Public Administration
(M.P.A.) in December 2011.

Gary’s hobbies include family
boat trips to Lake Havasu
several times a year.

CHANGING TIMES BY LOUIS MAZZARINI (CONTINUED FROM PAGE 1)

Calling ourselves Information
Technology is still accurate.
Although the expectations of
our customers are different
today, we have to continually
evolve to meet those expect-
ations. We are still the hub
for connectivity and data
storage. Where and how
information is accessed is
changing. In a way, we are
going back and doing what
we did best when we were

called Data Processing - cen-
tralized data storage. With
thin clients on the desktop
and mobility devices that
need access to everchanging
information, data needs to be
accessible anywhere. More
emphasis is being placed on
decision support systems that
pools disparate data into a
centralized data pool so that
decisions can be made with

shared data, utilizing central-
ized or cloud storage.

Here I am today taking full
advantage of this concept. I
am writing this article away
from the office on my per-
sonal tablet. Rather than
take a laptop computer with
me, I can take a lightweight
tablet that slips into my back-
pack. I then emailed the

document to myself so that I
could do final editing on my
computer before forwarding it
over to Mona to merge it into
the Customer Services Guide
before going to print.

The few examples I’ve shared
only touch on the possibilities
that are out there. It will be
our creativity that drives the
new uses of technology.

OCDE SERVICES TO SCHOOL DISTRICTS

DISTRICT ID #	DISTRICT NAME	PAYROLL	TIME ATTENDANCE	EMPLOYEE INFO SYS	FINANCIAL	HUMAN RESOURCES	IMAGING	INTERNET	INTER-MAPPER
K-12 SCHOOL DISTRICTS									
004	Anaheim City	•		•	•	•	•	•	•
008	Buena Park	•		•	•	•		•	•
012	Centralia	•		•	•	•		•	•
016	Cypress	•	•	•	•	•		•	•
020	Fountain Valley	•	•	•	•	•		•	•
022	Fullerton	•	•	•	•			•	•
028	Huntington Beach City	•		•	•	•		•	
030	La Habra City	•		•				•	
034	Magnolia	•	•	•	•	•		•	•
038	Ocean View	•		•	•	•		•	•
052	Savanna	•		•	•			•	•
060	Westminster	•	•	•	•	•		•	•
064	Anaheim Union High School	•	•	•	•	•	•	•	
066	Brea Olinda Unified	•	•	•	•	•		•	•
068	Capistrano Unified	•		•				•	
070	Fullerton Union High School	•	•	•	•	•	2012	•	
072	Garden Grove Unified	•	•	•	•	•	•	•	
074	Huntington Beach Union	•		•	•			•	
075	Irvine Unified	•		•	•			•	
076	Laguna Beach Unified	•		•	•				
077	Los Alamitos Unified	•		•	•	•		•	
078	Newport Mesa Unified	•	•	•	•	•		•	
080	Orange Unified	•	•	•			•	•	
082	Placentia Yorba Linda Unified	•		•				•	
083	Saddleback Valley Unified	•		•	•		•	•	
084	Santa Ana Unified	•	•	•				•	
087	Tustin Unified	•		•	•	•	2012	•	
094	County Superintendent Schools	•	•	•	•	•	•	•	•
COMMUNITY COLLEGES									
088	North Orange County	•		•			•		
090	Coast	•	•	•					
092	Rancho Santiago	•	•	•					
096	So Orange County	•		•					
REGIONAL OCCUPATION PROGRAMS (ROP)									
093	North Orange County	•		•	•	•		•	
095	Coastline	•		•	•			•	
097	Capistrano-Laguna Beach	•		•	•	•		•	
CHARTER SCHOOLS and OTHER AGENCIES									
042	CODESP	•		•					
051	Greater Anaheim Selpa	•		•				•	
053	OC High School of Arts	•		•					
	TOTAL	38	15	38	26	19	8	31	12

as of Jan 4, 2012



WILLIAM M. HABERMEHL
County Superintendent of Schools

INFORMATION TECHNOLOGY DIVISION

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We're on the Web!
Find this issue on-line at:
<http://www.ocde.us/IT>

In our continuing efforts to help the environment, we have substantially reduced the number of printed copies of this document. Please share this URL with others interested in this information.

Our goal is to provide exceptional customer service and remain flexible to handle your needs.



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EXECUTIVE DIRECTOR CORNER BY CARL FONG

Welcome, Colleagues and Friends, to the sixth edition of the Information Technology Division's 'Customer Guide to Services.' Can you believe it has been six years, that we have been reporting on our efforts provide you the best level of service we can in Information Technology?

As you all know, budgets have been continuing to be reduced and yet we still need to meet the ever-growing demands of our organizations. The time is now to get innovative and creative and work together to ensure that we provide the best services and tools that can be utilized from the district to the classroom.

The world for our students, teachers and administrators is rapidly evolving with the world of technology with tablets, Smartphones and other mobile devices. How do we as technologists of the 21st century keep up with these new innovations? How do we provide current and new services that they will need in order to achieve their goals?

Our Information Technology mission statement says "Leverage technology to simplify, enhance, and provide innovative business and educational solutions. Our commitment is to provide creative and collaborative ideas by implementing and incorporating technology with our customers." Those customers are you, the ones that provide us with the feedback and suggestions. Every year we have pushed the boundaries of existing technology to provide you with the best of breed in technology to provide you with the resources and tools you need to succeed.

As representatives of education, you are faced with many obstacles as you try to achieve the goals of student success. Challenges also include the various technologies that will support your Teachers, Administrators, and Principals in enhancing the learning experience to the future leaders of tomorrow...the students in Orange County.