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**1. Take Note & Reflect:**

Reflect on your district. How often is the tech support need underestimated and learning time lost?



**1. Take Note & Reflect:**

What do tech support teams currently look like in your district?

**2. Take Note & Reflect:**

Does the help desk in your district standardize intake, track workload, and automate functions?

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**1. Take Note & Reflect:**

Define device-as-a-service as it relates to your district. How could this service improve your district?



**1. Take Note & Reflect:**

Reflect on what your district is currently doing to design learning spaces. What needs to change or be updated to make this practice most effective?



**1. Take Note & Reflect:**

What is your district currently doing to invest in professional development for tech support staff? Is this sustainable?

**2. Take Note & Reflect:**

How is PD staying current with expertise, trends, and risks? What is your current target for technical PD for training? Is it to the minimum suggested total of 80 hours?



**1. Take Note & Reflect:**

Is your district addressing technology staff salaries to be competitive with the industry standards? What are the processes in place to ensure you hire and retain qualified technical staff?



**1. Take Note & Reflect:**

What would be the indicators of better student and teacher interaction and experience with tech?



**1. Take Note & Reflect:**

What are the markers of a qualified, competent technical workforce?



**1. Take Note & Reflect:**

Write a short summary statement for this focus area. How would you summarize what you've done and what you need to do for this focus area based on your work so far?