



Information Technology Department FY 2027 Budget Presentation

Kadion Phillips
Director of Information Technology

Information Technology Department

- Our department runs a large, mission-critical network serving over 8,000 users on a daily basis
- The use of Technology impacts all daily activities in SPS
- Primary cost drivers include regularly updating existing systems, implementing new online systems and resources, and maintaining robust cybersecurity defenses
- Strength of the department based on the investments over the years, especially with staffing

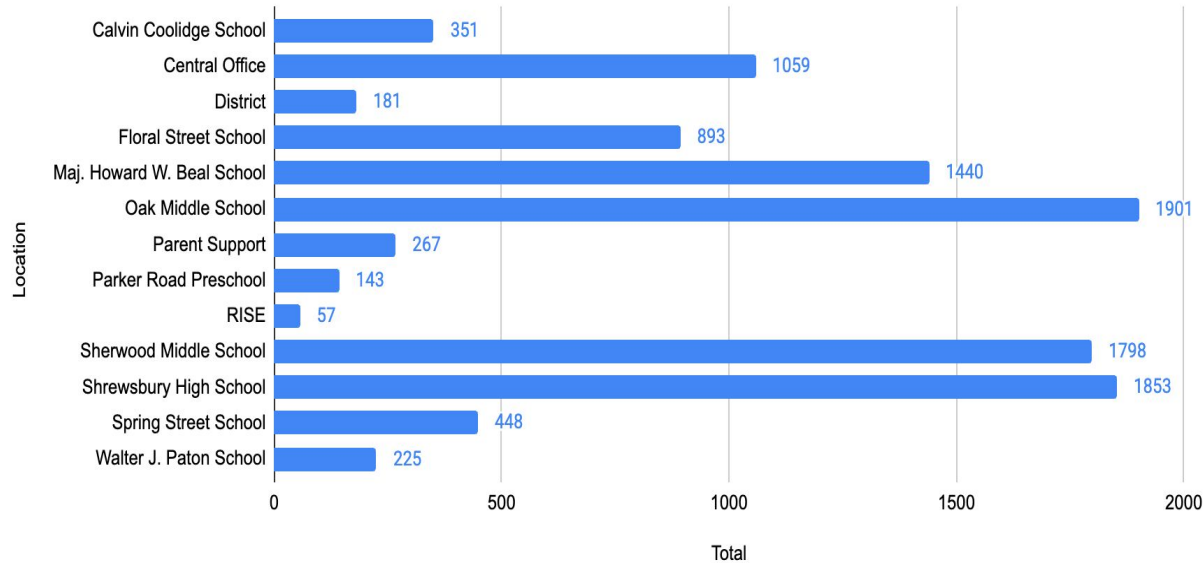
Current IT Department Staffing

- Director – 1.0 FTE
- Project Manager - 1.0 FTE
- Administrative Assistant – 0.3 FTE
- Data Manager – 1.0 FTE
- Data Specialist – 1.0 FTE
- Network Manager – 2.0 FTE
- Tier 2 IT Support Specialist - 1.0 FTE
- Senior Audio/Visual (AV) Technician – 1.0 FTE
- IT Support Specialist – Audio/Visual (AV) – 1.0 FTE
- IT Support Specialists (Building-based tech support) – 9.0 FTE



Support from the SPS IT Department 25-26

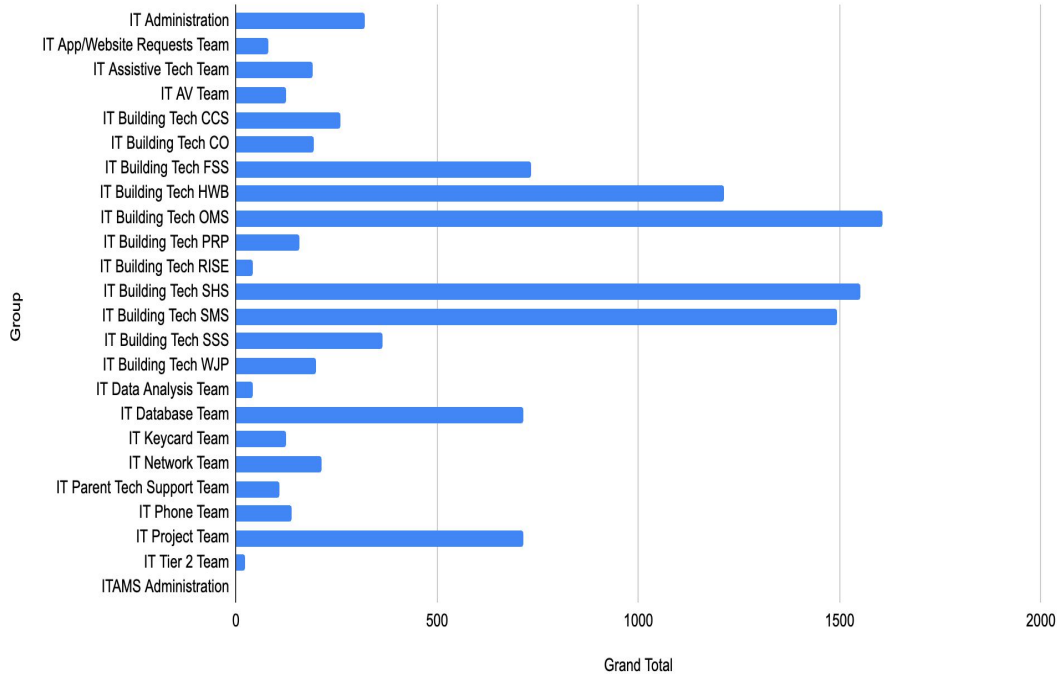
2025-2026 IT Tickets by Location



Location	Total
Calvin Coolidge School	351
Central Office	1059
District	181
Floral Street School	893
Maj. Howard W. Beal School	1440
Oak Middle School	1901
Parent Support	267
Parker Road Preschool	143
RISE	57
Sherwood Middle School	1798
Shrewsbury High School	1853
Spring Street School	448
Walter J. Paton School	225
Grand Total	10616

Support from the SPS IT Group 25-26

2025-2026 IT Tickets by Group



Group	Grand Total
IT Administration	321
IT App/Website Requests Team	80
IT Assistive Tech Team	190
IT AV Team	125
IT Building Tech CCS	261
IT Building Tech CO	194
IT Building Tech FSS	734
IT Building Tech HWB	1214
IT Building Tech OMS	1606
IT Building Tech PRP	158
IT Building Tech RISE	41
IT Building Tech SHS	1551
IT Building Tech SMS	1495
IT Building Tech SSS	364
IT Building Tech WJP	199
IT Data Analysis Team	41
IT Database Team	715
IT Keycard Team	124
IT Network Team	214
IT Parent Tech Support Team	109
IT Phone Team	139
IT Project Team	715
IT Tier 2 Team	24
ITAMS Administration	2
Grand Total	10616

Ongoing Classroom Needs

- 1:1 iPads in all schools (K-12)
- Teacher devices
- Apple TVs and projectors
- Learning & Communication systems
- VOiP Phones
- Aging printers & copiers
- Increasing use of online resources
- Vendors moving from one-time cost to subscription model

Ongoing Networking Needs

- Networking backend and cabling
- Internet & WiFi access in all buildings
- Security cameras & Access control
- Server Upgrades and Maintenance
- Backup and disaster recovery
- Cybersecurity monitoring and remediation

New Hardware Projects

- Installing new virtual server with 5 year license
- New network and monitoring systems and discontinued two paid services
- Replaced 10 projectors at Floral
- Adding cameras to blind spots in and outside buildings
- Upgrades to access control systems and doors
- Upgrade to PA system

New Software & Services Projects

- Implemented PBIS tracking system
- Full Wayfinder SEL rollout district-wide
- New MCAS assessment platform
- Network Penetration test to identify security vulnerabilities
- Assessment and reconfiguration of our Mobile Device Management system
- ERP Upgrades & Process Improvements (with Town)

Cybersecurity Demands

- Increased pace, complexity, and severity of threats
- Rapid response required
- Increasing staff time spent remediating
- Evaluating outside vendors and their security posture



Collaboration with SELCO

- The Shrewsbury Public Schools IT team was selected to receive a Governor's Citation for Municipal Cybersecurity at the Massachusetts Digital Government Summit in September 2025.
- The citation highlighted the exceptional partnership between the IT teams at Shrewsbury Public Schools (SPS) and Shrewsbury Electric and Cable Operations (SELCO) in bolstering cybersecurity and ensuring system resilience for the town and schools in Shrewsbury.



Cyber Awareness Training through state grant

KnowBe4 Security Awareness Training

Old-school security awareness training doesn't hack it anymore. Today, your employees are frequently exposed to sophisticated phishing and ransomware attacks.



Baseline Testing

We provide baseline testing to assess the Phish-Prone™ percentage of your users through a free simulated phishing attack.



Train Your Users

The world's largest library of security awareness training content; including interactive modules, videos, games, posters and newsletters. Automated training campaigns with scheduled reminder emails.



Phish Your Users

Best-in-class, fully automated simulated phishing attacks, thousands of templates with unlimited usage, and community phishing templates.



See the Results

Enterprise-strength reporting, showing stats and graphs for both training and phishing, ready for management. Show the great ROI!



ERP Upgrade through Collaboration with the Town

Rolled out Employee Access portal to replace old Munis Self Service portal, allowing for single sign-on for improved ease-of-use and security, replacing paper-based processes to improve efficiency with:

- Staff & Stipend contracts issuance & collection
- Paraprofessional letter of assignment issuance and acceptance
- Electronic onboarding form packet completion for new hires
- Submit name changes with required documentation, address/phone number changes, and W-4 changes
- Timesheet entry for hourly staff

ERP Collaboration with the Town - Automation

- Synchronization between Munis and PowerSchool, reducing double-entry of data and improving staff data quality and reliability of mailing list assignments
- Tyler Absence & Substitute system to replace paper-based time off request system and manual sub calling process.
- CORI check tracking in Munis, allowing for expiration notices to be sent to HR and an additional double-check for missing CORIs during new hire entry
- Position Control automation, allowing for tighter budgetary control of hiring and building future capacity for position-based requirements definition such as certifications and licensure
- Automate longevity payment issuance

ERP Collaboration with the Town -Ongoing/upcoming

- Rollout of Employee Benefits selection process in Employee Access portal during upcoming Open Enrollment, in collaboration with Benefits Coordinator
- Track required employee certifications/licensure (e.g., DESE licensure, CPR for coaches, ServSafe for Food Service, etc.)
- Allow employees to submit their CORI re-authorization forms
- Automating Benefits Arrears process (this is the process for collecting insurance premiums during pay cycles when someone's pay isn't enough to cover the required premium)
- Rollout of electronic purchase requisitions/receiving

Technology Newsletter



Testing season is here.



MCA's testing is just around the corner, and we're excited to support our students as they show what they've learned! As part of our preparation, all iPads have been updated to ensure a smooth testing experience.

We're also happy to share that the MCAs trial runs were successful, helping students and staff feel confident and ready for

testing.

Special Thanks to AI Study Committee

STAFF MEMBERS

- Monica Charest, Social Sciences Teacher, SHS
- Jennifer Cotie, ELA/Social Studies Teacher, Sherwood
- PJ Feynman, Library Media Specialist, Oak Middle School
- Erin Palazzo, English Teacher, Shrewsbury High School
- Kadion Phillips, Director of Information Technology
- Shawna Powers, Director of Instructional Technology & Media Services
- Litza Rivera, Tier 2 Information Technology Specialist
- Joe Sawyer, Superintendent of Schools
- Geoff Thayer, Information Technology Data Specialist
- Liza Trombley, Director of English, Shrewsbury High School

STUDENTS

- Rajit Naik, SHS Class of 2026
- Sahiti Penmetsa, Student, SHS Class of 2025
- Cristian Salvan, SHS Class of 2026
- Caroline Strickland, SHS Class of 2025

PARENTS

- Ashish Cowlagi, Executive (IT Healthcare, Education)
- Jon DeFusco, Director (Cybersecurity)
- Sruthi Gokaraju, Data Quality Engineer
- Ziyuan Huang, Post-Doctoral Researcher (Deep Learning & Databases)
- Artem Maksov, Machine Learning Scientist
- Purvi Shah, Associate Professor of Business, WPI
- Eric Skiff, Web & Mobile App Development Company Co-Founder
- Uma Sridharan, Parent; Senior Director of Data Analytics
- Ravi Umopathy, Parent; Senior Director of Enterprise Architecture
- Renato Umeton, Parent; Vice President of Data Sciences & Chief of Artificial Intelligence

SCHOOL COMMITTEE

- Rachel Sharifpour, Vice Chair; Medical Consultant

AI Study Committee DLT Work

The SPS AI Study Committee was charged with advising the superintendent regarding policies and best practices for the use of AI in our school district.

In completing this work, the members of the Advisory Committee considered:

- 1) how we might best prepare students for their future where AI tools will be infused throughout society, higher education, and the workplace;
- 2) how AI tools can appropriately support student learning in SPS classrooms;
- 3) how AI tools can be used effectively to help SPS staff do their work;
- 4) what effective guardrails must be in place to protect data and discourage inappropriate use of AI; and
- 5) what would be an effective framework for RESPONSIBLE use of AI by students in the context of academic integrity.



Our GenAI Why

- District Goals
- District Values
- District Strategic Plan

Align



AI Framework- Next Steps

Plan

Leadership & Governance

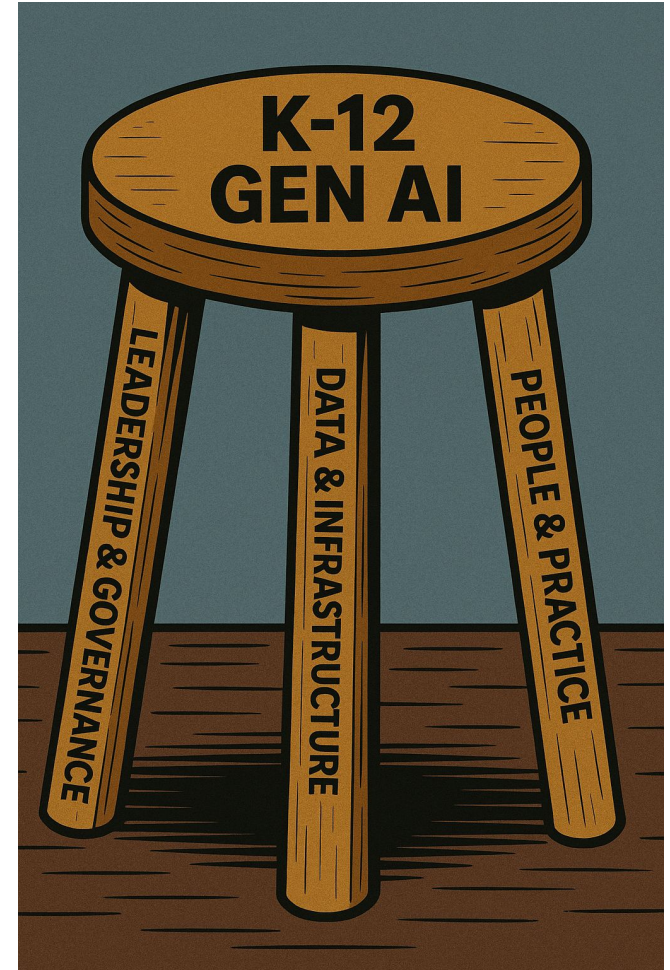
Ensuring AI serves district goals responsibly.

Data & Infrastructure
















High-quality, secure data systems

People & Practice

Staff training, AI literacy



AI Dos and Don'ts Guidance Draft

Category	DOs (Use AI Responsibly)	DON'Ts (Avoid Potential Risks)
Policy & Compliance 	 Only use AI tools that have been vetted and approved by your school, which are confirmed to comply with data privacy laws like FERPA and COPPA.	 Rely on AI to be free of bias; you must critically review all AI outputs for fairness and equity.
Ethics, Privacy & Bias 	 Be transparent about your own use of AI (e.g., when creating a lesson plan) to model responsible use for students.	 Input confidential or personally identifiable student information (names, grades, sensitive data) into public AI tools.
Professional Practice & Efficiency 	 Use AI for administrative tasks , such as generating rough drafts of emails, summarizing meetings, or organizing data.	 Use AI to generate content without proper citation and attribution ; always model transparency.
Instructional Support 	 Use AI for lesson planning and content creation , including brainstorming ideas, creating differentiated assignments, quizzes, and rubrics.	 Use AI-generated content as a final product without thorough, human review for accuracy and appropriateness.
Student Work & Feedback 	 Leverage AI for a "first pass" on tasks like checking grammar or structure.	 Use AI for grading or giving feedback without review ; you must always provide your own thoughtful, human-centered feedback.

AI Next Phase

Resources to complete with working group

- [Shrewsbury Public Schools K-12 Gen AI Maturity Roadmap Draft](#)
- [SPS K-12 Gen AI Implementation Plan Draft](#)

Leveraging other funding sources

- **Cyber awareness training** - Grant from the state for running simulated phishing campaigns and providing training our staff for no cost
- **Camera upgrades** - Grant funding
- **Project Lead the Way computer labs upgrade** - Grant funding
- **Apple Devices Trade-In** - Selling older devices to pay down leases
- **Upgrades to Network Switches and WiFi Access Points**
 - Leveraging eRate funding
- **Interns** - QCC, SHS & RISE students



Recommendations not funded in FY27 Budget

- \$25K to upgrade to “Google Workspace for Education Standard” edition, as we currently use the free “Education Fundamentals” edition of Google Workspace.
- \$25K to purchase updated USB-C keyboards for elementary school iPads.
- \$13K for enhancements to keycard security
- \$33K for replacement of various audio amplification systems in public spaces (gyms, auditoriums) across the district. These systems are more than 20 years old and are starting to show signs of failure
- \$120K for classroom projector replacements at Floral Street & Sherwood Middle School due to manufacturer no longer making replacement bulbs

Conclusion

- Technology use is critical across all departments to provide the tools that impact instruction and student learning
- Most important asset is the existing Technology team who responds to incidents in each building
- Cybersecurity demands require proactive measures to keep our environment safe
- Ongoing investments are necessary to update existing technology and add new resources

Questions?

