

**OFFICE OF THE ASSOCIATE DIRECTOR**

**SCHOOL OPERATIONS AND SERVICE EXCELLENCE**

5050 Yonge Street, Toronto, Ontario M2N 5N8

December 2, 2019

Peter Singh  
Executive Officer  
Information Technology Services, Information Management, FOI and Privacy Office

Dear Peter,

During the 2019-2020 school year, I would ask you to support the implementation of the Action Plans of the Multi Year Strategic Plan as they pertain to the School Operations and Service Excellence portfolio, including the following key strategic areas of focus:

* Provide strategic technology leadership to support innovative and transformational pedagogical practices and digital technology tools in TDSB classrooms that will help our students develop global competencies, improve student well-being and equity and make every school an effective school.
* Identify creative and innovative new ways to improve equitable access to devices and technology tools and resources by students and staff at TDSB.
* Support digital transformation at TDSB by developing innovative new ways to digitize, automate and streamline our administrative systems and processes to improve business and school operational efficiencies.
* Modernize and improve TDSB’s IT infrastructure and network to expand wireless access in our schools, increase network capacity, manage TDSB’s cyber risks through safeguarding the safety, security and privacy of our students and staff, and provide a resilient, stable, efficient, and highly available computing environment for our students, educators and administrative staff.
* Provide excellent technology services to TDSB by streamlining IT processes, improving communication channels, promoting a culture of shared leadership and service delivery, and delivering high quality IT solutions in a timely manner to the organization.
* Continue to promote increased collaboration between departments performing IT related work at TDSB in order to improve governance, management, fiscal accountability and the alignment/optimization of IT resources, processes and technologies across the organization.
* Continue to protect the personal information that the board collects, uses and discloses under the Municipal Freedom of Information and Protection of Privacy Act.
* Collaborate intentionally and strategically with the following colleagues in order to positively impact the ongoing work of Global Competencies and deep learning supported by technology: Kathy Witherow, Brendan Browne, Sandy Spyropoulos.
* Collaborate intentionally and strategically with the following colleagues in order to align and integrate (where appropriate) all technology, facility services, research, communications and leadership and learning services: Manon Gardner\*, Carlene Jackson, Craig Snider, Andrew Gowdy Ross Parry, Steve Shaw.

\*lead

Please develop an action plan with deliverables, measurements and budget and the date when various aspects of the plan will be completed.

Thank you for your leadership in TDSB.

Sincerely,

Signature of Manon Gardner

Manon Gardner

Associate Director