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NOTICE

MEETING OF THE BOARD OF EDUCATION
of the Regina School Division No. 4 of Saskatchewan
February 13, 2024, at 5:30 p.m.
Regina Public School Board Office – 1600 4th Avenue

AGENDA

1. Land Acknowledgment

2. Adoption of Agenda

3. Declaration of Conflict of Interest

4. Approval of Minutes of the Board Meeting of January 16, 2024

5. Celebrations

a) Balfour Arts Collective

Janeen Clark, Catrina Hunter, Laura Kuz,
and Will Whitten, BAC Staff, Eisha
Thakurdeen and Kyrrah Hicks, BAC
Students, and Dean Mieziako, Principal,
to comment.

6. Delegations / Presentations

a) Director's Report

Darren Boldt, Director of Education/CEO,
to comment.

7. Standing Committee Reports

a) Indigenous Education Advisory Council ([pp. 1-3](#))

Trustee Tara Molson to comment.

8. Decision Items

- a) Major Capital Project Funding Application
([pp. 4-8](#))
Scott Saxby, Superintendent of Facilities, Dan Van Buekenhout, Supervisor of Capital Planning, and Delaine Clyne, Supervisor of Strategic Supports, to comment.

9. Discussion Items

- a) Annual Information Technology Services Accountability Report
([pp. 9-16](#))
Aaron Baumgartner, Superintendent of Information Technology Services, to comment.

- b) SRO Program Review Update
([pp. 17-18](#))
Darren Boldt, Director of Education/CEO, to comment.

10. Next Meeting

- a) Planned Agenda Items for March 12, 2024 Board Meeting
 - Director’s Report
 - Policy, Governance and Sustainability Planning Committee
 - Strategic Engagement and Advocacy Committee
 - 2024/25 School Year Calendars
 - Biannual Administrative Procedures Update
 - Student Suspension Report (closed session)
 - Succession Planning Committee Update (closed session)

- b) Agenda Requests

- c) Notices of Motion

11. Information

12. Diversity Acknowledgment

13. Closed Session

- | | |
|---|---|
| a) CUPE 650 Grievance 06-2023
(enclosure) | Daniel Berube, CUPE 650 President,
Reagan Lowe, Superintendent of Human
Resources, and Scott Saxby,
Superintendent of Facilities to comment. |
| b) 2023/24 Board and Director Evaluation Process
(enclosure) | Ted Amendt, Director of Board
Development and Indigenous Education,
Saskatchewan School Boards Association,
to comment. |
| c) 2024/25 Budget Development Process
(enclosure) | Naomi Mellor, Deputy Director of
Division Services/CFO, to comment. |
| d) Succession Planning Committee Update | Chair Sarah Cummings Truszkowski to
comment. |

14. Rise and Report**15. Adjournment**



Meeting of the Indigenous Education Advisory Council
A Standing Committee of the Regina Board of Education

7a

Tuesday, January 23, 2024

Multicultural Room
Regina Public Schools Division Office
MINUTES



Attending: Wanda Lewis, Albert Robillard, Diane Kaiswatum, Roland Kaye, Betty McKenna, Sarah Cummings Truszkowski, Tara Molson, Cindy Anderson, Lacey Weekes, Tracey McMurchy, Vanéa Cyr, Jeff Cappo, Darren Boldt, Rick Steciuk, Erik Van Dusen

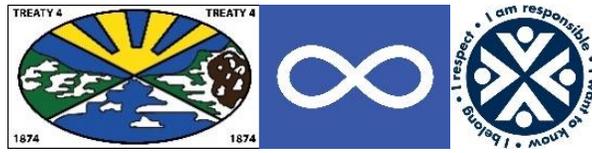
Regrets: Margaret Rockthunder, Murray Ironchild, Ted Jaleta, Adam Hicks

Chair: Tara Molson

Minute Taker: Suzanne Shuba

AGENDA ITEM	DISCUSSION POINTS	DECISIONS/ACTIONS
Welcome, Tobacco Offering, Opening Prayer, Land Acknowledgment, and Supper	<p>Vanéa welcomed every to the meeting.</p> <p>Tara offered tobacco to Elder Diane.</p> <p>Elder Diane opened the meeting with a prayer.</p> <p>Jeff acknowledged the location of every Regina Public school and the School Division Office on Treaty 4 land. On a personal note, Rick acknowledged the land and shared a commitment to the land.</p> <p>Supper was provided by Houston Pizza.</p>	
Indigenous Data	<p>Erik Van Dusen, Supervisor of Assessment, provided a summary of student achievement data specific to Indigenous students, including enrolment of self-declared students, early years evaluation, Grade 3 reading, 3-year graduation rates, 5-year graduation rates, and attendance ranges. Erik and Darren Boldt, Director of Education/CEO, noted the significant gap between Indigenous and non-Indigenous students, particularly in the early years evaluation, but advised that, from Grade 3 onward, the students grow at the same rate and the gap starts to lessen. Erik, Rick Steciuk, Deputy Director of Student Achievement/School Services, and Vanéa Cyr, Supervisor of Indigenous Education, responded to questions relative to factors such as clothing, the impact of Indigenous Advocates, self-identification, how the collection of data is used, if the data is compared to data from other school divisions, Prekindergarten programs, and professional development for teachers on culturally relevant assessments.</p>	
Land-Based Programming Update	<p>Jeff Cappo, Indigenous Education Coordinator, provided an update on the land-based learning program at Centennial and Thomson Schools, highlighting a partnership with Nature Saskatchewan, and an upcoming camping trip. Vanéa advised that the Campus Regina Public program is</p>	

AGENDA ITEM	DISCUSSION POINTS	DECISIONS/ACTIONS
	holding a culmination activity at Division Office with a smudge.	
Blanket Exercise	Rick advised that we are now at a point where we can pick a date and time to hold a Blanket Exercise. He will work with Suzanne to send out an invitation.	Action: Rick to work with Suzanne to schedule a Blanket Exercise for Trustees, Elders and Knowledge Keepers, and Division Management.
Physical Audit of Building	At the last meeting, Vanéa spoke of doing a physical audit of Division Office, changing out aged/dated pictures. She advised that we might be able to use some pictures that Balfour Collegiate is looking to replace. As for the plaques outside the Ron Mitchell In-Service Centre of those individuals who have schools named after them, Darren Boldt, Director of Education/CEO, advised that there is a process to follow and we would have to find an appropriate place to put them, possibly the Alex Youck Museum.	Action: Darren will follow the necessary steps to rehome the plaques of those individuals who have schools named after them.
Feast and Round Dance	Vanéa invited everyone to the Feast and Round Dance on March 7th at Campbell Collegiate.	
Bursary	Information regarding bursaries had been included in the meeting package. Vanéa provided additional information about the five \$2,000 bursaries that are for third and fourth year university education students.	
Sweat Lodge	Darren advised that an Indigenous architect was hired and, after looking at the back of Division Office where it was originally planned, the architect and two facilities personnel recommended that the Sweat Lodge be built adjacent to the mâdawêyatitân centre. This would be much more convenient relative to washroom, change, and kitchen facilities. The only thing that will be interrupted is having to move the community gardens out. We can also involve students. Rick has advised the partners and they are excited for it to be there. Elders expressed that it was an excellent idea.	
Indigenous Advocates Review Update	Information was provided earlier during Erik's presentation.	
Other Business	No other items were presented for discussion.	
Diversity Acknowledgment	Tara acknowledged that every student, staff and community member has equal value as prescribed under the United Nations Universal Declaration of Human Rights and the Saskatchewan Human Rights Code, noting that diversity makes us stronger.	
Closing Prayer and Adjournment	Elder Diane closed the meeting with prayer. The meeting was adjourned. Time of meeting: 5:00-7:01 PM.	



**The Board of Education
of the Regina School Division No. 4 of Saskatchewan**

**Meeting of the Indigenous Education Advisory Council
A Standing Committee of the Regina Board of Education**

**Tuesday, January 23, 2024
5:00 PM to 7:00 PM**

**Multicultural Room
Regina Public Schools Division Office
1600 4th Avenue**

AGENDA

Chair: Tara Molson

1. Welcome and Introductions – Vanéa Cyr
2. Tobacco Offerings – Tara Molson to Diane Kaiswatum
3. Opening Prayer – Diane Kaiswatum
4. Land Acknowledgment:
Cree – Jeff Cappel
Personal Connection – Rick Steciuk
5. SUPPER
6. Indigenous Data – Erik Van Dusen
7. Sweat Lodge (attachment) – Darren Boldt
8. Indigenous Advocates Review Update – Vanéa Cyr/Rick Steciuk
9. Blanket Exercise – Rick Steciuk
10. Physical Audit of Building – Vanéa Cyr
11. Feast and Round Dance (attachment) – Vanéa Cyr/Jeff Cappel
12. Land-Based Programming Update – Jeff Cappel
13. Bursary (attachment) – Vanéa Cyr
14. Other Business
15. Diversity Acknowledgment – Tara Molson
16. Closing Prayer and Adjournment – Diane Kaiswatum

COMMITTEE MEMBERS: Trustees, Council Elder Representatives, Darren Boldt, Rick Steciuk, Vanéa Cyr, Jeff Cappel

TERMS OF REFERENCE

To strengthen First Nations, Métis, and Inuit student academic achievement, in learning environments that are equitable, culturally responsive and meaningful; To provide ongoing direction and support to school staff as they develop and deliver plans oriented to Indigenous knowledge transfer; To advise the Board on policy matters related to Indigenous education, and assisting the Board in developing partnerships with Indigenous organizations and governments; To annually review of the progress toward the academic achievement of First Nations, Métis, and Inuit students; Meet three times per school year.



REGINA BOARD OF EDUCATION

8a

BOARD MEETING DATE: FEBRUARY 13, 2024

TOPIC: 2025/26 MAJOR & MINOR CAPITAL FUNDING SUBMISSION

FORUM**INTENT**

- Open Session
- Closed Session

- Delegation / Presentation
- Decision
- Discussion
- Information

BACKGROUND

The Ministry of Education has requested that school divisions submit capital project priorities for the 2025/26 Major and Minor Capital Funding programs by February 29, 2024.

The Provincial Government has approved funding the following major capital projects:

- Construction of the Imperial/McDermid/St. Peter/St. Michael Joint-Use School;
- Design of the Harbour Landing West Joint-Use School; and
- Project Scoping and implementation of the Campbell Collegiate Vocational Wing Project.

The following capital priorities were submitted to the Ministry of Education last year. If any of the projects receive provincial funding approval, announcements will occur through the Provincial Budget scheduled for March 20, 2024:

- New Southeast Joint-Use Elementary School;
- New Southeast Joint-Use High School;
- Re-Life Lakeview School; and
- Rebuild or Re-Life Balfour Collegiate.

The Ministry of Education initiated a new funding program for Minor Capital last year and Regina Public Schools submitted two projects:

- Campbell Collegiate Vocational Wing project; and
- Coronation Park School Basement project.

Although the Campbell Collegiate Vocational Wing Project was submitted as a minor capital request, the Ministry approved funding for the project through Major Capital in 2023. If the Coronation Park School Basement project receives Minor Capital funding approval, it will be communicated through the Provincial Budget on March 20, 2024.

CURRENT STATUS

The Ministry of Education allows Regina Public Schools to annually submit five priority projects for Major Capital funding and two priority projects for Minor Capital funding. The same capital project/school cannot be submitted through both funding programs. Further, only one school (unless it involves a school amalgamation) may be submitted per application. Multi-school renovations are not eligible for funding.

Projects eligible for Major Capital funding have costs estimated to be more than \$10M and include large renovations/re-life projects and new schools. Projects eligible for Minor Capital funding are those involving structural renovations, additions, and/or demolition ranging in cost from \$1-10M that are completed within a two-year time period.

Major Capital Project Recommendations

Regina Public Schools has used utilization, geographic balance of facilities, and facility condition as prioritization factors in this capital strategy. Based on these factors, the following are the Division's recommended 2025/26 Major Capital Priority Projects.

Priority #1 – New Joint-Use Southeast Elementary School

- In the southeast area, The Towns and Eastbrook on the Greens developments are growing northward from the Greens on Gardiner development.
- École Wascana Plains School is experiencing enrolment growth and all relocatables have been added to the school.
- The Division conducted boundary changes in 2021 that resulted in students shifted from École Wascana Plains School to three other schools in the area.
- Despite the boundary changes, the growth is forecasted to continue and the area will require a new elementary school.
- A joint-use school site has been identified with the Regina Catholic School Division, the City of Regina, the Ministry of Education, and the Ministry of SaskBuilds and Procurement.
- A joint-use Memorandum of Understanding was signed with the Regina Catholic School Division that is effective until March 2025.

Priority #2 – New Joint-Use Southeast High School

- High school enrolments and projections continue to increase annually as the current elementary cohort transitions to attend high schools.
- A 2020 Project Scoping report confirmed that the annual enrolment increases will require the addition of a southeast high school for the public system.
- This facility will reduce enrolment at Campbell Collegiate, which would enable a balancing of enrolments between Sheldon-Williams and Campbell Collegiates. This project may potentially reduce enrolments at Balfour Collegiate.
- Discussions about this joint-use project and site requirements are ongoing with the Regina Catholic School Division, the City of Regina, the Ministry of Education, and the Ministry of SaskBuilds and Procurement.
- A visioning exercise occurred several years ago, and a Memorandum of Understanding was signed between the school divisions, and the City of Regina regarding potential partnerships in the project.

Priority #3 – Lakeview School Re-Life

- Lakeview School has had some investments in remediating structural issues. In Fall 2021, an interior partition wall inside the gymnasium was replaced because the wall had separated from the ceiling structure and the top of the wall became laterally unsupported. This was a direct result of differential settlement between the load bearing wall and the adjacent structure.
- The school has been monitored by structural engineers since the work in 2021 was completed and their advice is to continue with the work through the remaining areas of the school.
- A key concern is movement of the load bearing wall between the north entrance common area and the gymnasium. Though it is slow and somewhat indistinguishable on a day-to-day basis,

the wall is actively settling and it is expected that further settlement will occur. Rather than waiting until this happens, it is recommended that the wall and adjacent areas be stabilized by underpinning the foundations on the north side of the building. At the same time, the uneven floor slabs in the classrooms and corridors on the north side of the building should be replaced.

- A project of this magnitude would justify relieving other mechanical, electrical, roofing, and building code issues simultaneously.
- Functionally, the school is outdated and has accessibility issues. A re-life of the program spaces is also required.
- The school is not a heritage property; however, it does represent heritage significance in the neighbourhood and the school community has voiced preference of investments in rehabilitation over building a new school.
- The process to remediate structural concerns and re-life the functionality of the school is substantial and logistical options regarding student accommodations during the work will need to be strategized.

Priority #4 – Rebuild or Re-Life Balfour Collegiate

- Substantial investment in structural remediation of the front part of Balfour High School has been completed.
- The remaining structural concerns are being monitored by structural engineers. It is not anticipated that immediate investment will be required, however, within 10 years work will need to be done in the remaining portions of the high school.
- The high school is functionally outdated and a re-life of the program spaces is required.
- Balfour Collegiate delivers programming in a key area of the City and is a key element in the Division's high school capital plan even if a new Southeast high school is approved and built.

Priority #5 – New School – Consolidation of Rosemont and Walker Schools

- Rosemont School is underutilized and has some condition concerns. Walker School is small and it is projected to have declining enrolments.
- Rosemont and Walker Schools could be consolidated into a school with 400 students with a potential joint-use opportunity with the Regina Catholic School Division.
- It is recommended to consult with the school community and the Regina Catholic School Division to build a business case for this project.

Minor Capital Funding Recommendations

Priority #1 – Coronation Park School Basement Project

- An engineering report from 2020 recommended the basement floor slab at Coronation Park School be replaced because of substantial movement due to soil conditions in the area.
- The heaving floor slab has caused the partition walls on the basement level to press upwards on the underside of the floor slab. Some walls are buckling due to the vertical displacement from the floor movement. All partition walls present in the basement that stop on the underside of the main floor should be modified to allow for vertical displacement of the wall. The vertical displacements of the walls are now transferring to the upper floor.
- Replacement of the basement floor slab to the proper vertical position will alleviate this load transfer and will prevent further structural deterioration of the facility.
- Replacement of the floor slab is recommended as repairs will likely only provide a temporary solution.

- This project will result in a newly lifecycled basement floor including a new floor slab, electrical and mechanical systems, and new interior architectural building elements inclusive of partition walls, ceiling, and flooring. This project would extend the lifespan of the facility into the foreseeable future.

Priority #2 – Marion McVeety School Basement Project

- Marion McVeety School is an identical build to Coronation Park School and the basement is also experiencing shifting.
- An engineering assessment is underway.
- This project would result in a newly lifecycled basement floor.

COMMUNICATIONS

The priority capital projects, if approved, may result in new buildings, temporary space changes during construction/renovations, boundary changes if new schools are approved, and neighbourhood changes if community amenities are added or removed. If a priority capital project is approved for funding, Division staff will initiate the project by meeting with the school community and staff. New builds will include school staff, School Community Council members and parents in the design process and with logistics planning during construction. Renovations will also include these groups but, depending on the type of work, the communication may be limited to timelines, logistics, and temporary impacts of construction.

External interest in the Division’s capital priorities may include other school divisions, local community groups, City of Regina staff, union representatives, and the media. Interest and questions from these groups will be managed by Division leadership, the Supervisor of Communications, the Superintendent of Facilities, the Supervisor of Capital Planning, and/or the Supervisor of Strategic Supports.

Key messages are:

- The Division depends upon capital funding from the Province for Major and Minor Capital projects.
- The Division analyzed all schools and created the priority list based on the factors of addressing high utilization, geographic balance, and the condition of the facilities.
- The Ministry of Education considers and prioritizes capital requests from all school divisions across the province.
- The Division will be notified in Spring 2026 if any capital projects are approved from the Major and Minor Capital submissions.

RECOMMENDATION

Section 8.2 of [Board Policy 2 Role of the Board](#) states the Board must “approve and review long-term capital plans and submit same to the Saskatchewan Ministry of Education as required.”

It is recommended that the Board approve the priority projects listed above to be submitted to the Ministry of Education for the 2025/26 Major Capital Submission and the 2025/26 Minor Capital Submission.

PROPOSED MOTION

That the following priority projects to be submitted to the Ministry of Education for the 2025/26 Major Capital Submission:

Priority #1 – New Southeast Joint-Use Elementary School

Priority #2 – New Southeast Joint-Use High School

Priority #3 – Lakeview School Re-Life

Priority #4 – Rebuild or Re-Life Balfour Collegiate

Priority #5 – New School – Consolidation of Rosemont and Walker Schools

and that the following priority projects to be submitted to the Ministry of Education for the 2025/26 Minor Capital Submission:

Priority #1 – Coronation Park School Basement Project

Priority #2 – Marion McVeety School Basement Project.

PREPARED BY**DATE****ATTACHMENTS**

Scott Saxby, Superintendent of Facilities
Dan Van Buekenhout, Supervisor of Capital Planning
Delaine Clyne, Supervisor of Strategic Supports

February 8, 2024

Yes No



BOARD MEETING DATE: FEBRUARY 13, 2024

TOPIC: ANNUAL IT SERVICES ACCOUNTABILITY REPORT

FORUM

INTENT

- Open Session
- Closed Session

- Delegation / Presentation
- Decision
- Discussion
- Information

BACKGROUND

IT Services is responsible for providing all levels of IT support to all Regina Public Schools staff and students. The IT team manages the operation, maintenance and security of the backend systems that provide our staff and students access to services like wireless access, file services, printing and many applications.

This report will provide the Board with a snapshot of the overall performance, successes and challenges of the IT Services department. The content of the report will continue to evolve as planning and performance measurement work continues.

CURRENT STATUS

IT Services supports the IT needs of all staff and students. There are two teams that work together but perform different roles.

Client Services

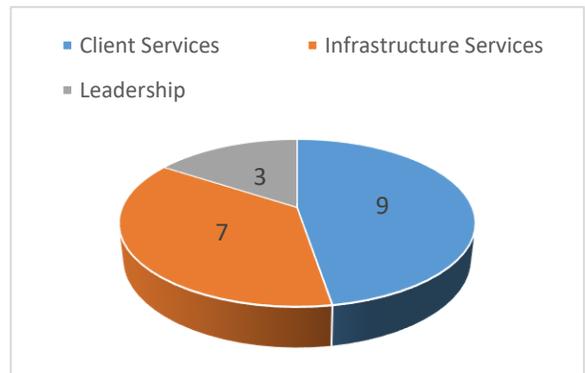
- Provide front-line, first level support via phone calls and email requests to the Service Desk.
- Travel to schools to resolve requests in person.
- Perform repairs, upgrades and maintenance on end user devices (laptops, Chromebooks, iPads, etc.).

Infrastructure and Application Services

- Manage core infrastructure including network components, server and storage components, application support, database administration.
- Travel to schools when required to perform next level troubleshooting to resolve requests.
- Perform repairs, upgrades and maintenance on all back-end infrastructure systems.
- Plan, design and implement new systems.

Staff Positions

- Superintendent
- Client Services (10)
 - Supervisor (1)
 - Technical Support Analysts (8)
 - Service Desk Analyst (1)
- Infrastructure and Application Services (8)



- Supervisor (1)
- Server Administrator (1)
- Server Support Analyst (1)
- Network Administrator (1)
- Network Support Analyst (1)
- System Administrator and Database Analysts (3)

Facts and Figures

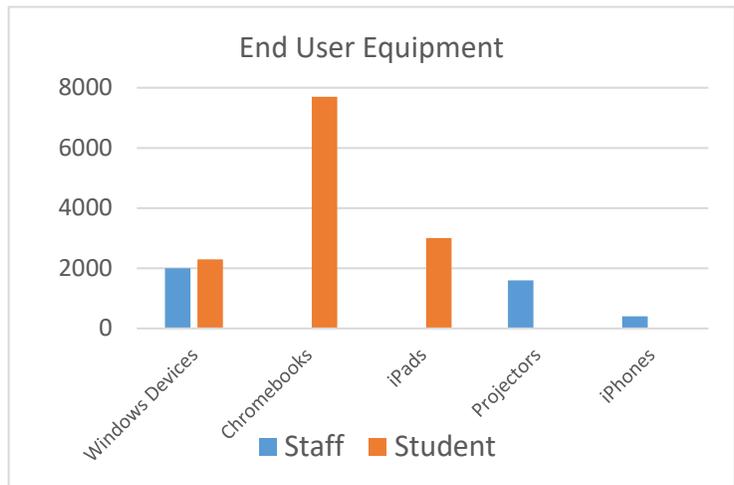
Student and Staff Technology Devices

Regina Public Schools provides a wide variety of devices and quantities for students and staff – more than 17,000 in total. End user client devices (iPads, Chromebooks and Windows devices) are deployed based on standard student:device ratios:

- K-Grade 3 iPads at 3.5:1
- Grade 4-8 Chromebooks at 2:1
- High School devices at 2:1

End User Equipment

- Student Windows Devices (2,300)
- Student Chromebooks (7,700)
- Student iPads (3,000)
- Projectors (1,600)
- iPhones (400)
- Staff Windows Devices (2,000)

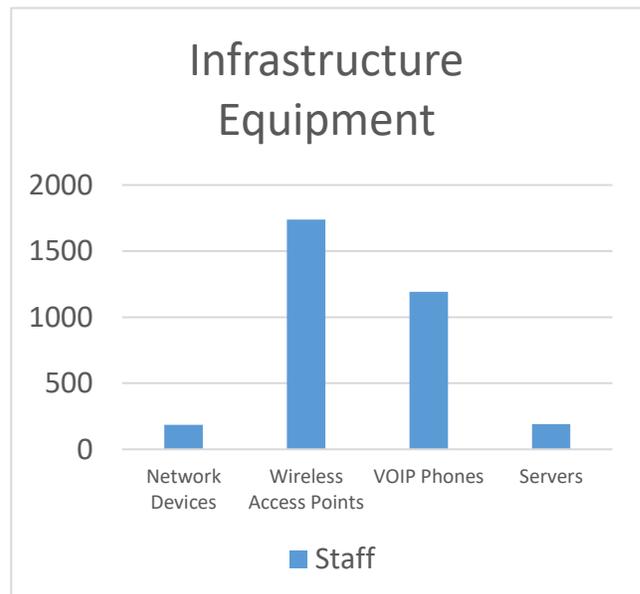


Infrastructure Equipment

Network Devices (185) connect school networks to the data centers. Wireless Access Points (1,738) allow for wireless internet access in every learning space. VoIP Phones (1,192) provide telephone and intercom services in schools using the VoIP system. Servers (191) host all internal application, database and management services.

Equipment Refresh Cycles

All equipment requires refresh and replacement on regular intervals.



A new, long-term equipment refresh plan is being developed that will factor in budget constraints.

- Existing refresh cycles are currently focused around supportability by the vendor.
- Some end user hardware (e.g., Windows devices, projectors) had been extended for too long, leading to performance degradation.
- Objective is to develop and adhere to refresh cycles that:

- Ensure all technology is current and updated to ensure optimal performance.
- Ensure all technology is supported by the vendor and receives necessary security updates.
- Are financially sustainable within our budget context.

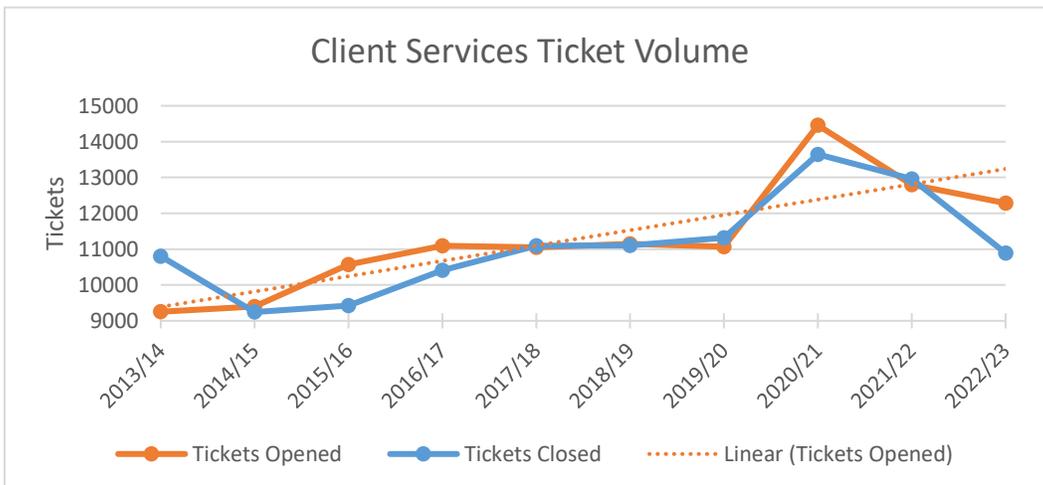
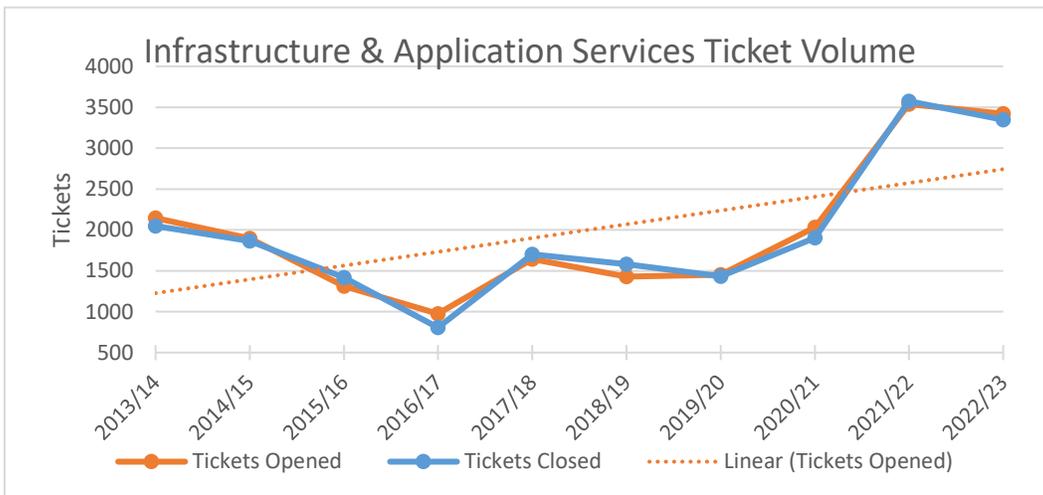
IT Service Ticket Statistics

The current IT Service Management (ITSM) tool tracks all requests for service, change requests, and assets. A new ITSM tool (FreshService) has been procured and will be deployed in February 2024. This new tool will allow us to have a more user friendly tool for the IT staff as well as a more modern interface for staff with new features such as a self service end user portal and searchable knowledge base.

We are working on developing regular reporting on performance metrics to allow us to analyze our data to improve performance and customer service.

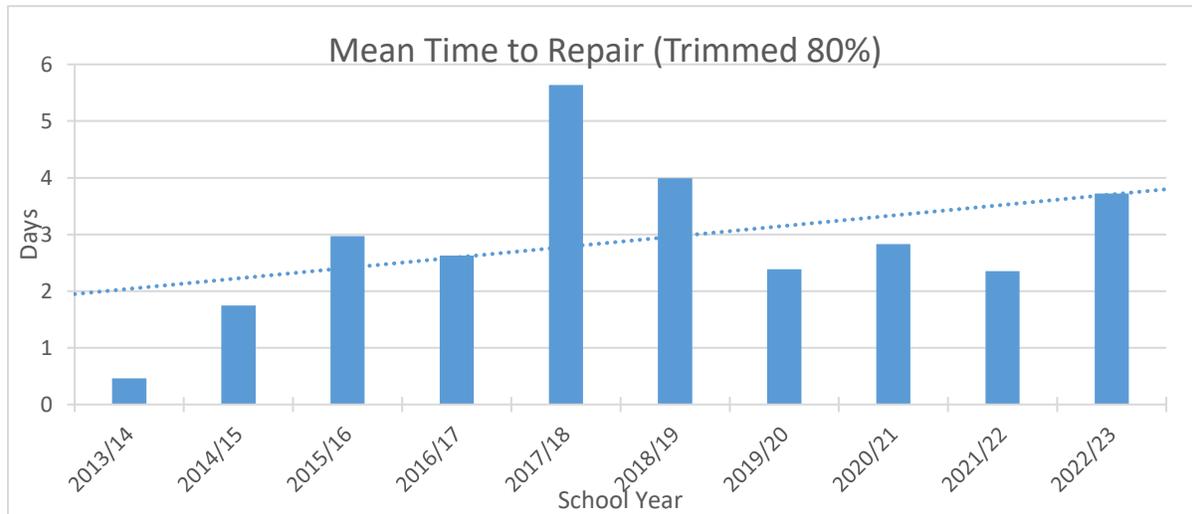
Service Desk Ticket Volumes

The two graphs below show ticket volumes (opened vs closed) over the past 10 years, showing a steady increase in volumes as technology has been added. Reporting improvements will continue to be made using the new FreshService Helpdesk ITSM tool, including ticket close times by level of urgency.



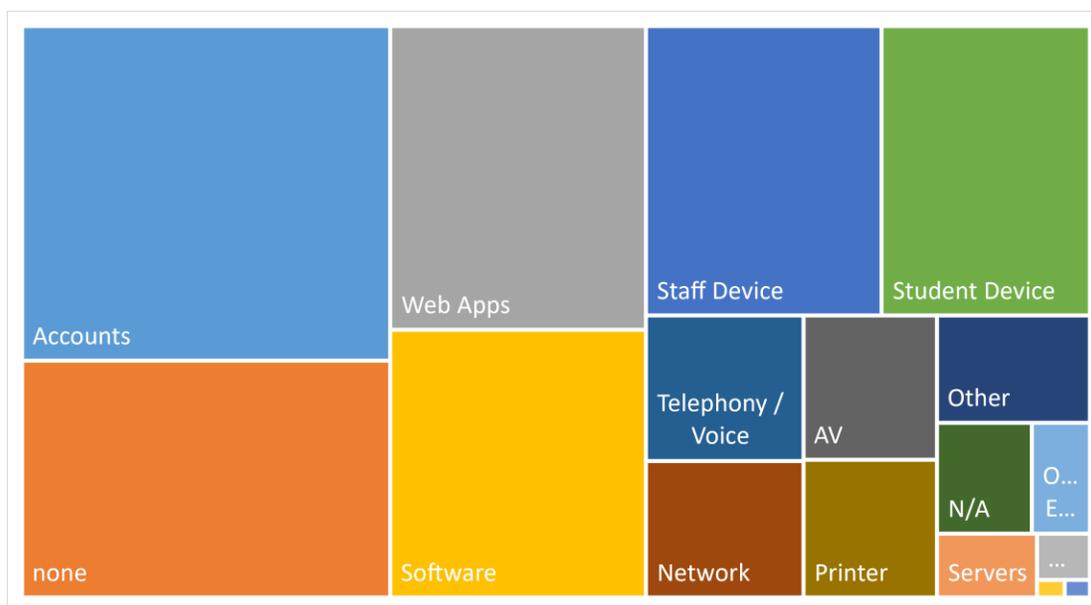
Service Desk Ticket Resolution Times (Mean Time to Repair)

The chart below shows the mean time to repair. This is the average time it takes to resolve a ticket and is a key performance metric.



Service Desk Top Incidents by Category

The graphic below is a treemap of the top incident categories for the 2022-23 school year. A majority of our tickets are password resets which are categorized under Accounts. We are trying to focus on enabling staff to reset their own passwords to reduce this volume.



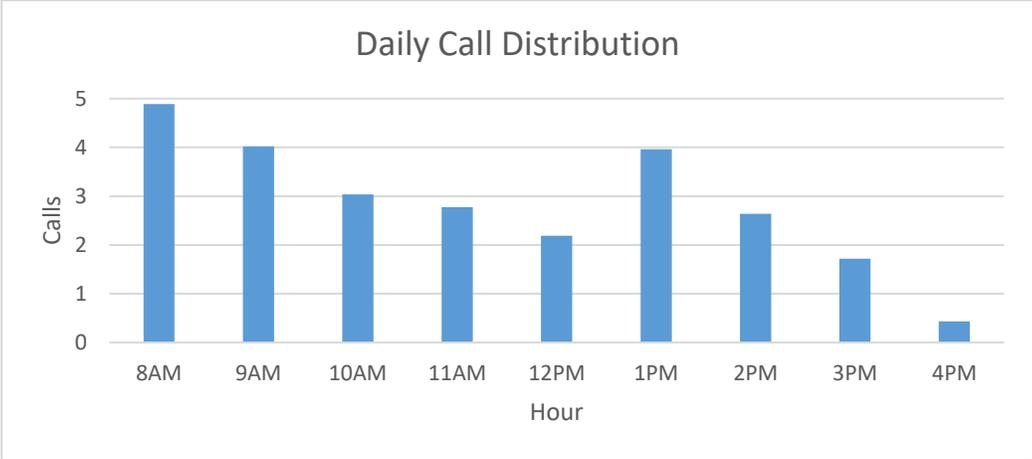
Service Desk Phone Call Statistics

In November 2023, we implemented a new Service Desk phone system to improve the customer experience when contacting the IT Service Desk by phone. This new system allows us to gather call metrics as well as provide customers with information such as their wait position in the queue.

Abandoned calls are users that hang up before speaking with the service desk analyst. We have excluded the abandoned call data where the call was abandoned with a time of 0:00 minutes.

We have averaged approximately 116 calls per week with an average wait time for the call to be answered of less than one minute. The average duration of each call is just over five minutes. This metric will continue to be monitored and reported.

Service Desk – Weekly Average				
Calls	Abandoned	Abandoned %	Average Wait	Average Talk
116.5	20.8	17.87%	0:00:49	0:05:09



Strategic Priorities and Progress

The *Regina Public Schools 2023-2027 Strategic Plan* includes an IT focused goal and a series of actions to guide our work over this year and the next three years.

The section below lists the goal and actions, and provides a summary of progress to date over the first four months of the four-year plan.

Goal 4.3 LEVERAGE TECHNOLOGY TO INFORM, ENGAGE, CONNECT AND PROTECT

Action 4.3.1 Develop and implement information technology services standards and processes to support reliable service delivery and strengthen accountability.

Progress to date:

- Implemented a new call queuing system that provides staff with information on where they are in the call queue and provides IT with reporting.
- Researched and purchased new Service Desk ticketing system called FreshDesk. Implementation is underway and the new platform will assist with streamlined access to IT support, improved visibility for RBE staff and IT into support tickets and improvements in IT efficiencies and reporting.

- ITIL 4 Foundation training for all IT staff. ITIL 4 is a framework for IT service management that provides an end-to-end operating model around technology-enabled products and services.

Action 4.3.2 Develop and implement information technology hardware and application standards to ensure reliable and sustainable technology for students and staff.

Progress to date:

- Numerous system and software upgrades have been completed to ensure reliability and sustainability. Highlights include:
 - A student device refresh of 850 laptops and 500 desktops in all High Schools. (Summer 2023)
 - A copier and printer refresh of 300 devices alongside a new print management solution. (Summer 2023)
 - A major Oracle financial platform update was completed after 14 months of planning and testing. (December 2023)
 - 700 VoIP phones were refreshed and back-end infrastructure was updated to continue secure functionality. (December 2023)
 - 125 staff-issued mobile phones were upgraded. (December 2023)

Action 4.3.3 Develop and implement enhanced information technology security standards.

Progress to date:

- The external cybersecurity assessment by MNP continues to guide our work. Areas defined as high priority will continue to be the focus for the short to mid term.

Security Element	Description	Status
Multifactor Authentication	<ul style="list-style-type: none"> • MFA was setup on 8 additional services. • Work and discussion has happened on other hosted services used by Regina Public Schools. 	Complete/ Contining
Vulnerability Scanner	<ul style="list-style-type: none"> • A scanning tool is continuously monitoring our servers. • IT staff will be alerted for critical vulnerabilities. • Vulnerabilities and threats will continue to change weekly/daily/hourly. • Expanding the tool to monitor additional device types will continue. 	In Progress/ Continuing
Penetration Testing	<ul style="list-style-type: none"> • Collaboration with security experts on scoping penetration testing was completed. • RFP for the completion of a penetration test is underway. 	In Progress
Security Awareness Training	<ul style="list-style-type: none"> • KnowBe4 platform was setup and Security Awareness training was assigned to all staff. • Staff were allocated 30 minutes at the start of the school year to complete the training. 68% of staff (2200+) completed. • Phishing simulation campaigns were also started as a training method to detect and delete phishing emails. 	Complete/ Continuing

Strong, Secure Configuration Standards	<ul style="list-style-type: none"> • Server security hardening standards are documented. • Reviewing and expanding hardening standards to servers and additional IT infrastructure and applications is in progress. Guidance on security benchmarks and proper security controls in underway (CIS Center for Internet Security - Controls Security Framework). 	In Progress
Unsupported Systems	<ul style="list-style-type: none"> • An additional Server Operating System version reached end of support in October 2023. All affected IT servers were upgraded to a supported Server OS version. The 3 remaining unsupported servers will be decommissioned in February and March. • IT is continuing to work with other RBE departments around unsupported systems. • Windows laptops and desktops continue to be in progress of being updated to the latest version of Windows 10. 	In Progress
Account Management Best Practices	<ul style="list-style-type: none"> • New account management tool project kick-off meeting scheduled for February 26, 2024. • The new tool will focus on improving account onboarding and everyday account management of ~30,000 accounts. 	In Progress
Backup and Recovery	<ul style="list-style-type: none"> • Backup architecture was redesigned to ensure backup immutability so backups are not vulnerable to any attacks. • New backup hardware configuration complete. • Researching audit and compliance tool offered by backup solution to be able to report to auditors. 	In Progress
Centralized log collections system with alerting and monitoring.	<ul style="list-style-type: none"> • Security Information and Event Management (SIEM) solutions researched. • Managed Security Operations Center service researched and information compiled for future RFP. • Provincial option now in discussion. 	In Progress

Action 4.3.4 Improve client service by developing and implementing service standards and updating Service Desk tools and processes.

Progress to date:

- New Service Desk tool will be implemented in February 2024. The new platform will assist with streamlined access to IT support, improved visibility for RBE staff and IT into support tickets and improvements in IT efficiencies and reporting.
- All staff have been approved for ITIL Foundations v4 training which is a framework for IT service management that provides an end-to-end operating model around technology-enabled products and services.

- When the new service desk software goes live in February 2024, there will be Service level Agreements (SLAs) that measure response times and resolution times to improve reporting abilities and customer service experience.
- Implementation of customer satisfaction surveys will be deployed with the new service desk tool to assist in achieving a higher level of customer satisfaction.

Key Risks and Mitigation Strategies

- Cyber security attacks continue to be a risk for all organizations including Regina Public Schools.
 - Current mitigations to assist in preventing a cyber attack are:
 - Continual improvement and expansion of Multifactor Authentication (MFA).
 - Implementation of a vulnerability scanning tool to monitor and alert for known vulnerabilities.
 - Implementation of strong, secure configuration standards.
 - Upgrading/Decommissioning of unsupported systems.
 - Security awareness training.
- Inflationary Cost Increases.
 - Costs for hardware and software continue to increase. This poses a risk for being able to maintain current hardware levels and current software.
 - Current mitigations:
 - We consistently release RFPs when acquiring new hardware to ensure that we are getting the best price.
 - We evaluate current technology in consultation with users to determine if there is a more cost effective solution.
- Succession Planning for IT Staff.
 - Mitigation plan for IT staff succession planning is to have each person in each position create documentation for regular tasks that are defined in the job description.
- Aging hardware and software.
 - Mitigation plan for dealing with the aging hardware and software is to define a hardware and software refresh lifecycle to ensure that devices and software are refreshed regularly.

COMMUNICATIONS

Administration will provide an IT Services Accountability Report to the Board of Education annually in February.

PREPARED BY	DATE	ATTACHMENTS
Aaron Baumgartner, Superintendent of IT Services	February 6, 2024	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No



BOARD MEETING DATE: FEBRUARY 13, 2024

TOPIC: SRO PROGRAM REVIEW UPDATE

FORUM

INTENT

- Open Session
- Closed Session

- Delegation / Presentation
- Decision
- Discussion
- Information

BACKGROUND

The School Resource Officer (SRO) program has been in place in Regina schools for more than 40 years. In mid-2022, the Public and Catholic school divisions tendered for consulting services to undertake a formative and summative review of the program. The [full report](#) provides a detailed examination of the SRO program, its goals, costs, program statistics, as well as survey and focus group results. A series of observations for the future is provided to update and strengthen the SRO program.

The purpose of this item is to define a path forward to complete the work outlined in the report in a collaborative and accountable manner.

CURRENT STATUS

The [SRO report](#) provides a wealth of data that identifies both strengths and challenges with the SRO program and provides a solid, quantitative foundation to build from. Regina Public Schools' Administration is committed to focused and sustained attention to ensure the program is meeting objectives and operating in a manner that is consistent with Regina Public Schools' shared values. In doing this work, Regina Public Schools is committed to working collaboratively with Regina Catholic Schools and the Regina Police Service.

Follow up work is underway on many areas listed below including a focus on culturally appropriate efforts toward Indigenous and racialized students, gender diverse students, students who are members of the LGBTQIA2S+ community, students in vulnerable circumstance, and marginalized populations.

Some specific areas include:

- Designing a robust governance model, including a student advisory body
 - Have developed a Steering Committee.
 - Have developed a Leadership Committee.
 - Will have a Student Advisory Committee and multiple other student focus groups to gain student voice.
- Refining the role of SROs, with priority on student relationship building
 - Will be developing a mission and goals for the program going into the future.
 - Will identify specific and strategic actions to build trust.
 - Will be developing a communication strategy so that everyone knows and understands the mission, goals, and purpose.

- Reviewing and recommending enhancements to SRO recruitment, hiring and training practices
 - Will be developing competencies and skills necessary for success.
 - Division representation and input in the SRO selection and hiring process.
- Implementing a systematic approach to regularly monitor (at least annually) and evaluate the impacts of the SRO program
 - Through student forums and a Student Advisory Committee.
 - Regularly collect qualitative data through surveys.
 - Monthly statistical report will be provided.
 - Annual review of identified measurables for the goals and objectives.
- Collaboration among DEI leaders in Regina Public Schools, Regina Catholic Schools, and the Regina Police Service
 - All partners will work together on training and investigate shared training opportunities.
 - DEI leadership from each partner organization are represented on the Leadership Committee.
- Conducting a full review every three to five years including developing alternative approaches to the SRO program if reforms do not produce the desired results
 - A schedule for full reviews will be determined.

Regina Public Schools’ DEI staff and Diversity Committee are well positioned to lead this work for Regina Public Schools and are representing us on the Leadership Committee.

COMMUNICATIONS

The [SRO report](#) is posted on the Regina Public Schools website. Updates will be provided to the Board of Education, including at the February and June 2024 Board meetings.

PREPARED BY	DATE	ATTACHMENTS
Darren Boldt, Director of Education/CEO	February 9, 2024	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No