

Centralized IT Services Model

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Schools districts, as multifaceted entities, are comprised of instructional program services, transportation services, food services, financial services, human resource services, facility services, and more. An essential component for each of the preceding is technology; and, how technology is governed and where it is organizationally is a critical issue for organizational success.

Bill Rust, Gartner Researcher, identified three primary IT service areas:

- Curriculum and instruction support
- Administrative and business systems
- Communication and delivery

Successful educational organizations leverage all three services areas, eliminate duplication of efforts, and eliminate conflicting priorities across the organization. This is accomplished by utilizing a centralized IT organization model leveraging primary service areas with oversight from a cabinet-level position. The top-level IT department leader, whatever their title, in each organization must be a cabinet-level position participating in developing district strategies. The role of this top-level leader is to leverage this critical position to make sound technology decisions supporting the goals and priorities of the organization. He/she must:

- avoid instances of IT-centric strategies by acting dispassionately to lead and manage IT service
- advocate for providing resources to the various business services aligned to organizational goals and priorities.

Learn more about Centralized IT Organizational Models including key findings, recommendations, an example organization chart, and descriptions of IT department areas of responsibilities by requesting the complete, original Gartner Article as outlined at the bottom of this page.

**Individual copies of the original, complete Gartner Research Report may be requested through [TechConnect](#), the Education IT Peer Networking Community (a service of the San Diego County Office of Education). Log on to your [TechConnect](#) account and join the [Information Technology Research Community](#) to request your individual copy. For more information or to join TechConnect, visit <http://www.techconnectk12.org>*

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Rust, B. (2010, June 23). A Centralized IT Organization Model for K-12 Education. *Gartner Research, G00201514, 1-6.*