Managing Large-scale ICT and Public Education Innovative Programs

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**Preliminary:** Putting major technological innovations into practice in order to improve service effectiveness in large public systems is a complex challenge. The challenge is more so in public education systems, as the introduction of a major new technological shift must be combined with forceful pedagogical changes and harmonized with new governance models. This interactive collaborative session will contribute to the knowledge basis about the management of such manifold integrated transformations.

One of the cases to be discussed is the Knowledge Network (in Portuguese: Rede do Saber), an innovative solution, developed and implemented by the São Paulo (Brazil) State Government. This solution aims at the rationalization, with quality gains and high achievement, of the on-the-job continuing education of the 300 thousand teachers, school principals and other professionals of the state public education system (with six million students from K1-12). Operating since 2003, the Network covers all 90 directorates of the Secretary of Education, which are in charge of schools throughout São Paulo’s 645 cities. The Knowledge Network has the capacity to care simultaneously for circa 11 thousand professionals in each period (morning, afternoon, evening), in a highly interactive environment. It comprises: (i) 273 locations, with 91 points-of-presence distributed in 78 cities; each location has areas for videoconferencing, for IT laboratories and for a multimedia learning space – totalizing more than two thousand computers and 850 television and sound devices; (ii) 13 program generating studios, six of which are located in partnering universities; (iii) 5200 points of videostreaming reception, installed in the teachers’ room of every state school, with dedicated configuration. The Knowledge Network is structured in four interacting functional areas: content, media, operation, and management. This and other projects developed by Fundação Carlos Alberto Vanzolini’s Management of Technologies applied to Education area since 2000 led to a general methodology to jointly deal with the technical, pedagogical, and managerial dimensions of technology-based innovation in large public education systems.