

Frankie Jackson's Curriculum Vitae

EDUCATION

- M.S. in Instructional Technology, December 1997 - University of Houston
- B.A. in Computer Information Systems, December 1984 - University of Houston
- B.S. in Holistic Childcare, March 2007 - American Institute of Holistic Theology
- Ph.D. in Metaphysics, October 2003 - American Institute of Holistic Theology

CERTIFICATIONS

- The Cybersecurity Framework for Education, Certified Cybersecurity Rubric Evaluator (CCRE), March 2023
- National Institute of Standards and Technology (NIST) Cyber Security Practitioner (NCSF), January 2021
- John Maxwell Leadership Mentor, Coach, Trainer and Speaker, March 2019, The John Maxwell Team
- Certified Education Technology Leader (CETL), July 2013, Consortium of School Networking
- Certified Professional Coach, July 2010, Fowler Wainwright International Institute
- Registered Texas School Business Administrator (RTSBA), April 2008, Texas Association for School Business Officials
- Baldrige Quality Principles and Examiner (National Institute for Standards and Technology), 1993 - NASA Johnson Space Center

HONORS / AWARDS

- Recognized in 2024 as the Global Excellence Award Winner: EdTech Leader of the Year 2024
- Recognized in 2023 as one of the top 5 Education Technology Leaders in the nation ([The EdTECH Awards 2023 Finalists and Winners - National U.S. Leaders category](#))
- Recognized in the Top 100 Influencers ([State of EdTech Digest](#)) for 2003
- International Chief Technology Officer (CTO) Women in Information Technology - [Top 10 List](#), 2019-2020
- Chief Technology Officer (CTO) of the Year Honoree ([www.CoSN.org](#)), 2019
- Chief Technology Officer (CTO) of the Year ([Texas Grace Hopper Award](#)), 2019
- National Consortium of School Networking (CoSN) VIP Hall of Fame, 2014, 2015, 2016, 2017, 2018, 2019
- Trusted Learning Environment (TLE) Seal award, 2019
- National Consortium of School Networking (CoSN) Volunteer of the Year, 2018
- Texas Association for School Business Officials (TASBO) [Commitment to Excellence Award](#), 2016
- Cypress Fairbanks ISD Hall of Fame, 2014 and 2016
- Texas K-12 CTO Council, Team of the Year, 2015
- Texas Association for School Business Officials (TASBO) [Performance Excellence Program Award](#), 2010
- TASBO Board of Directors (2009-2013) and [Excellence](#) (2012)
- Texas K-12 CTO Council, Chief Technology Officer of the Year, 2010
- Malcolm Baldrige Quality Award and George M. Lowe Award ([NASA Johnson Space Center](#)), 1993-1994

WORK EXPERIENCE

Cybersecurity Coalition for Education (2022 - current)

- Serving as the Project Lead for the Cybersecurity Coalition for Education, and a Contributing Partner.
 - Participate in strategic steering meetings, contribute resources, and expand reach within K-12.
- Serving as the Certified Cybersecurity Rubric Evaluator (CCRE) Advisory Council Chair.
- Developed the Cybersecurity Framework for Education, including serving as the Subject Matter Expert (SME) for the instructional content used to create the cybersecurity rubric for education and the Certified Cybersecurity Rubric Evaluation (CCRE) training program.

K-12 Chief Technology Officer (CTO), Success Partner, and Trusted Technology Thought Partner (2019-current)

- Transitioned into an independent K-12 CTO role after serving 25+ years in public education which now presents an opportunity to write, speak and consult at the state and national levels ([www.frankiejackson.net](#)) and ([www.cetlgroup.org](#))
- Partnering with leaders to develop education technology services and solutions in the following areas: school district leadership, associations that support K-12 technology leadership, education market sector solution providers and developers, school technology services teams and chief technology officers, and aspiring women pursuing technology leadership positions.
- Provide support services focused on helping Chief Technology Officers (CTOs), aspiring CTOs, technology leaders, education trustees and strategic partners of the academic community build and transform trusted learning environments, cybersecurity improvement initiatives, technology leaders and teams, and K-12 systems, products, solutions and services.
- Serve as a technical advisor with leading K-12 technology strategic partners and solution providers.
- Conduct K-12 organizational technology assessments, completing 25+ reviews and reports, through the Texas Education Technology Leaders, CoSN Peer Review initiative, the Texas Association for School Business Officials (TASBO), and independently as a success partner.

Instructional Course Facilitator and Subject Matter Expert for the Consortium of School Networking (CoSN), (2015-present)

- Serve as an online, virtual CoSN course facilitator for the Information Technology Project Management (PJM) for School System Leaders and Certified Education Technology Leader (CETL) program courses.
- Serve as a CoSN project director, supporting large districts, cybersecurity, policy, peer reviews, advanced professional learning, the CETL framework, and various strategic initiatives.
- Serve on the CoSN Advanced Professional Development committee.
- Serve on the CoSN Cybersecurity Advisory Committee.
- Serve as a mentor for CoSN's CTO Mentoring Academy for Aspiring CTOs.
- Served as an organizational technology assessor for CoSN's technology organization peer reviews.
- Served as the project director for the CoSN - Verizon Innovative Learning Schools (VILS) Sustainability Planning partnership program with Digital Promise.
- Provided project consulting and coordination for CoSN's Great Minds Series Designed for Large District EdTech Leaders.
- Developed the CoSN Cybersecurity Game as a joint initiative with Dell Technologies, Advanced Learning Partnerships, and CoSN.

Director of Strategic Initiatives for the Texas Education Technology Leaders (TETL) - formerly the Texas K-12 Chief Technology Officer (CTO) Council (August 2019 - June 30, 2022)

- Designed, organized, managed, and facilitated special initiatives and related professional development for the [Texas Education Technology Leaders \(formerly Texas K-12 CTO Council\)](#). Serving as a consultant and success partner, coordinated with the Executive Director and Board of Trustees, and the Leadership Development Committee, to design focused content training, webinars, videos, online content, and face-to-face training.
- Designed, facilitated and led Cybersecurity workshops for TETL members. The emphasis included supporting the National Institute for Standards and Technology (NIST) Cybersecurity Framework (that the Texas Education Agency has adopted) and state legislation.
- Led focus groups for TETL members that are developing a [Trusted Learning Environment](#) (TLE) in their school systems. This includes working with school district CTOs to develop practices in the areas of leadership, business, data security, professional development, classroom and the Texas Cybersecurity Framework (TCF). The Trusted Learning Environment (TLE) seal is a mark of distinction for school systems, signaling that they have taken strong and measurable steps to help ensure the privacy of student data.
- Led leadership study groups for TETL members for those interested in pursuing certification in CoSN's Certified Education Technology Leadership (CETL) program.

Advanced Learning Partnerships, (2019-2023)

- Served as a featured consultant to support the development of instructional content including CoSN's IT Project Management coursework, Cybersecurity Curriculum and Instruction, including developing the CoSN Cybersecurity Game and Iowa City and North Carolina's student-led service desk programs.

Texas Association for School Business Officials (TASBO), (1995-present)

- Develop instructional content for TASBO's Information Technology Management (ITM) strand including Cybersecurity, Performance Excellence, Student Cloud Privacy Technology Issues, Management Technology Results, Process Management, Technology Planning, Technology Leadership and Workforce Improvement
- Serving as a TASBO instructor and mentor.
- Serving as the co-chair of the TASBO Information Technology Management (ITM) committee.

Cypress Fairbanks Independent School District, Houston Texas (2013-2019)

- As the former CTO and assistant superintendent for one of the largest K-12 school district in the nation, led a team of 150+ technology professionals in all facets of education technology systems and services with 116,000 students and 100+ schools while transforming a \$1.2 billion dollar school system upgrade and building one of the largest, nationally recognized networks in the nation (based on CoSN's Smart Education Network Design (SEND) network blueprint).

Goose Creek Consolidated Independent School District, Baytown Texas (1994-2013)

- Served as the Chief Technology Officer for 19 years bringing a team of 80+ technology professionals from a level 1 to a level 5, based on the Malcolm Baldrige education criteria earning the highest team award in the state of Texas in 2011. Also, successfully led five (5) technology bonds valued at 500+ million dollars, all under budget and ahead of schedule.

EPIC Interactive Technologies, Webster Texas (1997-2005)

- Vice President of a startup company focused on web-based, process, performance management software with a team of 10+ information technology developers. Experienced the initial public offering (IPO) expansion and went public with shareholders and professional investors.

Unisys, Space Transportation Shuttle and Station Operations at NASA, Houston TX (1986-1994)

- Software engineer, supervisor, director then program manager for the Safety, Reliability, Management and Quality Assurance contract at NASA's Johnson Space Center supporting the mission operations of the space shuttle and operations contracts

McDonnell Douglas, Space Shuttle Operations at NASA (1984-1986)

- Software engineer developing management information systems software for astronauts supporting the mission operations director of the space shuttle contract.

VOLUNTEER SERVICE and INTEREST

A21 - Abolish Human Trafficking in the 21st Century (October 2016 - present)

- Serve on the Board of Trustees for the Baytown chapter, a nonprofit organization, fueled by the hope that everyone everywhere will be free and restored from human trafficking.

Bay Area Homeless Shelter (September 2013 - present)

- Serve on the Board of Trustees, providing homeless shelter services for low-income clients in the Houston areas. Volunteer to oversee the staff and shelter technology operations. Serve as the chair of the Technology Committee and the liaison to the Bay Area Homeless Shelter Junior Board.

Beta Sigma Phi (September 2007 - present)

- As a charter member of the Beta Lambda Kappa chapter of the Beta Sigma Phi international women's sorority, serve in many leadership positions, including president in 2007-2008 and 2019-2020.

MEMBERSHIPS / AFFILIATIONS

Texas Association for School Business Officials (1995-present)

- Information Technology Management certification instructor and mentor (1995-present)
- Vice-Chair of Professional Certification (2016-2020)
- Information Technology Management committee leader (2003-2006 and 2018-present)
- Information Technology Management instructional content developer and subject area content expert (2003-present)

Association for School Business Officials (2017-present)

- Information Technology subject area content expert

Texas Education Technology Leaders (formerly Texas K-12 CTO Council), 2008-present

- Board of Director for large district representative and membership (2017-2019)
- Leadership Advisory and Development Chair (2017-2021)
- Mentorship Development and Program Chair (2017-2021)
- Trusted Learning Environment (TLE) Focus Group Leader (2016-2022)
- Cybersecurity Leader and Workshop Facilitator (2020-present)
- Certified Education Technology Leader (CETL) Focus Group Leader (2018-present)
- Council Chair (2014-2016)
- Mentor and Consultant (2019-present)

Consortium of School Networking (2008-present)

- Certified Education Technology Leader (CETL) facilitator, mentor and ambassador (2015-present)
- Project Management instructor and content developer (2019-present)
- Project Director (2021-2023)
- Driving K-12 Technology Innovation Advisory Board (2019-present)
- Policy Committee (2016-present)
- Cybersecurity Advisory Committee (2021-present)
- Advanced Professional Development Committee (2015-present)
- SMART Education Network by Design (SEND) Advisor (2015-2018)

American Productivity and Quality Center (APQC), (1997-2017)

- Mentored by Jack Grayson, CEO and founder of the APQC. Supported Dr. Grayson in the alignment of the APQC and the Malcolm Baldrige Education quality criteria in defining the APQC Education Process Classification Framework. Presented with Dr. Grayson at the Washington D.C. Press Club and with the APQC on other occasions, proposing to bring greater effectiveness and efficiencies in K-12.

Baldrige Quality and Performance Excellence (NIST), (1986-present)

- Through rigorous quality and performance excellence training using the Malcolm Baldrige National Institute for Standards and Technology, served as a Baldrige quality examiner while supporting NASA at the Johnson Space Center. Leading Unisys Space Transportation and Station Operations to a finalist (top 5 in the nation) and winning the George M. Low award in 1993, practiced the Baldrige performance excellence principles over a 25-year period serving in K-12 education technology leadership.
- Developing a NIST Education Cybersecurity Framework in partnership with CissatLab, Education Networks of America (ENA), CoSN, and others in a national level coalition to improve education cybersecurity practices of schools using the NIST process maturity framework and roadmap for improvement endorsed by education practice partners. Objectives include building an education focused framework for cybersecurity standards, building an assessment rubric achievable for most schools, and building training resources for professionals to audit the assessment rubric.

PUBLICATIONS and EDETECH LEADERSHIP PARTICIPATION in 2022-2023

- EdTech Magazine, November 11, 2022, How to Measure ROI to Show the Value of Ed Tech Purchases.
- FETC 2023 Session - K-20 Education Cybersecurity Framework Project (NIST-EDU) - 01-23-23
- FETC 2023 Session - Shock and Awe! Technology Strategies & Tactics - 01-25-23
- FETC 2023 Session- Getting Results! Accessibility, Scalability, Sustainability, Productivity - 01-25-23
- CoSN 2023 Session - March 19, 2023, Early Career Academy CoSN Session
- CoSN 2023 Session - March 19, 2023, Large District Summit K-12 CVAT: K-12 Community Vendor Assessment Tool
- CoSN 2023 Session - March 21, 2023, Project Management for IT School Leaders
- CoSN 2023 Session - March 22, 2023, Show Me the Data
- CoSN 2023 Session - March 22, 2023, Defend Your District Like a Pro: CybersecurityRubric.Org
- ISTE 2023 - Future Forward Forum: Supercharging Your Digital Learning Plans, June 26, 2023
- ISTE 2023 - The New K-12 Cybersecurity Framework for Education Using National Technology Standards, June 27, 2023
- ISTE 2023 - Building Cybersecurity Leadership Capability One Game at a Time, June 26, 2023
- ISTE 2023 - Five Things Today's New EdTech Leaders Should Know, June 28, 2023
- ISTE 2023 - Pop Quiz Therapy: Building YOUR Tech Leadership Skills, June 28, 2023
- TCEA Conference Session - January 30, 2023, Cybersecurity and Building Trusted Learning Environments in School Systems, January 31, 2023.
- TCEA Conference Session - Strategies to Improve Trending Underrepresentation in Ed Tech Leadership, January 31, 2023
- TCEA Conference Session - Futureproofing the CTO Role, February 1, 2023
- TCEA Conference Session - Shock and Awe! Technology Strategies and Tactics, February 2, 2023
- TASBO Certification Course Instruction - Taught Information Technology Management Cybersecurity 6 hour course and participated in conference activities - February 14, 2023
- TASBO Conference - Learning session - Purchasing and Data Sharing Agreements, February 15, 2023
- NYSATE CTO Conference - Defend Your District Like a Pro, May 3, 2023
- Texas Education Technology Leaders (TETL) Summer Conference, June 21, 2023 - Measuring K-12 Cybersecurity Effectiveness Using the New Cybersecurity Education Framework/Rubric
- Texas Education Technology Leaders (TETL) Summer Conference, June 21, 2023 - The New K-12 Cybersecurity Framework for Education Using National Technology Standards

PROFESSIONAL INTERESTS

- I am passionate about working on education technology leadership projects that shape school system transformation and strategies to provoke significant change and action in the K-12 education community.
- Working in the K-12 education technology ecosystem, serving students, staff, leaders, teams, and service providers comes natural for me, so it's easy. I have a strong desire to serve in this ecosystem because it is what I do. I'm in this position for the *impact and outcome not for the income*.

Unique Value Proposition

- My unique value proposition in the K-12 education ecosystem is technical and leadership expertise combined with performance excellence frameworks including quality management Baldrige education and service categories, the skills of CoSN's CETL program, ITIL service management, the methodologies from best practices of the APQC and the information technology elements of ASBO and TASBO. As a John Maxwell certified coach and mentor, I offer a distinctive blend of soft skills which is often needed in the field of technology. As a lifelong learner, last year obtained the National Institute of Standards and Technology (NIST) Cybersecurity Practitioner certification.
- Gallup Clifton Strengths: [Strengthfinder Results](#)

PERSONAL INTERESTS

Self-published two books:

- Motivating Messages of Mothers of Teenage Daughters, 2005
- Ease Your Mother's Heart, 2006. Currently republished under a new title, What REALLY Makes Mothers Happy.

Marriage Officiant

- Minister and Officiant through the American Marriage Ministries (2022)

Writing in two categories:

- Transformational leadership, technology leadership, education improvement, and process, performance leadership.
- Family relationships, specifically mother-daughter relationships, inspired by transformational, leadership, and motivational topics for my daughters.

Other interests include reading, video editing, taking care of elderly family members, running, personal fitness, and spending time with husband since 1983, three daughters (Kendall, Keryn, and Karyn - born in 1987, 1990, and 1993 respectively), and granddaughters (Dahl and Klark) and two grandsons (Dex and Kirk).

Short Bio:

Frankie Jackson is a nationally recognized Chief Technology Officer (CTO) in K-12, leading education technology initiatives for 30+ years at the state and national levels, working in large districts with students between 25K-118K. Frankie is regularly featured in national publications such as District Administration, EdSurge, EdTech, Tech & Learning, edScoop, ASBO, Education Week, and eSchool News. More information about her background is available at [www.cetlgroup.org/about-me.html](#).

Longer Bio:

Frankie Jackson is a nationally recognized Chief Technology Officer (CTO) in K-12, leading education technology initiatives for 30+ years at the state and national levels, working in large districts with students between 25K-118K. Frankie is the project lead and senior advisor for the development of the cybersecurity framework for education and instructional content for the Certified Cybersecurity Rubric Evaluator (CCRE) training course to certify professionals as cybersecurity evaluators. She serves on the Consortium of School Networking (CoSN) advisory board for Driving K-12 Innovation, authors educational technology instructional content, and is a subject matter expert for the Certified Education Technology Leader (CETL) program.

Frankie presents at national and state-level conferences and has regularly been quoted in national publications such as District Administration, EdSurge, EdTech, Tech & Learning, edScoop, ASBO, Education Week, and eSchool News.

Her unique value proposition in the K-12 industry is her technical and leadership expertise combined with performance excellence frameworks, including the National Institute for Standards and Technology (NIST) Baldrige Education program, the essential skills of CoSN's CETL program, Information Technology Management Cybersecurity Library (ITM) service management, the methodologies from best practices of the American Productivity Quality Center (APQC) and the information technology elements of American School Business Officials (ASBO) association.

Additionally, Frankie is a John Maxwell certified coach and mentor, which provides a distinctive blend of soft skills often needed in the technology field. Before entering K-12 education technology, she spent the first ten years of her career as a software engineer at NASA supporting Space Shuttle and Station Operations. Quickly moving up in the organization, she became a NIST Baldrige quality examiner and program manager for the safety, reliability, and quality assurance contracts.

Frankie holds a B.A. in Computer Information Systems, an M.S. in Instructional Technology, and a Ph.D. in Metaphysics. She is working on a new book focusing on the critical aspects of transformational K-12 technology leadership and performance excellence. Frankie's curriculum vitae is available [www.cetlgroup.org/about-me.html](#).