AUSTIN PUBLIC SCHOOLS
INSPIRE • EMPOWER • ACCELERATE

DATE: September 8, 2025
TITLE: Technology Services
TYPE: Information
PRESENTER: Amy Thuesen, Director of Technology

BACKGROUND:
Technology Services designs, implements, and supports the technology infrastructure and resources in this district. This includes network and communications, hardware and software, and technology training and integration.

Technology Advisory Team
- This team will resume meeting this fall for the 25-26 school year. Our focus this year will be: updating the district Acceptable Use Policy, building stronger communication between the district and community/families re: technology, and gathering feedback on digital and generative AI literacy needs.

Support and resources to ensure a safe and welcoming learning environment
- Our new cybersecurity software, deployed at the end of last school year, is already proving valuable as we enter the new year with the goal of preventing cyber incidents.
  - Endpoint Management for Staff Devices: This is enabling us to find malware, viruses, and other nefarious online activity in the early stages, instead of after it has impacted the device.
  - Microsoft Cloud Security: This new feature can detect many phishing emails and remove them before they are seen by users. It also notifies, and can even quarantine, staff and student accounts that have been compromised.
  - Applocker for Student Devices: This new Microsoft tool enhances our ability to manage student devices, particularly by preventing rogue app installations. While this has caused some friction with unique apps used in APS and PSEO courses, we are actively collaborating with partners to resolve compatibility issues where possible.
- Our Ed Tech Specialist is working closely with new teachers to support their integration into the district's tech ecosystem as the school year begins.

District-wide MTSS & Packer Profile
- We delivered the second in our series of Generative AI trainings to AHS staff, continuing our commitment to responsible and effective use of AI in education.
- We were able to meet with staff in most of the elementary buildings for a "back-to-school tech training" where we discussed updates to learning management platforms, digital literacy, Packer Profile artifact collection, and generative AI tools and best practices.

- We are partnering with the Teaching and Learning department to transition to an online staff development platform. This will streamline scheduling and tracking of trainings and CEUs.
- Tech Services also collaborated with other departments to establish a new Instructional Leadership Team. This initiative aims to improve consistency and communication around instructional practices across the district.

Excellence in Resource Management

- In the first five days of the school year, we successfully deployed 5,100 student devices – this included brand new iPads for all K-4 students and brand new laptops for all 5th and 9th graders. While there were a few issues during deployment, overall it went well considering how many new devices entered the system.
- During the time between August 11, when teachers returned to work, and Friday, August 29, the Help Desk took 326 support calls and technicians received 592 submitted support tickets. Our average ticket response time is 4.9 business hours, and our average ticket resolution time is 1.3 business days. Our goal is to respond to tickets within 24 business hours at least 80% of the time, and to resolve or escalate tickets within 3 business days at least 90% of the time. We are currently meeting that goal.

80.0 %
Response Time

93.0 %
Resolution Time

- We are reflecting on our back-to-school tech deployment process, particularly around staff and classroom technology at sites. Some loss and misplacement of technology occurred, and we are developing plans to address this in next summer's deployment cycle.
- Even though the 25-26 year just began, now is the time we are starting to plan for 26-27 student device purchases and network infrastructure replacement.