

Technology Report

November 2023 - Sam Rigby

Cybersecurity - I have concentrated efforts throughout November on improving our cybersecurity posture following the cybersecurity risk assessment I completed in October. Phase one involved hardening outside access to systems, patching known security loopholes, confirming data backups, and increasing individual user account security. Phase two will focus on documentation: written policies, inventory of systems, disaster recovery plans, and more.

Laptop Damage - Unless it is a quick fix, we generally will replace a damaged laptop with a spare from our ready-to-go inventory. This allows us to get a working laptop back in a student's hands as fast as possible. As we have time, we will process through our inventory of damaged laptops. We document their condition and determine which can be economically repaired.

Unfortunately, many of the damaged laptops have experienced physical damage to the screen. This results in repair costs ranging from \$400-500. The damage often occurs if a laptop is dropped or a foreign object is closed inside the laptop. We are also seeing screen damage that we believe is a result of a design flaw rather than careless use. We are currently working with Apple to determine if there is an opportunity for free or discounted repair on laptops with what appears to be internal screen damage.

Current and Ongoing Projects

- HVAC control server replacement
- Migration of select servers from the cloud to on-premise (cost savings)
- Accounting database hardware upgrades
- Student web filter enhancements
- Multi-factor authentication rollout for staff (cybersecurity enhancement)
- School Wifi access point upgrades