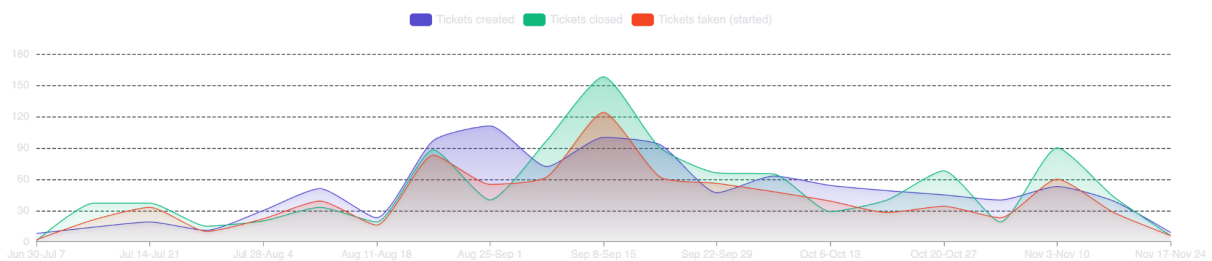


# Nov 25th Technology Board Report

As we move through the school year, our department continues to focus on infrastructure maintenance and security improvements. With the initial wave of beginning-of-year support requests now settled, we've been able to shift attention to long-term planning and system improvements.

## Helpdesk Tickets:



Our helpdesk tickets are steadying out now that the beginning of the school year rush is over, allowing us to focus on more strategic initiatives.

## Current Affairs:

### Infrastructure Maintenance:

**Camera Systems:** We have been addressing some camera failures across the district and are currently in the process of RMAing failed units and updating camera coverage.

**Phone Systems:** Roy Crawford is almost done with a comprehensive cell phone update and has done a really good job cleaning up our Verizon accounts and services.

**Printers:** This month proved challenging on the printer front, with multiple units experiencing issues across various buildings. Our team has been working through these maintenance requests to restore full functionality.

### E-Rate Funding Cycle:

We are working on this 5-year cycle of E-Rate funding with a focus on improving visibility into our network infrastructure. An important goal for this round is to clean up some of the legacy reliance on the Microsoft ecosystem, which will help modernize our systems and improve efficiency.

## Physical Security:

We have completed our audit of physical security systems and are in the process of cleaning up our access controls. This includes removing old accounts and reviewing individual door programming choices to ensure appropriate access levels across all facilities.

## User and Account Security:

The changes we made in user and account security, including the implementation of two-factor authentication (2FA) for elevated access privileges, have been paying off. We continue to see strong security posture across our systems.

## Looking Ahead:

Our department priorities for the coming months include:

- **Physical Controls Completion:** We are planning to have the physical security controls cleanup completed before Christmas.
- **iPad Planning:** Looking ahead to next year's iPad deployment and management strategies.
- **Network Security Improvements:** Cleaning up our firewall and network security configurations while working to increase visibility into our systems for better monitoring and management.