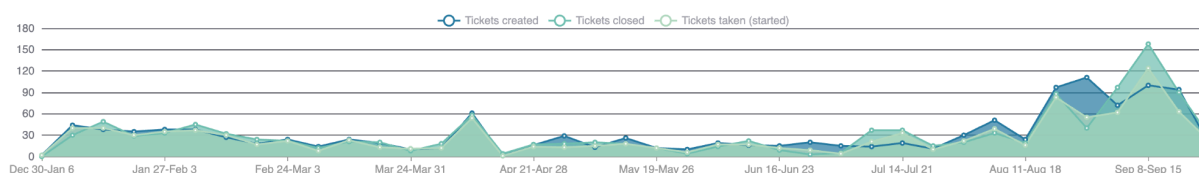


Sep 30th Technology Board Report

As we settle into the new school year, our department has made significant strides in device management and security improvements. Despite being shorthanded this year, we've successfully completed major undertakings of the summer and welcomed new team members to strengthen our operations. We are at the tail end of the wave of new school year related tickets and should be settling into a groove where we can take on some more in house cleanup.

Helpdesk Tickets:



Current Affairs:

Device Management:

Over the summer, we completed a comprehensive inventory of all 3,300 iPads - marking the first time this department has undertaken such an extensive audit since transitioning to a 1:1 device program. Despite operating with reduced staff this year, we achieved a faster iPad rollout compared to last year's deployment. Moving forward, we plan to meet with all tech mentors to further streamline this process and improve efficiency for future rollouts.

Staffing:

We welcomed Ron Ingraham as our new team member, and he is adapting well to his role and responsibilities within the department.

Cybersecurity Enhancements:

This month has seen several concerning phishing attacks targeting our systems. In response, we have implemented two-factor authentication (2FA) for all staff members with elevated system access privileges. This critical security measure adds an additional layer of protection against unauthorized access attempts.

We have initiated discussions regarding the implementation of comprehensive endpoint protection services that would include 24/7 Security Operations Center (SOC) monitoring. This

service would provide continuous threat detection and automated response capabilities on our behalf. The initial costs for this enhanced security infrastructure could potentially be covered through state cybersecurity grant funding for the first several years.

Looking Ahead:

As we continue to navigate the challenges of the new school year, our focus remains on strengthening our cybersecurity posture while maintaining efficient device management and support services for our educational community. The successful completion of our iPad inventory is going to help our effectiveness at managing such devices. We are now going through all buildings doing the same with chromebooks which would be the last end user device we need to inventory.