

Nome Public Schools Director of Technology Report

Jim Shreve
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Current / Completed project

All MacOS devices were graded for disposition, A handful of devices will be available for sale to staff, most of the MacOS devices will be disposed of to sell back programs or e-wasted. All iPad devices are converted to Mosyle, our new Mobile Device Management solution. JumpCloud was officially closed on 30JUN26 saving approximately \$12,000. With the closure of JumpCloud we converted PowerSchool to use Google for Identity Provider services for all Staff and Students.

E-Rate Category I (CAT-I) Internet Services: Conversion to our new Internet Service Provider (ISP) Microcom was completed the week of 22JUN26 with a go live date of the new service of 01JUL26. As with any full conversion we had a few periods with internet interruptions for District Office and Business Office Staff as some minor adjustments were made after install to peak tune services. I confirmed over 900 Mbps download and upload capabilities over multiple tests throughout the month of July. As mentioned in the June report, with this increase in bandwidth I have removed a number of the bandwidth conservation filters in place. Students will have more access to educational based videos that teachers can scope to their classes in the Hāpara classroom management system.

E-Rate Category II (CAT-II) Network equipment has been arriving throughout the Summer. Mr White and I have replaced 40 Access Points (APs) in the Elementary and Middle High School. I have replaced all Main Distribution Frame (MDF) and Intermediate Distribution Frame (IDF) switches at Nome Elementary School (despite a 15-hour marathon session from Sunday afternoon to early Monday morning, 2-3AUG26, after a vendor recommended replacement process locked the configuration files on all of these new switches). I plan to install the MDF server room virtual stack of switches at Nome Middle High School and the IDF virtual stack of switches in the District Office / ACSA area 08-09AUG26. We received the 38 remaining APs which will be prepared, provisioned, and installed prior to the first day of school. We are awaiting delivery of 5 IDF switches to complete the entire CAT-II cycle.

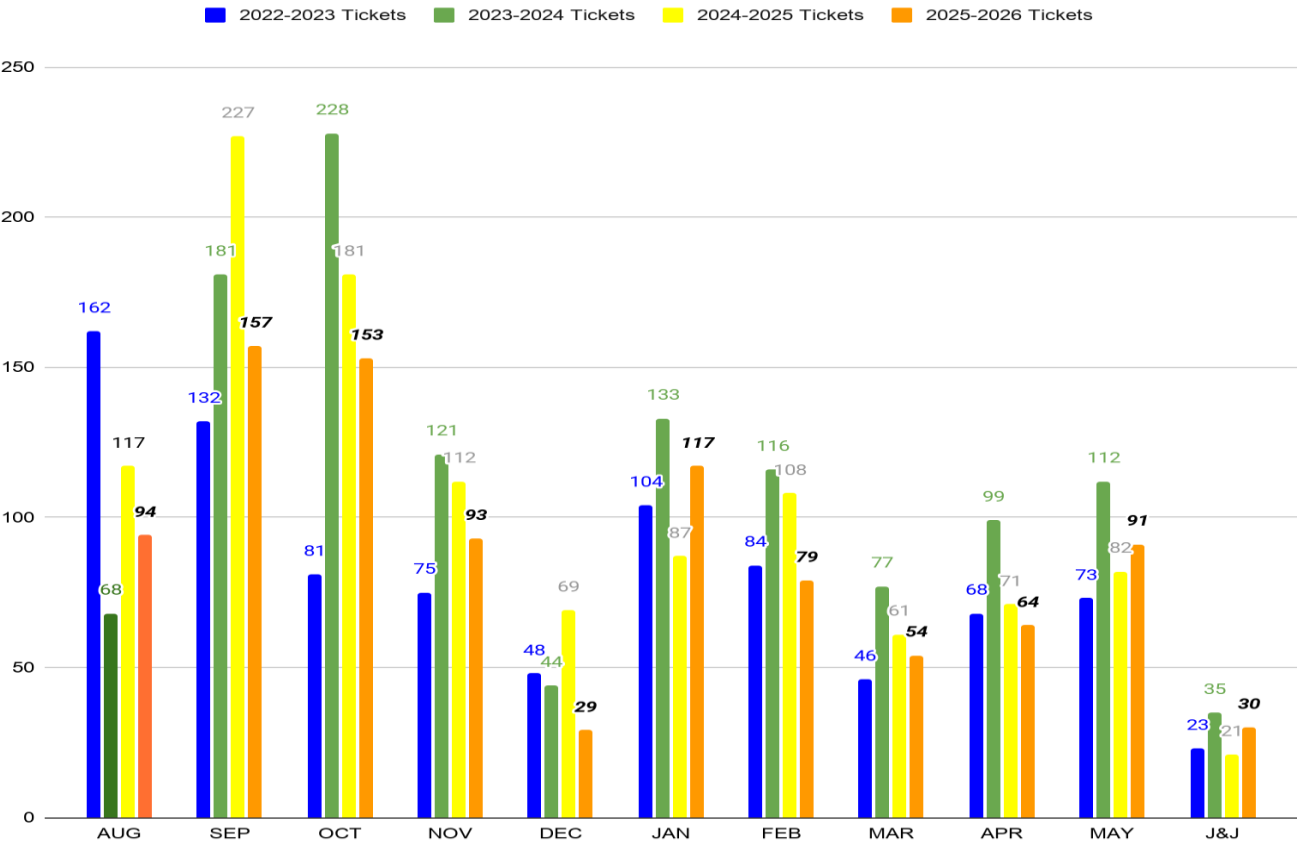
Continue assisting SPED Department with conversion to Embrace program for IEP creation / tracking that is paid for by the State of Alaska. We have loaded all of the base student and staff data to the Embrace platform and have confirmed sync of information between our systems. SPED Office Staff received a training session on 04AUG26 and all SPED Teachers will attend training session on 13AUG26.

Continuing to test the Gaggie filter for the possibility of meeting the monitoring requirement for visiting student traffic through Proxy Auto Configuration Domain Name Service (PAC-DNS) technologies. If this turns out to be possible, we would be able to allow internet access to visiting students and maintain compliance with the monitoring requirements of BP6161.4.

PowerSchool Online Enrollment

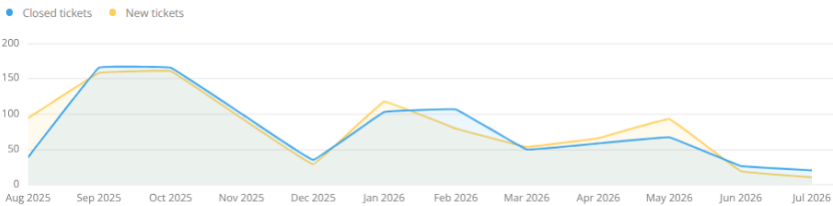
SY26-27 New and Returning Student forms launched the week of 26JUL26. As of 06AUG26 we have received 37 New Student forms (17 Kindergarten) and 146 Returning Student forms (1 Kindergarten).

Part of the Technology Department’s role is to maintain the Technology Web Help Desk for staff to request repairs, training, and troubleshooting. Last year we closed / resolved 937 out of 971 (96.5%) tech requests submitted through the system. Our total average response time for the year was 3.1 hours and average resolution time was 3.7 days.



Explore ticket analytics filtered only by your permission level

Ticket Resolution Over Time (closed tickets vs. newly submitted)



3.1 hours
Response time (avg)
for all ticket statuses

937
Tickets now closed
out of 971 submitted

3.7 days
Resolution time (avg)

34
Tickets still open
0 waiting on requestor

Ticket Pipeline Analysis (shows time spent in each status, along with ticket routing for all workflows)

