October 2025 ETA Report

Any questions please contact Josh Hayes, jhayes@k12eta.org

Tickets (ETA Wide):
- Current Open: 363
- Created this month: 4306
- Closed this month: 4371
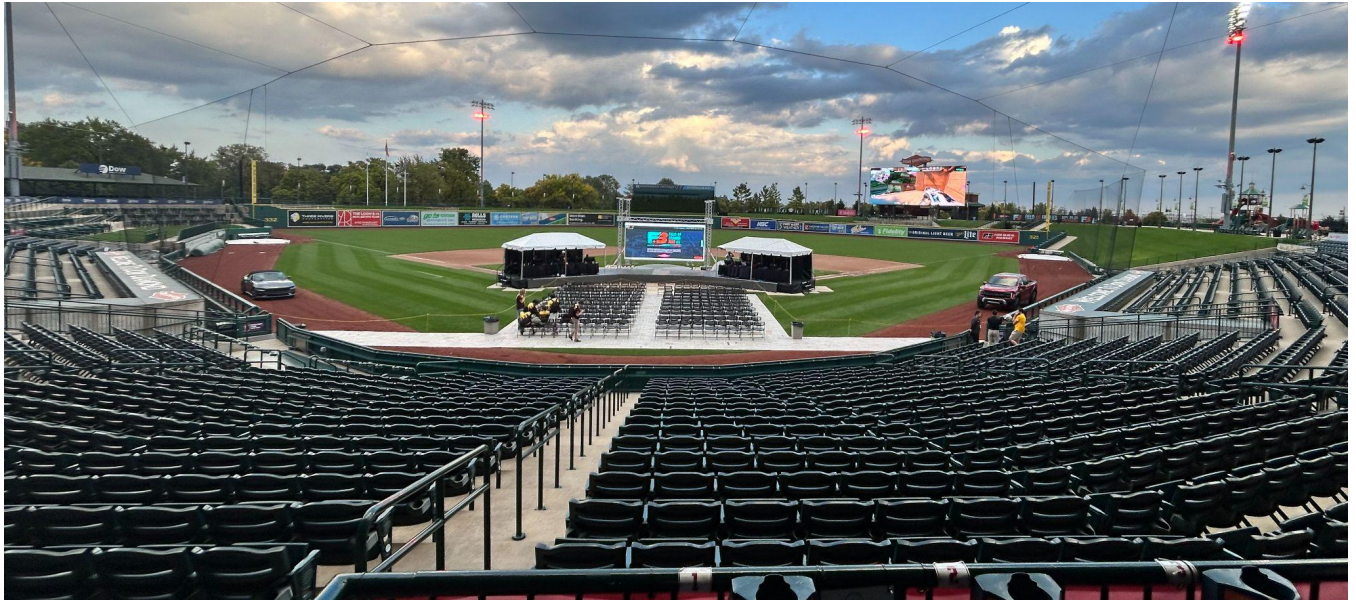
Trainings Provided:
- Data Tracking
- Artificial Intelligence
- Sphero robots
- Virtual Reality
- PowerSchool User Group

Updates:

- We are continuing to monitor the servers hosted on Amazon Web Services (AWS) as part of the MiCloud grant. The first year of AWS hosting is complimentary, with substantial discounts available through the grant afterward. We aim to ensure this solution is both reliable and cost-effective before making a long-term commitment.

- I have successfully acquired the appropriate MDOT account to submit the permit applications for the fiber optic cable installation, extending from the main Manistee ISD campus to the 1400 location. We remain optimistic that this project will reach completion prior to the Christmas holiday.

- This month, we held highly productive meetings with the Technology Directors from both the West Shore and COOR Intermediate School Districts (ISDs). These collaborative sessions served as a vital platform for discussing ongoing projects that our organizations are jointly undertaking, ensuring alignment and progress on our shared initiatives along with statewide updates.

- As part of the REMC Instructional Technology Specialists (RITS) group, Dustin Webb was able to attend the "Field of Frames Event", a premier event that fuses competitive gaming, top-tier entertainment, educational panels, and community engagement into a

one-of-a-kind experience. Below is an image of the arena where students participated in esports competitions.

- We have launched the Manistee website. As you can see it is a much needed improvement over the previous site. A huge thank you to all that helped in the process.

- On September 26th, a power outage at Pine River Area Schools disrupted the Merit connection from West Shore ESD to Wexford Missaukee due to a generator/power malfunction. Upon activation of the generator, an ACD switch, which provides service from Pine River to Wexford Missaukee, was found to be inoperable. ACD dispatched a technician from Lansing who replaced the switch by the end of the day on the 26th.

- New Uninterruptible Power Supply (UPS) units have been installed at COOR to extend network operational time until the new generator is in place. This measure will help ensure uninterrupted internet services for all districts connected to the ISD during power outages.

- We continue attending cyber partner meetings (virtually) to stay informed of the newest threats. We then share this information with all the districts within the four ISD support regions of the ETA.

- This month, our external vulnerability scan identified 113 threats across 1056 locations. One open vulnerability was noted, which was already known to the district and subsequently closed following our communication.

- All backups have been verified. Google backups were checked at COOR ISD, Mason County Central, Mesick, and Onekama. Veeam (server) backups have been checked for COOR ISD, Mason County Central, Mesick, Onekama, WMISD, and West Shore ESD.

- Next month we will be starting to phish test staff again. This is to train them on how to spot and avoid real cyberattacks and improving the overall security defense of the organization. This practice effectively turns employees into a human firewall by teaching them what to do—or not do—when they encounter suspicious communication.