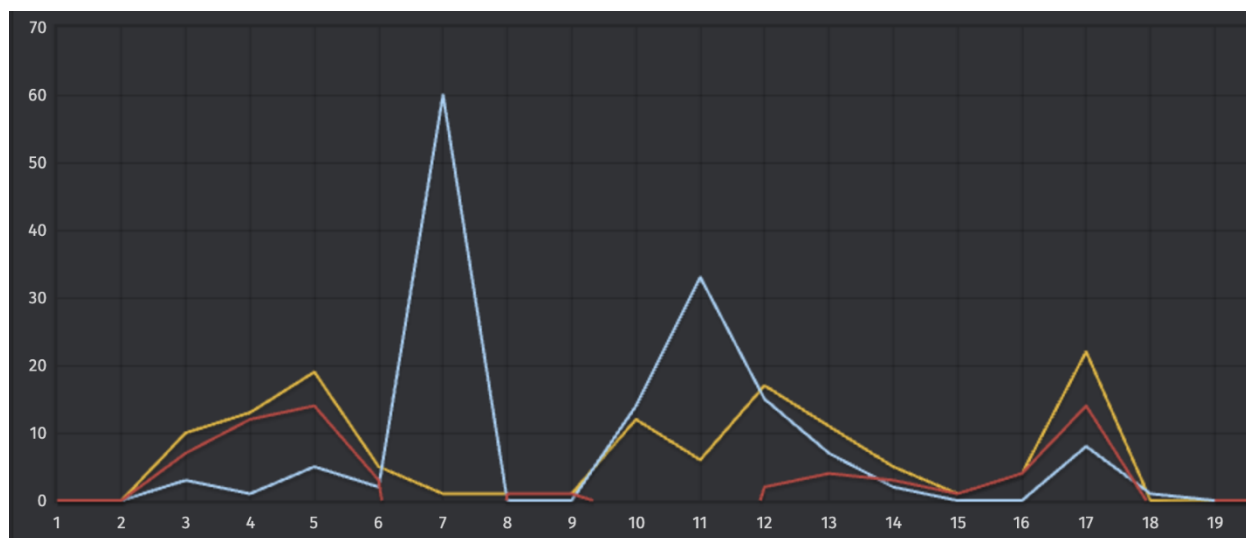


August 25th Technology Board Report

With students back in the building, our department has come through a summer defined by two system replacements rather than the usual device refresh alone. We moved our print system off aging Windows hardware onto a new server, and we retired our helpdesk ticketing platform in favor of one that fits how the district actually works and will allow maintenance, IT, coming soon HR. Both went live before staff returned, which was the goal. We also completed the high school cameral project, and reconciled the middle school iPad carts mess ahead of the first day.

Helpdesk Tickets:



Ticket volume climbed sharply through the first weeks of August as staff returned and new teachers were issued devices, which is the pattern we expect at the start of a year. The figures above cover our new helpdesk system from its cutover forward, so this month's chart reflects a partial period rather than a full month — comparisons to prior months will be meaningful again from September.

Current Affairs:

Print System Replacement:

Our print server has been moved off the aging Windows machine it had run on for years and onto a new Linux server hosted in our district server room. The cutover happened in mid-July, deliberately timed for the quietest stretch of the summer. All twenty-five print queues, every user account, and the full history of print records going back to 2020 came across intact. Staff now sign in at the printer with their district Google account, and the "print anywhere, release at any printer" feature staff rely on is working as before. We did have one

overnight printing interruption in late July caused by a single corrupted document, which has since been corrected so that one bad file can no longer stop printing district-wide. The old server was kept powered off and ready as a fallback through the transition rather than being decommissioned immediately. There was some pain that occurred but fixed within a day or two.

Helpdesk System Replacement:

We have retired Jitbit, our previous helpdesk ticketing platform, and moved to a new system at helpdesk.bpschools.org. The full fifteen-year ticket history — just over 15,100 tickets dating back to 2015 — was backed up and preserved before the change. Staff email requests now route into the new system automatically. Our team is working through rebuilding the help articles that carried district policy, such as hardware support and purchasing responsibility, so that guidance stays available to staff in the new platform.

High School Camera Expansion:

Additional cameras at the high school were installed, closing the coverage gaps identified earlier in the year, and we added vape sensor coverage to the wellness restrooms while that work was underway.

New Teacher Technology Orientation:

Our department ran the technology session at new teacher orientation on August 10. New staff left the session with their district laptop and iPad issued and enrolled, signed in to their district Google account with two-factor authentication enabled, connected to district Wi-Fi, able to print, and signed in to Infinite Campus. We also walked through file backup, because the most common preventable loss we see is a teacher whose only copy of their work lived on a laptop that broke.

E-Rate Network Equipment Delay:

The network switch refresh we expected to complete over the summer break has been the equipment has not yet arrived in the district. Our preparation work is done — the configuration and transfer plan for the switches is ready to go, as is the battery backup deployment that depends on the same window — so installation can move as soon as the is in hand. In the meantime the existing switches continue to carry all ten buildings, and there is no impact on classroom instruction.

Looking Ahead:

Our department priorities for the coming months include:

- **E-Rate Switch Installation and Battery Backup Deployment:** Installing the new network switches and the battery backup units as soon as the delayed equipment arrives, using the transfer plan already prepared, so buildings gain both the newer equipment and protection against the power interruptions identified in the spring review.

- **Two-Factor Authentication for All Staff:** Completing the rollout of two-factor authentication and a district password manager, so that a single compromised password cannot open a staff account.
- **Helpdesk Knowledge Base Rebuild:** Restoring the district policy articles — email retention, hardware support, purchasing responsibility, student account provisioning — into the new helpdesk so staff can find answers without opening a ticket.