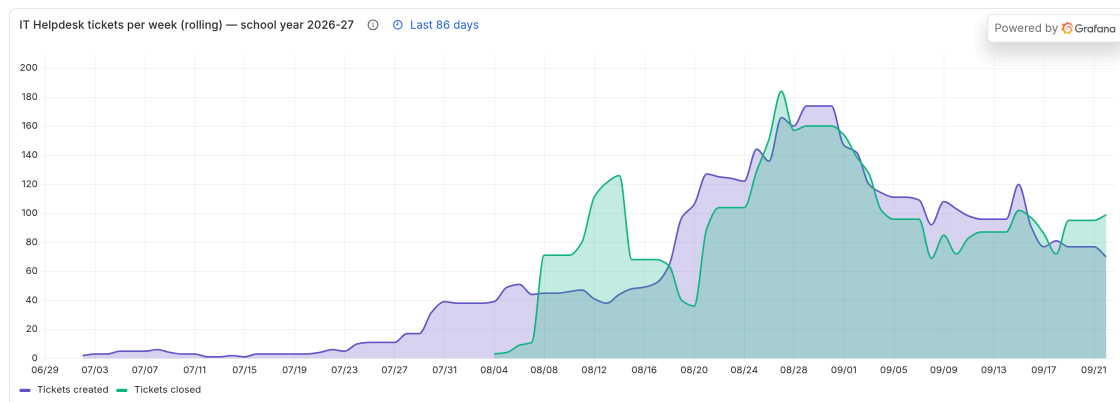


September 29th Technology Board Report

With the school year now underway, our department has moved from the start-of-year rush into a set of projects: replacing our device management system and improving our network infrastructure. The headline this period is the replacement of that system, which comes before the board today as a purchase recommendation. Alongside it, we repaired a failed drive in our district server with no loss of service, and continued bringing staff onto two-step sign-in.

Helpdesk Tickets:



Technology ticket volume built through August as staff returned and peaked at 174 tickets in the week of August 24, the first full week with students in the buildings. It has since settled to under one hundred tickets a week, and in the most recent full week our team closed more tickets than came in — 95 closed against 77 opened. The chart runs from July 1, counts technology requests only, and leaves out the older history imported from our previous helpdesk, so it reflects only this year's work.

Current Affairs:

Replacing Our Device Management System: Mosyle is the system we use to set up, update and secure the district's roughly 4,000 Apple devices, and our contract with them ends October 3. Before that date we exported a complete record of every device the district owns and how each one is assigned, since that information is not available once the contract lapses. We evaluated several replacement vendors with hands-on testing, and because the purchase is over \$10,000 we collected alternate bids as district policy requires. We are recommending Swif, with Addigy and Jamf as the alternate bids. Staff Macs will move to the new system without being erased, so teachers keep their files. Student iPads will be reset and re-enrolled building by building, on a schedule that avoids interrupting instruction.

District Server Drive Replacement: One of the drives in the server that runs district services such as printing, network monitoring and internet addressing for every building failed during the start of the school year. The server is built to keep running through the loss of a drive, and it did — there

was no interruption to staff or students. We began running nightly backups of every system on that server in late August, before the repair, so that nothing depended on the remaining drives holding up. The replacement drive was installed on September 16, the server's storage has fully rebuilt and reports healthy, and a second drive is kept on hand as a spare so a future failure can be repaired the same day.

Two-Step Sign-In for Staff: Two-step sign-in is now part of how new staff are brought on each year: new teachers were set up with it at orientation in August, before they ever signed in on their own. Our team has since held sessions with the Maintenance and Transportation departments, and all district staff are now enrolled. The first weeks brought a handful of helpdesk requests from staff getting used to the new step, which we are addressing with a short help article and an all-staff message rather than one ticket at a time.

E-Rate Network Switch Refresh: We have been working with High Point Networks on the switch update, which will take place the weekend of October 10. This will replace our outdated switches and move all of our Extreme switches onto a single, universal operating system instead of two separate versions.

Account and Device Cleanup: Because the new device management system will draw its accounts directly from Google, our team has been cleaning up the district's Google accounts and Chromebook records ahead of the move. That work includes identifying Chromebooks that have not been used in months, correcting students whose accounts carry the wrong graduating class, and setting up account groups for Babb, Glendale and Big Sky. At the Big Sky Colony school, students moved from shared iPads to a device assigned to each student.

Looking Ahead:

Our department priorities for the coming months include:

- **Device Management Transition:** Moving every staff Mac onto the new system before October 3, with no loss of files, and then re-enrolling student iPads building by building through the fall so each school has one consistent, managed setup.
- **E-Rate Switch Installation and Battery Backup Deployment:** There has been extensive planning for this process, and when it is complete our network will be more robust and resilient.
- **Email Protection:** Tightening the settings that verify mail claiming to come from a district address, so that messages impersonating district staff are stopped before they reach an inbox.
- **SentinelOne Rollout:** Once we are on the new device management system, we will roll out SentinelOne to all user devices and continue tightening security on the devices themselves. This is part of the State and Local Cybersecurity Grant.
- **Albert Sensor Installation:** We have been working with CISA, the federal Cybersecurity and Infrastructure Security Agency, to prepare the Albert sensor for installation on our network. This will connect us to real-time threat monitoring run centrally by CISA. This is also part of the State and Local Cybersecurity Grant.