PETERSBURG SCHOOL DISTRICT

Technology Department — Board Report Summary

September 10 – October 16, 2026 | *"Each click, tap, and swipe — make it count."*

The Technology Department moved this month from start-of-year rollout into steady classroom support and refinement. Help desk demand remained high, ROOMS saw strong family adoption and staff use in its first full month, and campus-security work shifted to district-managed badge-access processes.

HELP DESK	ROOMS COMMUNICATION	CYBERSECURITY
145 tickets in five weeks; 128 closed (88%), 17 in progress.	90% of families activated, 97% engaged; 1,794 staff messages in September.	Phishing test: 122 delivered, 1 click, 37 staff reports through KillPhish.

HELP DESK & CLASSROOM SUPPORT

The department closed 128 of 145 tickets this period. About one-third involved accounts and instructional apps, one-quarter devices and hardware, and the rest printing, classroom displays, and event support. Recent work included SMART Board setup and Notebook/Ink support, Canvas course access, device readiness for testing, and managed browser access for students with approved college and career communication needs.

CAMPUS SECURITY, INTERCOM & ACCESS CONTROL

The Rauland intercom and bell systems are operating across district facilities. Work continues on intercom communication from the District Office. During network security configuration, a time-synchronization issue temporarily disrupted scheduled bells; coordination with Convergint restored normal operation. Secure onsite and off-site administrative access to Genetec is now in place. Current work centers on a repeatable badge-creation process, door permissions, documentation, and training so District Office staff can manage routine credentials.

INSTRUCTIONAL SYSTEMS & FAMILY COMMUNICATION

September ROOMS reporting shows at least one guardian activated for 408 of 455 students (90%), and 97% of those families used ROOMS during the month. Staff sent 1,794 messages and 144 announcements, nearly triple August's message volume, and guardians sent 612 messages. Support continues for Canvas, Clever, Amplify, PowerSchool, and classroom integrations.

CYBERSECURITY

The September phishing simulation delivered 122 messages to staff. Only one link was clicked (under 1%), and 37 staff (30%) reported the message through KillPhish. The Technology department also responded to a malicious benefits-enrollment email. Staff reporting and prompt incident response remain central to the district's cybersecurity efforts.

CLASSROOM & INFRASTRUCTURE PROJECTS

At Stedman Elementary, Technology unboxed the new VariQuest Cutout Maker and supported initial staff training so building staff become self-sufficient users. The technology department also supported new SMART Board installations, added ten ChromeFlex licenses for student devices, and began planning a replacement UPS installation at the District Office to protect core equipment.

POWER OUTAGE RESPONSE

After an October 1 outage, Technology coordinated with Power & Light, GCI, SERRC TechOps, and Maintenance to restore services, including tripped Shop breakers, and documented a repeatable Power Outage Workflow.

WHAT'S AHEAD

- Complete and document Genetec badge issuance, door permissions, and District Office workflows
- Complete the District Office UPS installation
- Resolve open testing issues, including the NWEA iPad app update and LockDown Browser

- Continue phishing awareness and staff reporting through KillPhish

AI Disclosure: AI-assisted tools were used in organizing this report. The Technology Director reviewed and approved all content before distribution.