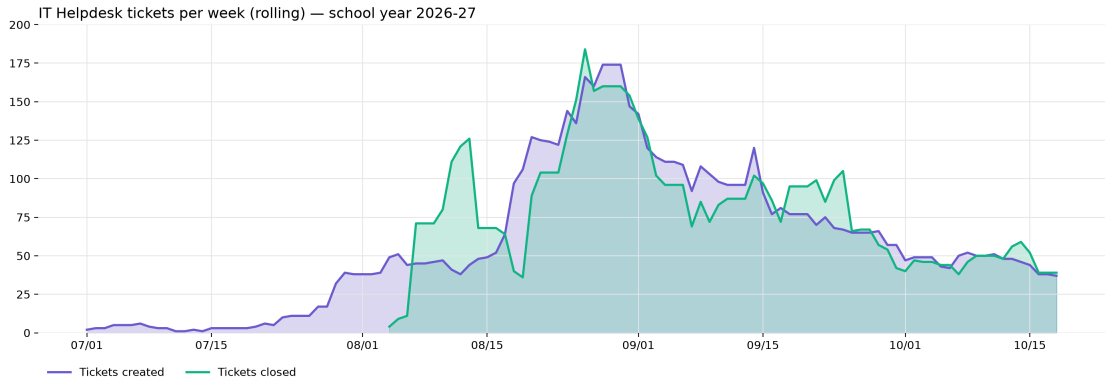
October 27th Technology Board Report

This past month our department completed the largest network switch upgrade since 2022 and set a course for improving device management. The refresh replaced outdated equipment and reorganized several network closets into a cleaner layout. On device management, the board renewed our existing system on October 1 and approved its replacement on October 13, giving us the school year to make the move carefully rather than in a matter of days.

Helpdesk Tickets:



Technology ticket volume has continued to ease since the start-of-year peak of 174 tickets in the week of August 23. Through late September and early October, staff opened about fifty tickets a week, and in the week of October 11 that fell to 38. Our team has closed tickets as fast as they came in every week this period. The district is now fully on its new helpdesk system, and we have cancelled the renewal of the previous one. The chart runs from July 1 and counts technology requests only. Closed tickets were not counted before August 7, when we finished moving to the new helpdesk, so the chart shows none before that date.

Current Affairs:

E-Rate Network Switch Refresh: Working with High Point Networks, our team replaced sixteen of the district's oldest network switches across nine wiring closets over the weekend of October 10. Every building came back online at or above its previous level, and more devices are connected to the network now than before the work began. Downtime was limited to the planned weekend window. In the days after, we reviewed every new switch, corrected the settings that needed it, and resolved a phone issue at the middle school. Two older switches serving the warehouse and maintenance buildings remain, and the parts to bring them onto the new equipment have been priced. We are also looking into a point to point system which would reduce our reliance on Siyeh for Admin, BHS, and BMS.

Device Management — A Change of Plan: Last month we brought a recommendation to replace Mosyle, the system that manages the district's Apple devices, before its contract ended October 3.

Given the short timeline, moving every device in a matter of days could not be done well, so we recommended renewing Mosyle for the year, and the board approved that renewal on October 1. Before the contract date we also exported a complete record of every device the district owns. On October 13 the board approved Jamf as the replacement. We are starting with Bullshoe Elementary's roughly 335 iPads and will continue building by building through the year, moving devices without erasing them wherever possible so classrooms are not interrupted.

Cybersecurity Grant Progress: The district received its award letter under the State and Local Cybersecurity Grant on September 30. On October 13 the board approved the Albert sensor, which connects our network to around-the-clock threat monitoring run by the Center for Internet Security, and it is being prepared for installation. (Last month's report credited this program to CISA; it is run by the Center for Internet Security.)

Looking Ahead:

Our department priorities for the coming months include:

- **Device Management Transition:** Moving iPads to Jamf building by building, beginning with Bullshoe, so every school ends the year on one consistent, managed setup.
- **SentinelOne Rollout:** Installing SentinelOne security software on district devices as they move to the new management system, funded by the State and Local Cybersecurity Grant.
- **Albert Sensor Installation:** Completing installation so the district's network is watched for threats around the clock.
- **Camera Maintenance:** Working with building principals and directors to monitor our camera coverage and plan maintenance and improvements moving forward.
- **Point-to-Point Network Links:** Exploring point-to-point options for our internal network to reduce our reliance on our Internet Service Provider.
- **eFax:** Finishing the move of district fax lines to a cloud fax service, so faxes arrive as email.