AUSTIN PUBLIC SCHOOLS
INSPIRE • EMPOWER • ACCELERATE

**DATE:** November 9, 2026
**TITLE:** Technology Services
**TYPE:** Information
**PRESENTER:** Amy Thuesen, Director of Technology

**BACKGROUND:**
Technology Services designs, implements, and supports the district's technology infrastructure and resources. This includes network and communications systems, hardware and software, and technology training and integration.

**Technology Advisory Team**

- The team's next meeting is Monday, December 7. Focus for this meeting will be continued discussion of AI in K12 Education, and APS Device Selection and Cycles.

**Digital Futures Team**

- The Team's next meeting is Wednesday, December 9. Focus for this meeting will be a review of the APS Technology Plan along with APS Device Selection and Cycles.

**Support and resources for a Welcoming Environment**

- Tech Services responded to widely reported security alerts in October, including a PHP vulnerability and compromised TLS certificates. The team reviewed internet-facing systems and firewall rules, patched affected internal services, and responded to a cyber insurance inquiry about the district's exposure.
- Together with the district Security Team, we continue the transition to our new emergency alert system, Raptor. Single sign-on has been set up and tested, and Infinite Campus rosters have been connected. In the future, these rosters will allow teachers to take attendance during emergencies and drills. A Raptor Alert and Accountability demo for the Security Team is scheduled for November 11. The goal is to use Raptor for emergency drills in the Spring of 2027, with full launch of emergency alert features in Fall 2027.
- Tech Services continues to meet with our external cybersecurity partner, Southwest West Central Cooperative, for weekly check-ins. The focus over the last month has been
    - Securing vendor access to district resources, which is a common cyber-vulnerability.
    - Updating our Disaster Recovery Plan and Data Flow Diagrams. These are important in the event that we have a major internet outage or cyber-event.

**Districtwide MTSS & Packer Profile**

- We continue to refine student access systems and instructional technology supports so students can reliably reach the digital tools they need for learning. This includes:
    - Continued professional development on artificial intelligence and Microsoft 365 / Copilot features. This included the October 5 event with Rebecca Bulsma, and practical AI training for district and building leaders.
    - Ongoing refinement of and long-term planning for ClassLink LaunchPad.
    - Ed Tech Specialist work with instructional coaches and teachers on Mosyle and Apple Classroom to support learning with iPad content.
- Staff and student device access continues to be a focus. Tech Services is also reviewing student and staff device lifecycle options with Academic Leadership to ensure equitable instructional access while reducing long-term costs.

**Excellence in Resource Management**

- Deployment of updated network infrastructure purchased with FY26 eRate funds continued with the replacement of the Southgate network core in October.
- The Device Lifecycle Guiding Change process is under way for 2026-27. It compares ways to reduce the number of student hardware purchasing cycles while considering device life, repair capability, resale value, and instructional fit. This is an especially critical process due to the significant rise in cost of devices.
- Tech Services reviewed copier and printer settings across buildings to limit color printing and copying to approved users, helping control print costs.