LJSD Board of Trustees
Technology Report - November 18, 2026

Chad Parson - Instructional Technology Director

Help Desk support requests:

- 630 total support requests from around the District for October
- 618 of those resolved and closed
- 12 still in progress or yet to get verification back from submitter that resolved

Some projects recently completed or in progress:

- Continued working with Skyward, Transfinder, InTouch, EdPlan and other vendors to finish connecting outside systems to Qmlativ
- Began planning a naming standard for the security camera system so cameras are easier to identify in an emergency without disrupting our install records.
- Qmlativ staff training and support continued, including discipline referrals and state reporting preparation. Custom reports are also being built in Skyward for the schools and District Office, such as daily attendance, attendance letters, report card updates, and student information checks (English learner, homeless, opt-in/opt-out)
- Techs remained busy with day-to-day requests from the schools, mostly Chromebook fixes, computer and projector replacements, and misc classroom technology support.

Some upcoming projects:

- National Guard assessment scheduled for January 11–15, 2027
- ISEE November state reporting due November 20, 2026

Notes or misc updates:

- Updated password policy going into effect right after Thanksgiving break.