LPSD Technology - November Board Report
Sam Rigby - 11/5/19

October has been another busy month with 270 new Helpdesk requests. We were able to take advantage of our time at inservice to perform routine maintenance and updates to all staff laptops. Additionally, we were able to meet with staff individually and in small groups to discuss what's working, not working, and what can be improved upon with technology.

Port Heiden - We have determined that there is a fan failure in the satellite dish at Port Heiden. The failed fan results in slow and intermittent internet performance only when the network is under heavier load. This made it challenging to troubleshoot the issue.

DRS has been notified and is sending a technician out to replace the part. Weather has delayed travel for the DRS technician but he is currently scheduled to visit on 11/6.

Network Infrastructure - As our classroom technology changes and advances, network infrastructure changes must be made to accommodate. Thankfully we have been able to stay ahead of most of these needed changes and will continue to do so. Two examples are upgrading our Wifi Access points to better accommodate high density radio environments and replacing our soon to be deprecated DHCP and DNS servers.

Server Infrastructure - We have replaced all but 3 of our district-wide servers with cloud based servers. Cloud based servers have a less expensive total cost of ownership, are not as bottlenecked by our satellite connections, are more easily manageable, and have a more reliable uptime.

In addition, we are in the process of migrating our lunch program software (Mosaic) from a vendor hosted cloud server to an LPSD managed cloud server. This will result in an annual savings of $3,000-5,000. After a successful migration of Mosaic, we will prepare to migrate our financial software from an on-premise server in King Salmon to a cloud server. This will greatly increase district-wide productivity through faster access and less downtime due to server outages (due to frequent power outages in AKN).

Blackboard - In my last report I referenced issues we've been having with Blackboard (our virtual classroom and meeting room platform) and the need for a replacement. A tech committee met during October inservice to discuss platform needs as well as to review and demo replacement options.

We have selected Zoom as a preliminary candidate. Zoom offers everything that Blackboard can do and much more. While not a primary motivating factor, a switch to Zoom would also present a cost savings of $5,000-7,000 annually.

Tim Welch has begun to pilot Zoom with his 1:1 cyber counseling sessions. He has been pleased with its performance so far. We are also planning to have one of our online teachers pilot Zoom with one of her online classes in a particular level.