

**Manistee Intermediate School District
Director Report**

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Department: Director of Technology

Month/Year: May, 2012

Below is a report of progress on our goals, for this month, as they relate to my program. Note highlighted areas for desired action or key dates to remember.

Manistee ISD will provide services

that will improve teaching and learning.

Google has announced the availability of Google Drive. Google Drive is a cloud/Internet based storage service that also integrates with Google Docs. Google Apps users will receive 5 Gigabytes of free Google Drive storage. This equates to over 18 Terabytes of storage county-wide! The MISD will be working with local districts in implementing the Google Drive feature for all users.

to assist local districts to comply with local, state and federal mandates.

to improve the quality, enhance efficiency, and foster cooperation and collaboration in our educational service area.

The County-wide Technology Cooperative Agreements have been completed and sent to Superintendents and Technology Directors. The MISD agreement will also be included in the May MISD Board packet for review.

The MISD is working with neighboring ISDs in developing a Regional Data Systems Collaborative. This collaborative would be a single point of contact for all education data needs.

MISD is evaluating the Fortigate firewall WiFi controller capabilities for county-wide use. This is a new feature that is included at no additional cost with our firewall system. We have acquired demo access point units and have successfully tested them with the firewall and our network.

Manistee Area Public Schools has implemented the MISD Help desk system for all technical support issues in their district. The MISD has provided training to the MAPS Technology staff on the use of the help desk system.

Other comments

Several features have been enabled on the MISD help desk system including:

- Hand off of tickets to individual technicians or an entire technology staff queue via the web interface
- Inclusion or external (non @manistee.org) user correspondence on tickets
- Friendly priority strings - Low (0), Medium (25), High (50) and Emergency (75)

The MISD is working on assisting local districts with the National Student Clearinghouse / Student Tracker for post secondary student outcomes research.

The MISD Primary storage system encountered a disk failure and was quickly repaired.

The vRanger backup system for virtual services has been upgraded to version 5.3.1. In addition the vRanger backup application databases have moved to a larger disk to avoid

storage issues in the future.

Additional memory and CPU has been added to the following virtual servers to improve performance:

- Casman Power School
- Moodle
- Helpdesk
- Onekama Power School

A Regional collaborative meeting will be held on May 17th and May 29th.

A County-wide technology meeting will be held on May 23rd.