


Technology Department - July Report (7/1 - 7/28)

- **Cybersecurity**

- Google Security

- Gmail

- 426K Emails Messages Accepted/Delivered 


- 443K were identified as Spam 


- 1.5K were identified as Phishing 


- 4.2K were identified as Spoofing 


- 0 emails were identified as Malware


- Account Information

- 6,315 Active Accounts  (Accounts for students under 13 get disabled until we get parental consent)


- 21.46TB of storage 

- 419.6K Files shared externally 

- 32 Suspicious login attempts 

- 1.5K Failed user login attempts 

- Data Loss Prevention (DLP) policy

- 95 High Severity Incidents that were blocked 

- **E-Rate RFP/Bid**

- None at this time


- Near future


- Data Center Co-location services. Currently Involta


- E-Rate Network Switches, district wide

- **Technology Help Desk Tickets (6/1 - 6/28)**

- 223 New Technology Support Tickets Created  (32%)

- 211 Tickets were resolved  (34%)

- 589 Tickets remain unresolved  (1%)

- 288 Unresolved tickets for Chromebook repairs (Last month 306) 

- 23h 15m Average 1st response time  (45%)

- 170h 1m Average resolution time  (201%)

- **Projects**

- Continued work on the installation of the new Dell Precision Workstations for the two FabLabs and the Graphic Arts Lab at the two high schools. The new systems will be upgraded from their 5 year old systems.

- Continued work on the Installation of the new Dell Optiplex 3090 desktop systems across the district. We are upgrading Dell Optiplex roughly half of our 8-10 year old systems

- Continued work on the Windows 10 systems imaging across the district to meet our Cyber Insurance Policy requirements.