Technology Department - October 2024 Report

- **Cybersecurity**
  - Google Security
    - Gmail
      - 1.4M Emails Messages Accepted/Delivered. ⬇
        - 154K Rejected ⬆
        - 55K Spam folders ⬇
        - 5.1.K were identified as Phishing ⬇
        - 34 were identified having suspicious attachments ⬇
        - 7.4K were identified as Spoofing ⬇
        - 0 emails were identified as Malware
    - Account Information
      - 11,004 Active Accounts ⬆
      - 4,938 Suspended Accounts ⬆
      - 28.61TB of storage ⬆
      - 389K Files shared externally ⬆
      - 1.4K Suspicious login attempts ⬆
      - 2.4K Failed user login attempts ⬇
      - 28 Data Loss Prevention (DLP) policy High Severity Incidents that were blocked ⬇

- **E-Rate RFP/Bid**
  - Q4 of 2024 I am looking at sending out the following Bids
    - [Bid-1324 MAN and ISP Services](#)
      - Open at 2:00 pm on Tuesday, November 19, 2024
      - USAC E-Rate Bid
        - Application Number: 250000573
    - [Bid-1332 Uninterruptible Power Supply (UPS) Systems](#)
      - Open at 2:00 pm on Tuesday, November 19, 2024
      - USAC E-Rate Bid
        - Application Number: 250000581
    - Bid-1325 Palo Alto Cybersecurity Subscription Services - New [USAC E-Rate Cybersecurity Pilot Program](#)

- **Technology Help Desk Tickets**
  - 535 New Technology Support Tickets Created ⬇
  - 551 Tickets were resolved ⬇
  - 366 Tickets remain unresolved ⬇

- **Technology Projects/Updates**
  - The Bluum AV Team will be back in the district to visit ~300 classrooms in the coming weeks to verify the previous Bluum AV Team used the proper speaker wire connectors.   Recently we have identified several classrooms that did not have the proper speaker wire connectors installed.
  - Ark/Involta Data Center Move Completion and Kudos to the Team that made this happen
    - Just wanted to let you know that the Ark/Involta Data Center move was successfully completed! All systems are back online and accessible.

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- This was a big effort, Anthony, equivalent of a heart transplant for us! I want to express my sincere gratitude to everyone involved:
    - **Janet Young:** 21+ hours
    - **Will Housey (CDW-G Network Engineer II Contractor):** 21+ hours
    - **Jeremy (Spectrum Technician):** 8 hours
    - **Nick Stevermer (Former Network Engineer II who left in February 2024):** 3+ hours remotely
    - **Nextera Technician:** 3 hours
    - **Nate Wisehart** (Ark/Involta Team) and the rest of the Duluth Ark Team
- Janet, Will, and I put in some long hours to get this done – working late Thursday night (7:00 am - 10:30 pm), all day Friday (6:00 am - 6:00 pm), and then again on Saturday (8:30 am - 12:30 pm)
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- **Google Carbon Footprint for our Google Workspace for Education Domain (@isd709.org)**
    - [How Google creates Carbon Footprint reports for Google Cloud and Google Workspace customers](#)

    - 333.448 kg is our September 2024 Carbon Footprint. ⬆️ (132% comparing to August 2024)
    - 3.73819 t is our October 2023 - September 2024 Carbon Footprint.