














# Technology Department - September 2024 Report

- **Cybersecurity**




- Google Security
  - Gmail

- 1.6M Emails Messages Accepted/Delivered. 
- 131K Rejected 
- 61K Spam folders 
- 8.3K were identified as Phishing 
- 68 were identified having suspicious attachments 
- 11K were identified as Spoofing 
- 0 emails were identified as Malware
- Account Information
  - 10,867 Active Accounts 
  - 4,909 Suspended Accounts 
  - 27.18TB of storage 
  - 332.5K Files shared externally 
  - 1.1K Suspicious login attempts 
  - 4.5K Failed user login attempts 
  - 109 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](#)
  - Bid-1326 YubiKey Security Keys for Staff & Students - New [USAC E-Rate Cybersecurity Pilot Program](#)

- **Technology Help Desk Tickets**


- 846 New Technology Support Tickets Created 
- 853 Tickets were resolved 
- 368 Tickets remain unresolved 

- **Technology Projects/Updates**

- CDW-G/CTI Team was onsite on September 18-20, and re-programmed the Boardroom AV system. The only outstanding issue is to replace the three Chromecast Boardroom devices with AIRTAME devices. Chromecast devices support Digital Rights Management (DRM) that prevents us from displaying/showing any content during a YouTube Livestream.
- 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

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have identified several classrooms that did not have the proper speaker wire connectors installed.

- ARK/Involta Data Center move is scheduled to start at 6:00 pm on Thursday, October 17, 2024. Since this is MEA weekend we do not anticipate any interruption for staff since all IT services will be operating by 6:00 am Monday, October 21.
  
- **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](#)
  - 143,677 kg is our August 2024 Carbon Footprint.  (51% comparing to July 2024)
  - 3.87174 is our September 2023 - August 2024 Carbon Footprint.