Technology Director Report
*Janurary 2022 - Sam Rigby*

End of 2021 - The end of the year provided a much-needed pause in new Helpdesk requests, allowing us to more thoroughly follow up with the over 150 open tickets in our queue. Over half of these tickets were issues that we have not seen before or do not have a known resolution for. Issues like these require additional research, in-depth troubleshooting, or contact with software/hardware vendors for additional support. We were able to start this week with only 50 open tickets. Most of these are still open because we are waiting on information from the person who requested help or information from a third party.

The technology used in our district is constantly evolving, requiring us to maintain a broad scope of historical knowledge as well as stay up to date on the latest changes. We leverage several IT management strategies to consolidate and standardize the technology used to reduce our workload to a level we can efficiently handle with a two-man IT team.

Palmer Office Move - We coordinated with our local internet provider in Palmer to migrate our server infrastructure to the new office space. Completing this move, especially with minimal server downtime, was complex and physically demanding. I would like to give a huge thanks to Schyler for his late-night and weekend work in making this happen with minimal difficulty.

CTE Support - The BBRCTE program has been able to purchase several training simulators to parallel the different career fields covered in CTE courses. The simulators provide hands-on practice for careers such as welding, heavy equipment operation, aviation, and more. The LPSD IT team has been providing support in the purchasing and configuration of the technology used to run these simulators. We are still in the early stages of configuring the computers and control hardware but look forward to sharing more soon.
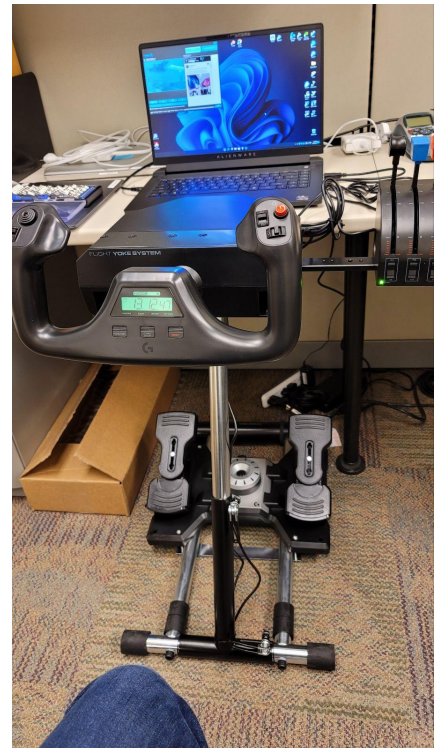
New Technology - Additional funding was made available at the end of 2021, thanks to BBNC CARES act funding, for the purchase of additional staff laptops. We identified several staff members that did not receive new laptops during the previous round of upgrades, as well as users who needed laptops more powerful than the standard model we purchase.