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To: Dr. Dave Palzet, Superintendent
From: James Mukite
Date: December 10, 2025
RE: Technology Update

Background: This executive summary provides a high-level "State of Technology" update on how District 107 technology services supported instruction and operations over the past year, and what priorities are next. The focus of the technology department is simple: deliver a reliable, secure, student-centered technology environment that reduces downtime, supports staff, and keeps learning moving with technology working smoothly in the background.

Overview: The district's technology program supports a large and complex ecosystem with a small team. Current scale includes 1,160 managed iPads, 168 Macs, and approximately 966 end users, along with core infrastructure supporting connectivity across the district. Critical on-premises systems run on district-managed servers and virtualized services that support daily operations. Access to digital platforms and applications is streamlined through the Clever dashboard, which provides roughly 128 digital resources for staff and students.

Department Success: Key accomplishments include continued progress on the Apple Classroom Ready Project, upgrading nine classrooms (KG and 3rd grade) plus one middle school room with standardized AV components (Apple TV, ceiling speakers, updated projectors, cabling, and necessary legacy support). The project is on track for completion this summer, improving consistency across learning spaces and reducing support and instructional interruptions.

Operationally, the department emphasized responsiveness and service. From August 1 to December 1, the team closed 431 help desk tickets while maintaining a 4.86 out of 5.0 customer satisfaction score, reflecting strong support for staff, students, and guardians. A key behind-the-scenes contributor is Sam Titzer, whose inventory accuracy and hands on support help keep ticket resolution and device readiness on track. Expanded staff training covering tools such as CrisisGo, Centegix, Skyward, phishing awareness, and ParentSquare further reduced friction and improved readiness across the district. Security and data systems remained a major priority. The district earned CrisisGo Gold Status for 2025 and continued the Centegix 2.0 rollout. Two major behind-the-scenes projects are recognized: the installation of a new firewall led by John McAtee, strengthening

monitoring and protection for students and staff; and the successful transition to Skyward Q led by Angelique Schoen, driven by extensive training development, vendor coordination, and careful planning to ensure a smooth start to the school year.

The department strives for an ongoing partnership with families through continued use of GoGuardian, the decision to keep K–2 devices in-building, and increased ParentSquare adoption to support communication and processes. The goal of the department is to: make technology "feel like magic" by ensuring it is safe, consistent, reliable, and supportive of teaching and learning every day.