Technology Department - March Report (3/1 - 3/22)

- **Cybersecurity**
  - Google Security
    - Gmail
      - 1.1M Emails Accepted ⬇️
      - 33K emails rejected ⬇️
        - 57K were identified as Spam ⬇️
        - 4.1K were identified as Phishing ⬇️
        - 7.5K K were identified as Spoofing ⬆️
        - 0 emails were identified as Malware
    - Account Information
      - 10,617 Active Accounts ⬆️
      - 24.05TB of storage ⬆️
      - 295.4 Files shared externally ⬇️
      - 243 Suspicious login attempts ⬇️
      - 1.3K Failed user login attempts ⬆️
    - Data Loss Prevention (DLP) policy
      - 29 High Severity Incidents that were blocked on Google Drive ⬇️

- **E-Rate RFP/Bid**
  - None

- **Technology Help Desk Tickets (3/1 - 3/22)**
  - 457 New Technology Support Tickets Created ⬆️
  - 415 Tickets were resolved ⬆️
  - 487 Tickets remain unresolved ⬆️
    - 197 Unresolved tickets are for Chromebook repairs ⬆️
  - 14h 45m Average 1st response time ⬇️
  - 85h 4m Average resolution time ⬆️ (This increase is due to the number of Chromebooks needing repairs)

- **Projects**
  - CDW-G Wireless Validation Survey was started on Monday, March 21. The on-site work should be completed by April 1. We will review the wireless survey results and look at our next steps to correct any areas that have no or weak wireless coverage.
  - Bluum/Tierney Brother will be on-site starting Monday, April 18, they will upgrade the AV in our K-2 Classrooms. The AV upgrades will include the following:
    - SMART Board MX-286-V3 Touch Display
    - SMART height adjustable wall mount for the display
    - Audio Enhancement Sentinel amplification system