

# Technology Board Report - Dec 2020

Sam Rigby

## Internet and Network Issues

Description	Severity	Queue	TID	Element Name	Status	Assigned To	Created By	Modified By	Modified Date
LPSD - Perryville - Peak and Pol Pending	Sev 5 / Healthy	Restricted Queue	54321	P-LPSD	Open	--	dsunderland	dsunderland	2020-12-02 14:57:13
LPSD - Levelock - Carrier Operating in Compression	Sev 4 / Notice	Poison Tier 2	54109	Poison	Open	--	abaker	jmaupin	2020-12-03 10:26:04
LPSD - Chignik Bay - VSAT Outage	Sev 3 / Minor	Duplicates	53419	Poison	Open	--	dsunderland	abaker	2020-11-12 12:08:40
LPSD - Kokhanok - Unable to reach networks - Cachebox Bypassed	Sev 4 / Notice	Restricted Queue	52771	Poison	Open	--	abaker	MMartinez	2020-10-09 13:12:09

*\*The Helpdesk now has access directly to the DRS ticketing system so we can see real-time updates on issues we are waiting for DRS to resolve.*

**Kokhanok** - Kokhanok has had the most internet issues this year. There have been problems with both the satellite connection and the local network hardware, as well as intermittent issues as a result of weather. To make matters worse, we experienced several of these issues at the same time, which when compounded with limited travel made the timely resolution of those issues challenging or impossible.

- Satellite Connection - DRS was forced to move their satellite hub from Fairbanks to Brewster, WA. While his transition comes with advantages, it was not a smooth transition by DRS. The new satellite hub had different technology that DRS needed to adapt to. They initially followed the manufacturer's configuration guidelines, but quickly found them to not work.
- Caching Servers - DRS installed new caching servers at each site. Prior to installation it was believed these would provide improved internet performance, but after installation we found the servers to be causing issues. It took some time to coordinate between DRS and on-site staff to remove these servers from the network. This happened at Kokhanok and district-wide.
- Wifi Upgrades - LPSD had a planned wifi upgrade for August, which we were not able to complete in-person due to travel limitations. Thankfully the replacement of the hardware was simple and we coordinated with on-site staff to swap it out. Overall we didn't run into any problems, except for Kokhanok. Staff had reported that they could not access any websites while in a certain part of the building. The solution to that issue was simple and quick, but having to rely on staff to troubleshoot resulted in an extra 2 days to isolate the issue. Had we traveled in August, we would have caught the issue and fixed it quickly.

As of 12/3/20, all known issues at Kokhanok have been fixed.

**Chignik Bay** - Chignik Bay has experienced a similar compounding of issues: Satellite problems, weather, and the unique element of the satellite dish being located at the city building which is connected via microwave to the school. On 12/1/20 I was in communication with on-site staff and DRS. DRS was on stand-by to travel pending weather.

**Other Sites** - Our other schools have experienced more intermittent issues both related to weather and as a result of DRS's transition to the Brewster, WA satellite hub. We continue to monitor those issues and push for fast resolution.

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### **New Devices**

We are continuing to prepare and deploy the newly purchased laptops and iPads while balancing our other technology responsibilities. Not being able to travel to sites along with new technology challenges that we are facing as a result of COVID limitations have stretched our IT resources thin.

Our current priority is still to replace our oldest student laptops first, with the rest to follow. We are still waiting on the cases for the iPads before we can deploy them. We are almost to the estimated shipping window that Apple provided when the cases were ordered, so hopefully they will ship within the next few weeks.