

# Technology Department - December 2021 Report

- **Cybersecurity**
  - Google Security
    - Gmail
      - 941K Emails Accepted
      - 63K emails rejected
        - 57K were identified as Spam
        - 3.1K were identified as Phishing
        - 0 emails were identified as Malware
    - Data Loss Prevention (DLP) policy
      - 17 High Severity Incidents that were blocked on Google Drive
- **E-Rate RFP/Bids**
  - Bid 1296 Network Wireless Infrastructure - USAC Form 470 #220004463
    - Received three bids with two being complete/valid bids
    - Will be using the bid rubric to score these two bids
    - This will go to the February 2022, School Board Meeting for review and approval
    - Estimated value is \$750,000
- **Technology Help Desk Tickets**
  - 289 New Technology Support Tickets Created
  - 348 Tickets were resolved
  - 510 Tickets remain unresolved
  - 184 hours and 29 minutes is the average resolution time
- **Projects**
  - CDW-G Services to support our Blended Learning 1 to 1 Initiative
    - Working to schedule and complete our Wireless Validation Survey to support our Blended Learning 1 to 1 Initiative
  - CDW-G Services to help with our Cybersecurity/Security
    - “Virtual Chief Information Security Officer” (vCiso) ser on our Cybersecurity
    - Help us develop cybersecurity Incident Response (IR) Playbooks:
      - Unauthorized Access IR Playbook
      - Data-Breach IR Playbook
      - Ransomware IR Playbook
      - Malware IR Playbook
      - Business Email Compromise IR Playbook
  - We will be moving forward with Citon Computer Corporation technology staff augmentation technology staff to help with the setup and deployment of 600+ new Dell desktop systems.
- **Program Move Updates**
  - HOCHS
    - We still have our network infrastructure/services running at HOCHS to support the video security camera
    - We are scheduled to remove all technology equipment/services from HOCHS the week of January 17, 2022
  - Garfield - Facilities/Storeroom
    - Should be up and running on the district's networkTech Village - AEO/ALC
    - Spectrum Work Order to move our fiber optic network service from HOCHS to Tech Village for Monday, January 24, 2022