

2025-2026 Technology Board Update



United in Purpose, Forward with Focus



McKINNEY ISD

TECHNOLOGY SERVICES



Network Services



Technology
Operations



Information
Systems



Information
Security

NETWORK SERVICES

- ❖ Upgraded Access Points – Improved wireless stability and increased user capacity
- ❖ Cabling rework – Improved time to troubleshoot across all teams
- ❖ Updated switches – Patched security vulnerabilities and added enhancements
- ❖ Improved MDM visibility – Improve the time to resolve issues between teams
- ❖ Continued Consolidation of Spare pools – Reduce spare pool to reduce costs for the district
- ❖ Structured cabling refresh at Boyd High School (Phase 1) – Optimized data drops and wireless access points for overall cost reduction and increased efficiency
- ❖ Boyd High School Addition – extended wired and wireless networks into the new addition
- ❖ Johnson Middle School Addition – created and built out two new IDF's and extended wired and wireless networks into the new addition
- ❖ Evans Middle School childcare area – Optimized data drops and wireless access points for overall cost reduction and increased efficiency
- ❖ Network refresh – Upgraded wide area network link speeds at all campuses to 100 GB
- ❖ Network data drop addition – added data drops for displays at JJAEP
- ❖ Slaughter Elementary kitchen refresh – Optimized data drops and wireless access points for overall cost reduction and increased efficiency
- ❖ Faubion Portables – added data drops and wireless access points for Sierra Schools



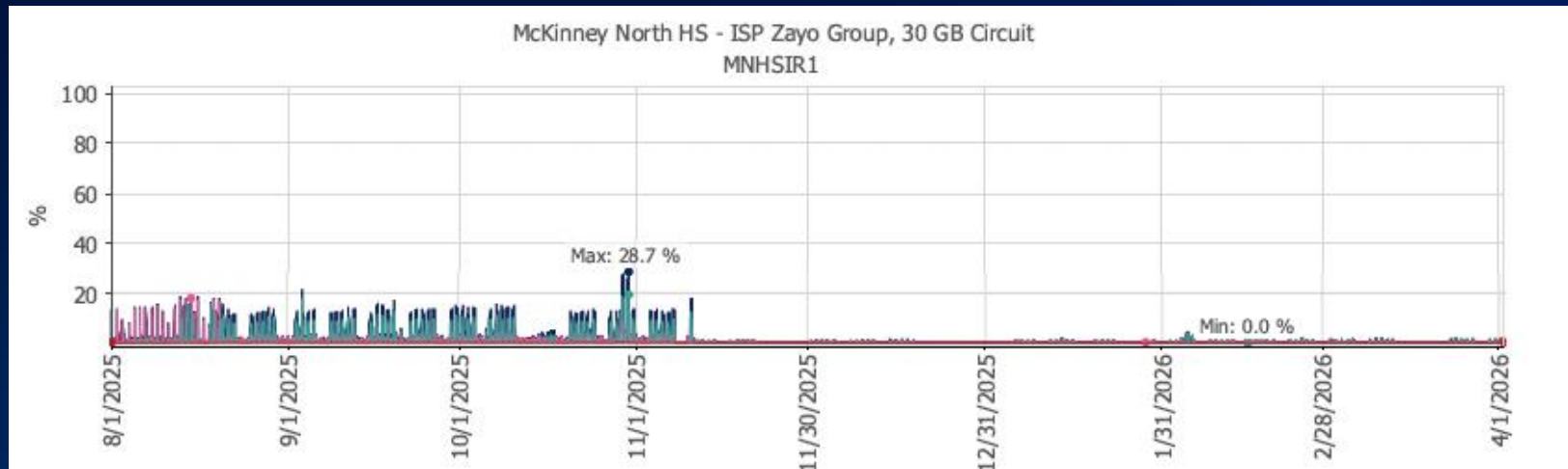
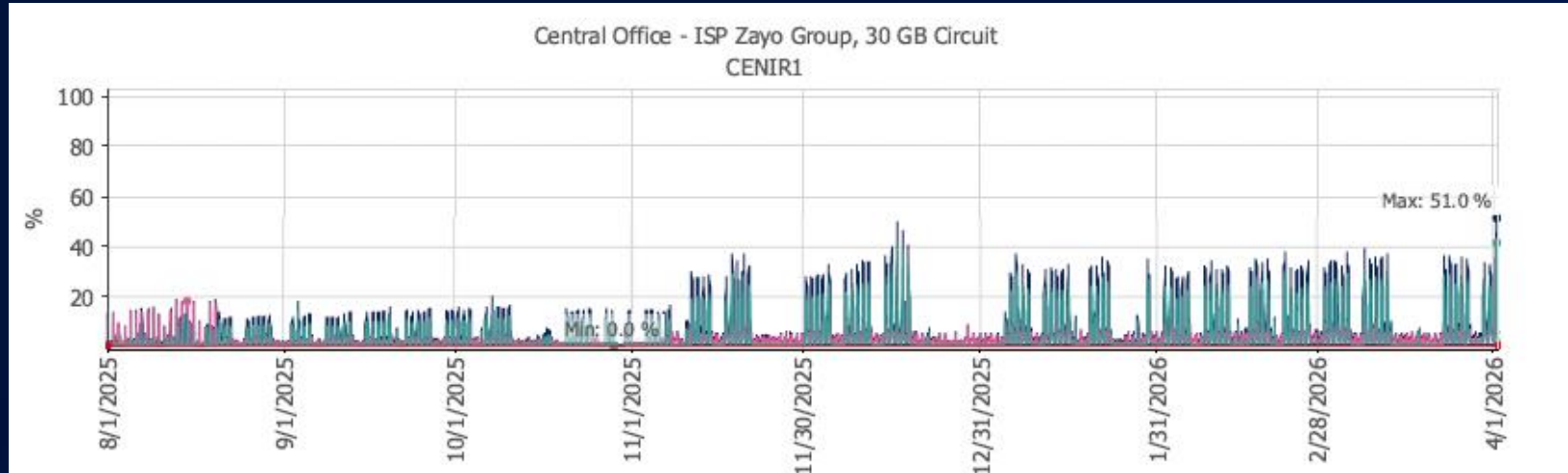
NETWORK SERVICES

Upcoming Project Goals

- ❖ Datacenter refresh – Improve performance and lower energy utilization
- ❖ Consolidate storage – Lower the storage utilization across platforms
- ❖ Replace Datacenter coolers – Improve uptime and hardware life
- ❖ Cloud phone system – Lower overhead costs and improve functionality



INTERNET BANDWIDTH UTILIZATION

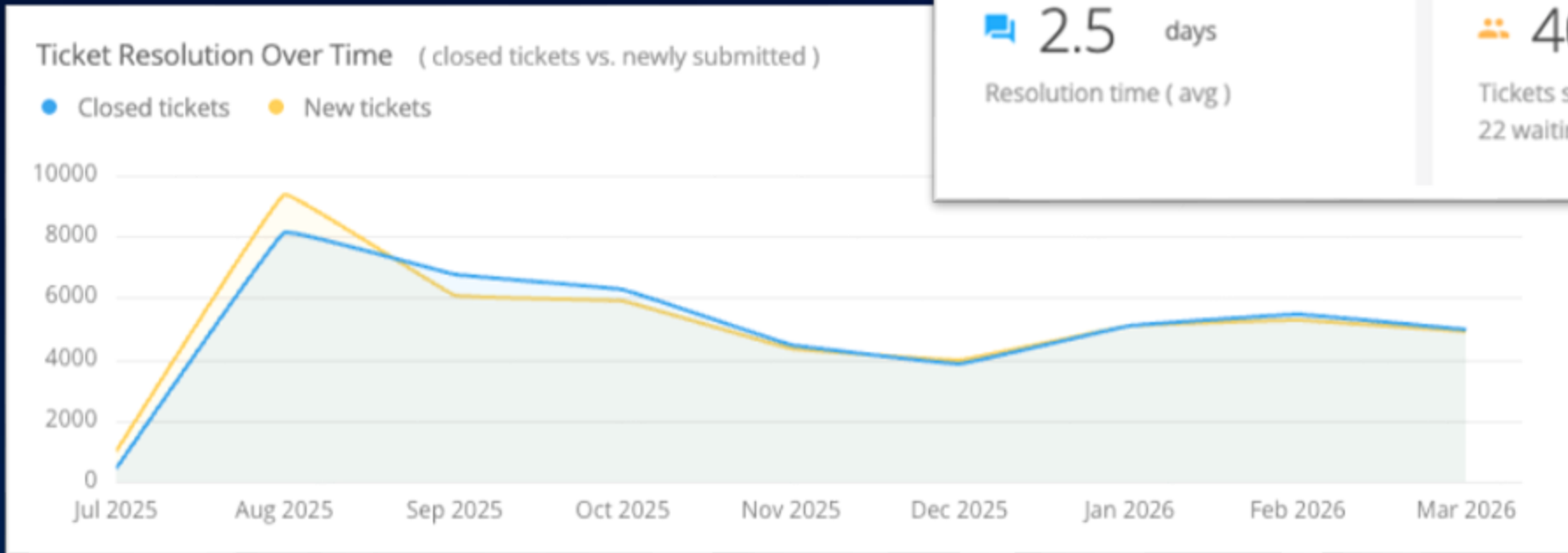
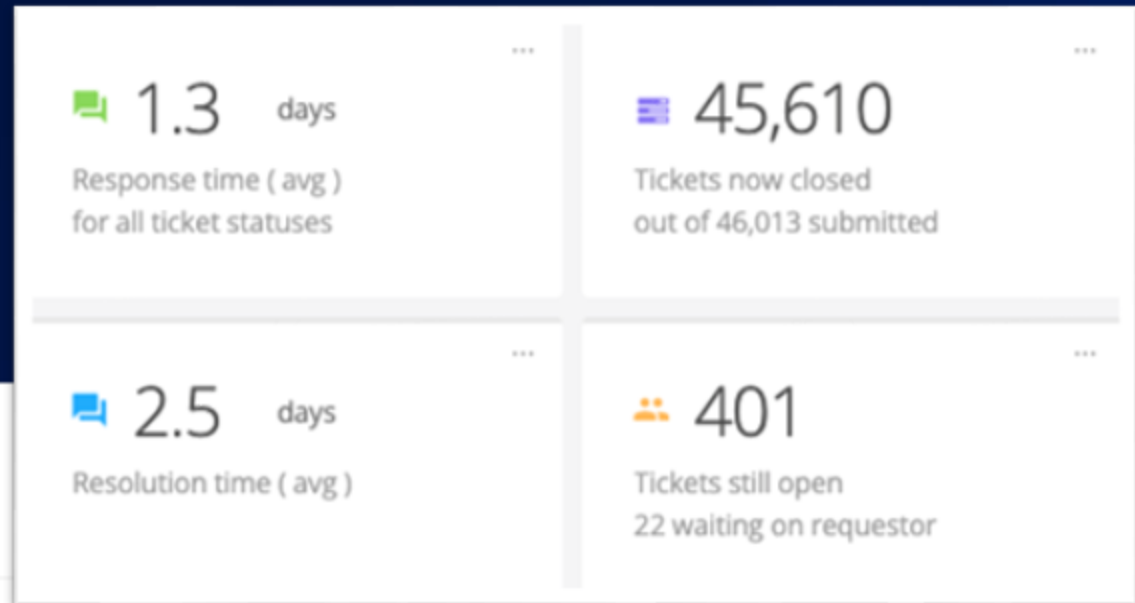


TECHNOLOGY OPERATIONS

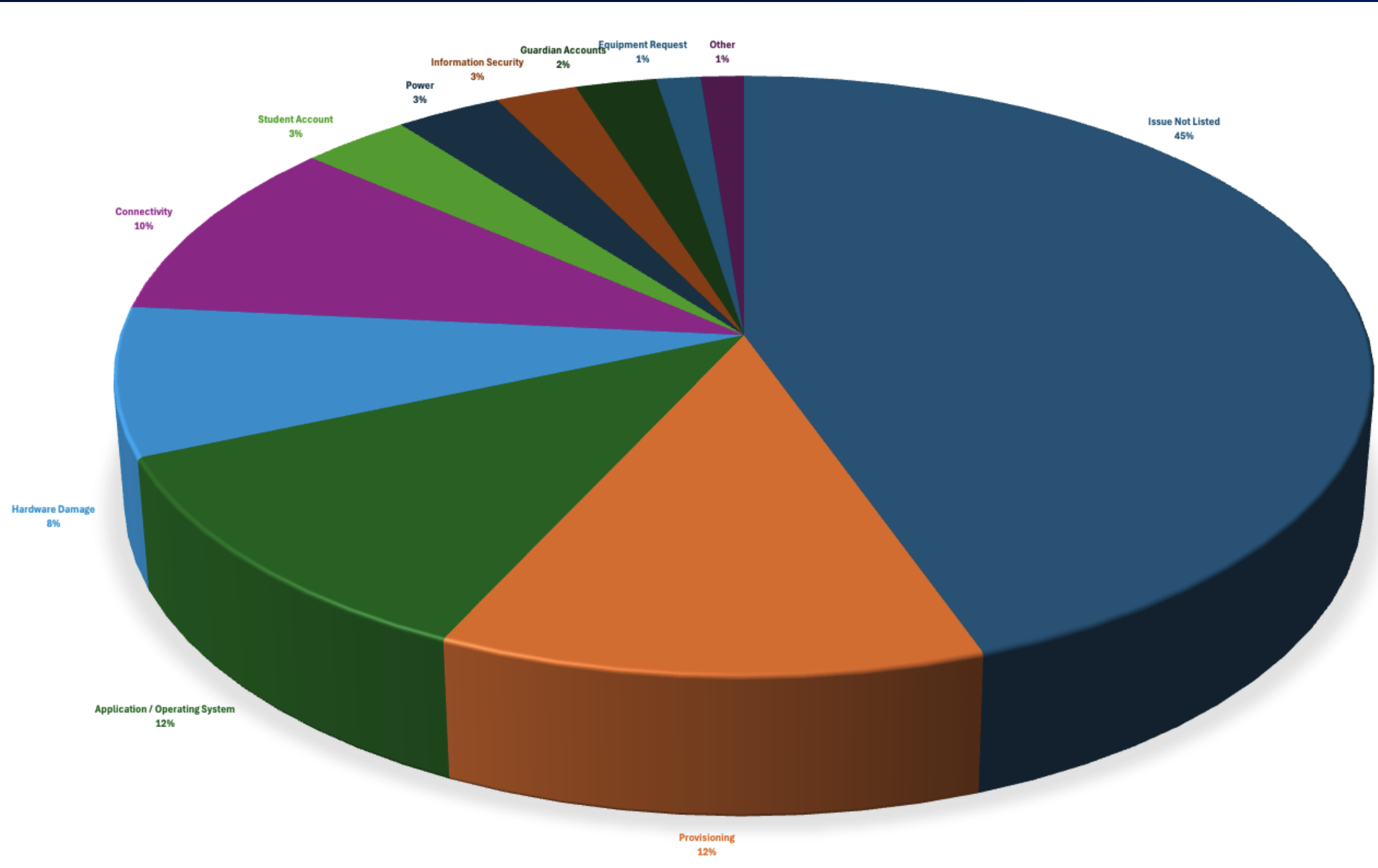
- ❖ Completed Boyd HS Phase 1 Renovations and SJMS additional instructional wing
 - Reinstall all campus technology and AV equipment
- ❖ Completed MDM migration for Apple devices to Moysle and Microsoft devices to Intune
- ❖ Redistributed and deployed 24,500 1:1 student devices by model to each campus
- ❖ Deployed 3500 new student devices to Boyd HS and Evans MS
- ❖ Deployed 2000 new iPads to Eddins, Finch, Press, and Wilmeth ES as part of the iPad initiative
- ❖ Remediated issues with Apple Classroom for the entire district
- ❖ Implemented a new and improved campus support model to improve technical support efficiency at the campus level
- ❖ Reduced response time average for tickets from 2.3 days to 1.3 days
- ❖ Reduced resolution time average for tickets from 6 days to 2.5 days
- ❖ Closed 45,610 technology support tickets (additional 16,121 tickets from last year's total)



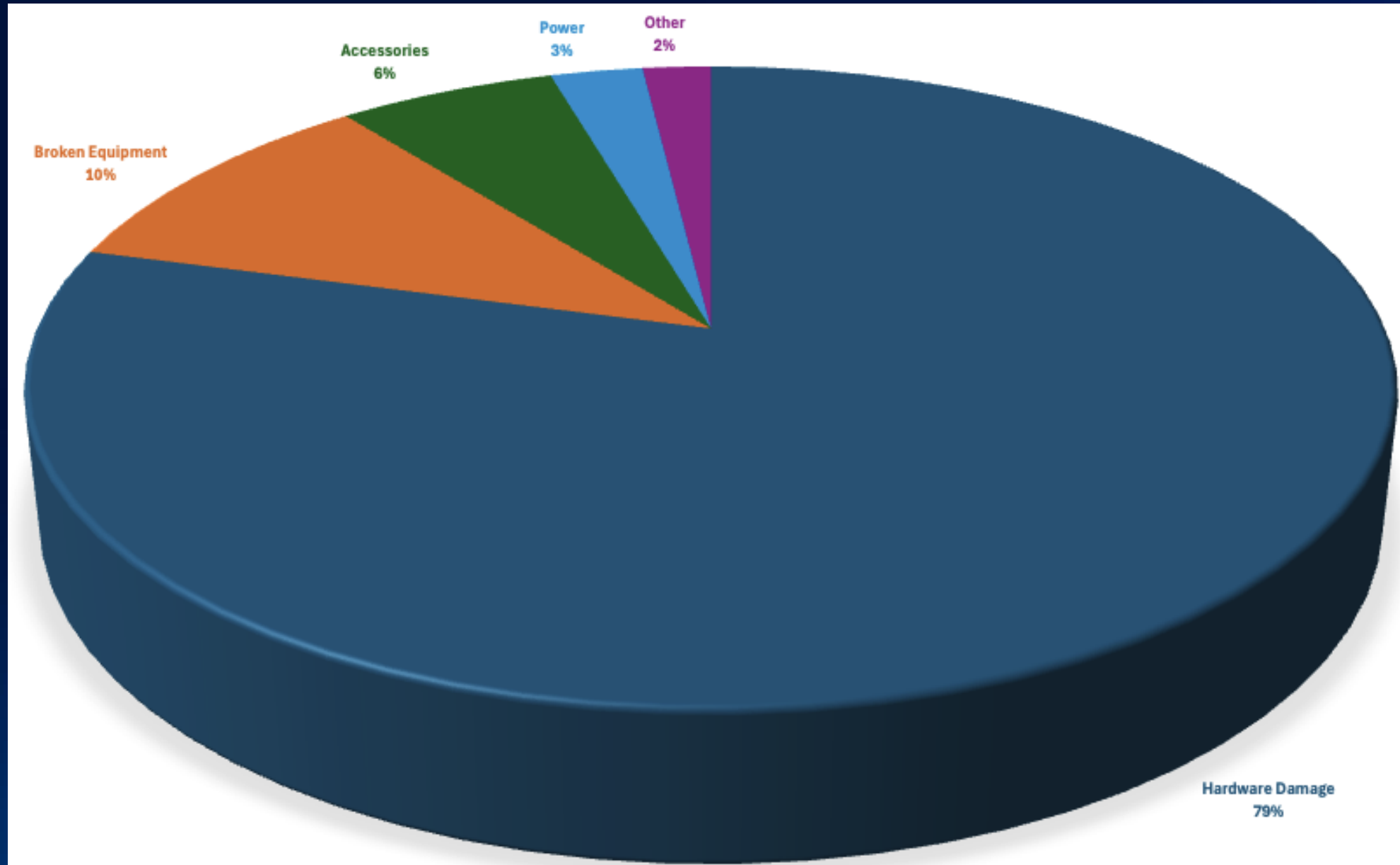
SUPPORT TICKET OVERVIEW: 2025-26



HELPDESK TICKETS: ISSUE TYPE



HELPDESK TICKETS: REPAIRS

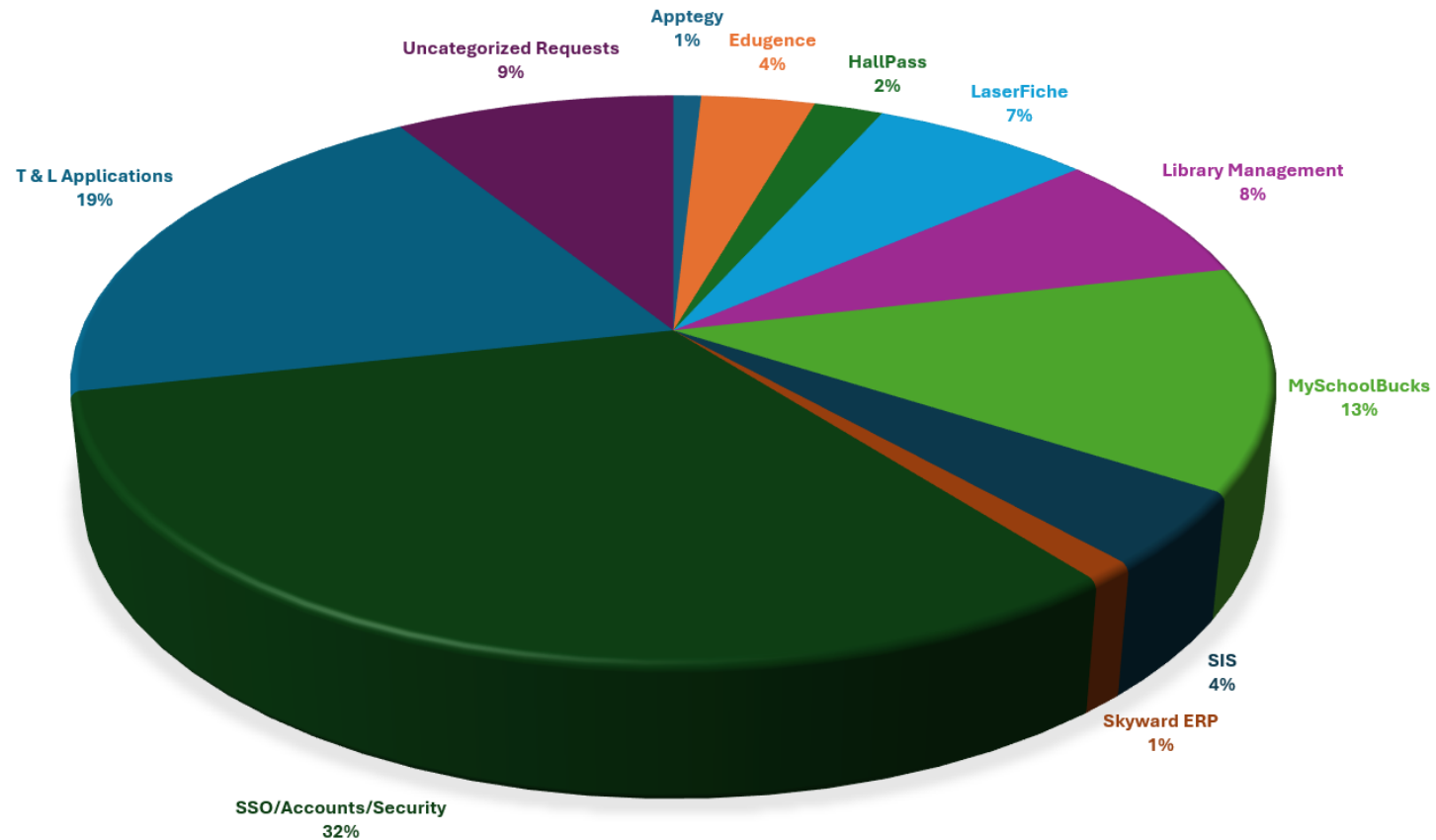


INFORMATION SYSTEMS

- ❖ Completed Edugence and Skyward ERP implementation
- ❖ Completed HR migration to Skyward Applicant Tracking
- ❖ LaserFiche Processes/Forms
 - HR Onboarding implementation with Skyward Applicant Tracking
 - Fine Arts, Medical and Technology student consent forms
 - Summer School student registration process
 - Edugence access
 - Upgraded to version 12
 - Set up development/testing site
 - Future (Choose McKinney, Employee Transfer, Student Electronic Cumulative folder, Grievances/Resolution)
- ❖ Setup additional applications to use SSO SAML authentication
- ❖ Completed automated invoice process integration with Incident IQ ticket system
- ❖ Skyward SIS implementation and updating Teaching & Learning application integrations



INFORMATION SYSTEMS Support/Project Tickets (921)



INFORMATION SECURITY

- ❖ Hosting our first North Texas Capture the Flag(CTF) Challenge, sponsored by HackTheBox, with 200 participants
- ❖ Deployed a new, open-source log filtering system to consolidate logs across systems, reducing false positives and response times
- ❖ Completed implementation of new digital resource approval process, with district-wide visibility of approved and unapproved applications, resulting in 363 approvals and 80 denials
- ❖ Coordinated with multiple vendors to determine the cause of and correct longstanding network issues with campus applications
- ❖ Provided findings for 64 suspected AUP violations
- ❖ Investigated alerts of 2,766 compromised user accounts
- ❖ Modified printer badge reader firmware to support new and old badges making it seamless for the end-users
- ❖ Configured and deployed the Sierra School Technology at FMS
- ❖ Responded to 101 escalated alerts from our Managed SOC Provider
- ❖ Received a grade of A+ on our email system security posture
- ❖ Completed annual Cybersecurity audit with a score of 3.00, an increase from 2.73 in May 2025



Information Security

McKinney Adaptive MDR Ops Dashboard

01 Apr 2025, 00:00:00 ~ 01 Apr 2026, 23:59:59 Auto Auto refresh - Off

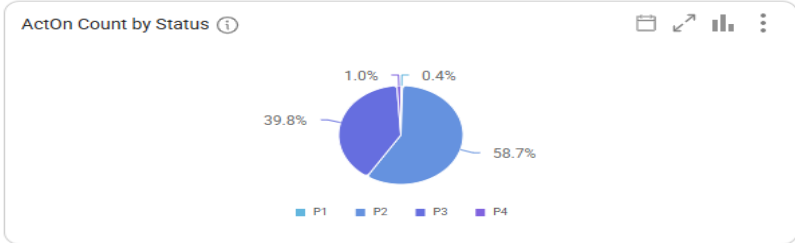
McKinney Adaptive MDR Ops Dashboard

57B
Total Events

116K
Signal Count

45K
Situation Count

3.5K
ActOn Count

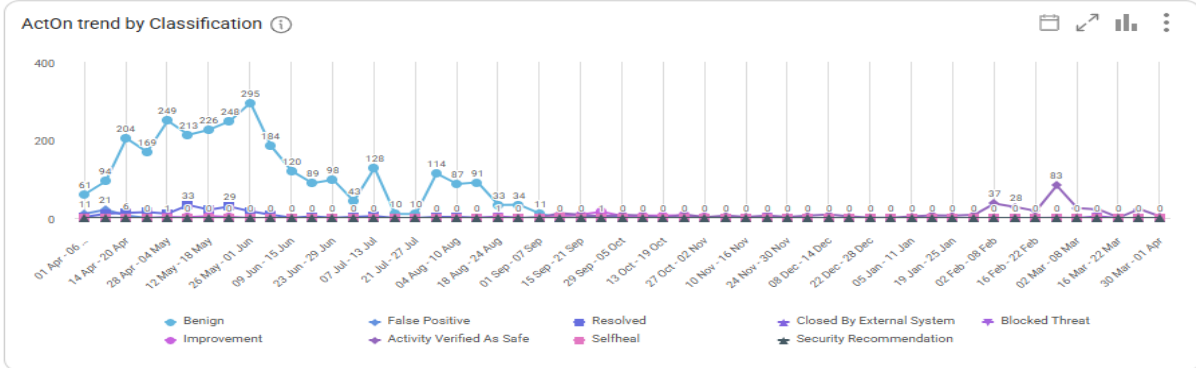
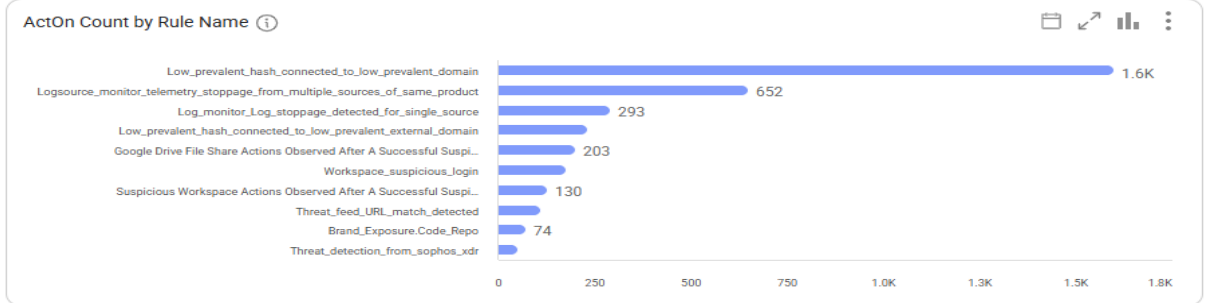
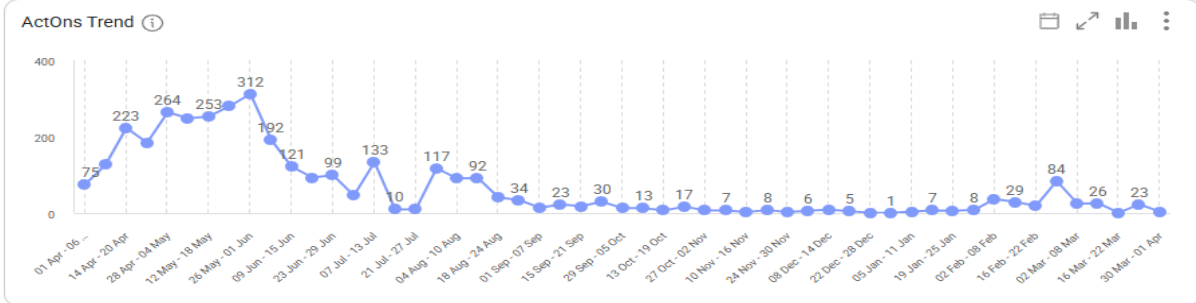


ActOn Assigned to NetEnrich

Status	Team Name	ActOn Count
Closed	NESecOps	3,400

ActOn Assigned to McKinney

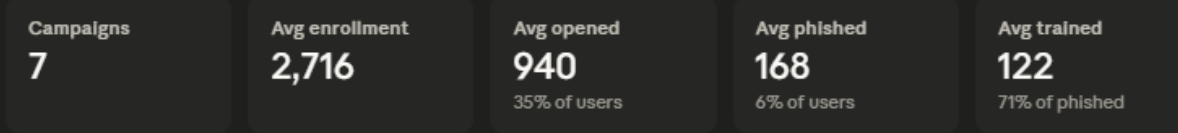
Status	ActOn Count
Closed	101



ActOn Classification

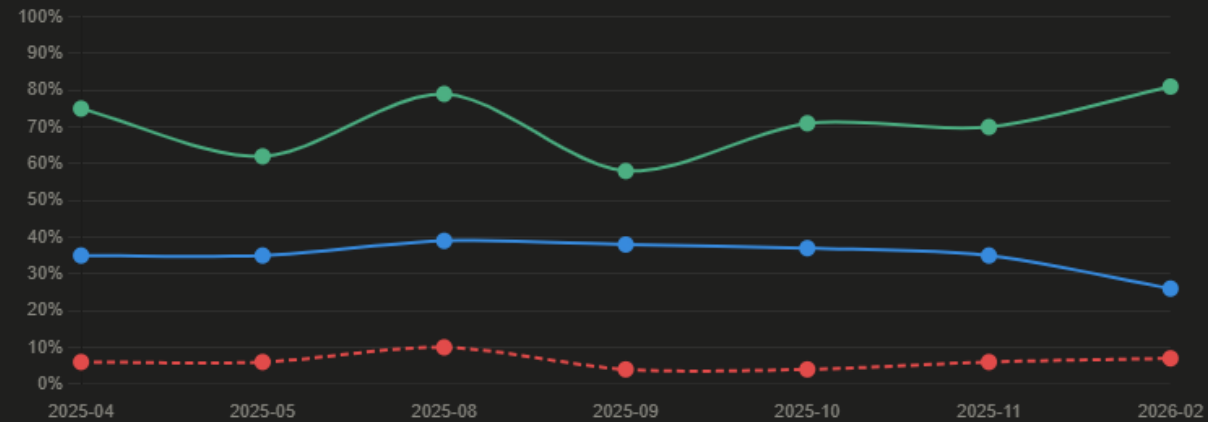
Closed Reason	ActOn Count
Benign	2,812
Activity Verified as Safe	358
Resolved	191
Improvement	72

Information Security



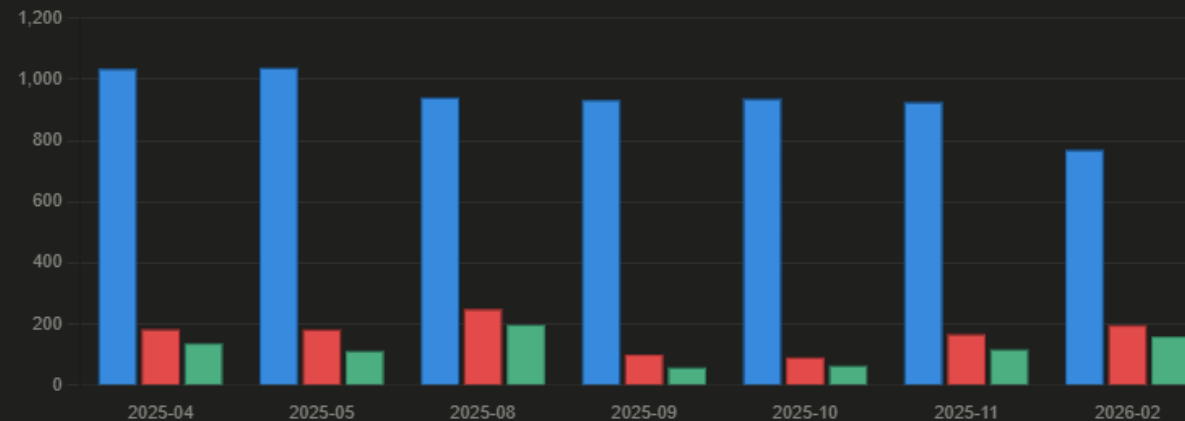
Rate trends by campaign (%)

■ % Opened ■ % Phished ■ % Training completed



User counts by campaign

■ # Opened ■ # Phished ■ # Completed training



Information Security

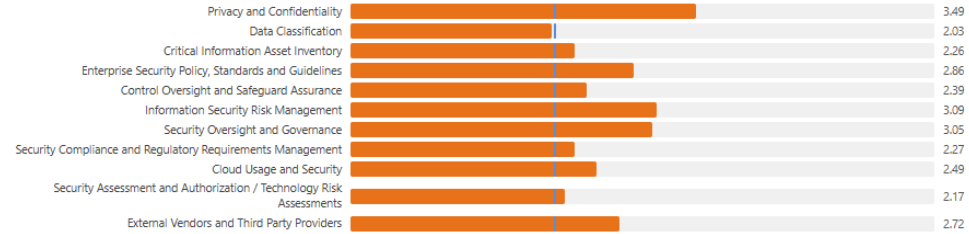
MINERVA™

IT Department — McKinney ISD

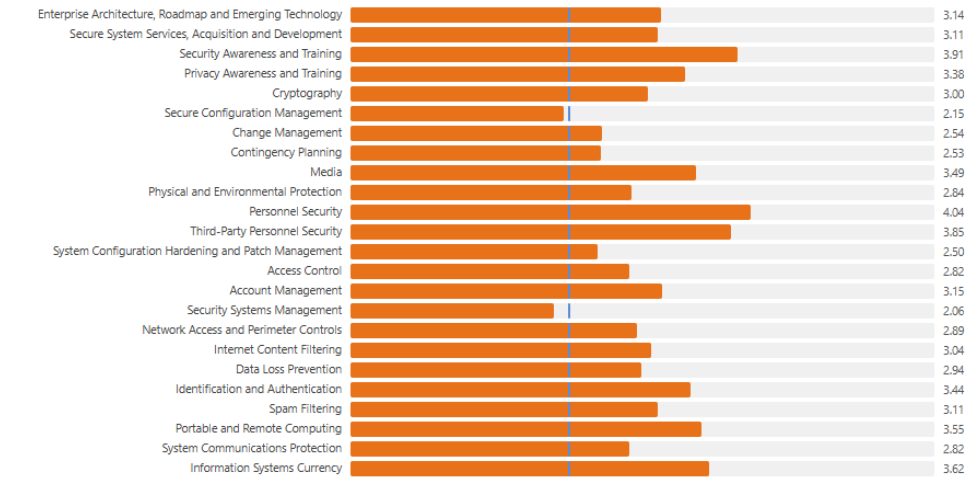
Maturity Hierarchy Details

Score | Peer average

IDENTIFY 2.66 / 2.06 peer avg



PROTECT 3.02 / 2.20 peer avg



DETECT 2.50 / 2.14 peer avg



RESPOND 2.85 / 2.21 peer avg



RECOVER 2.62 / 2.11 peer avg

