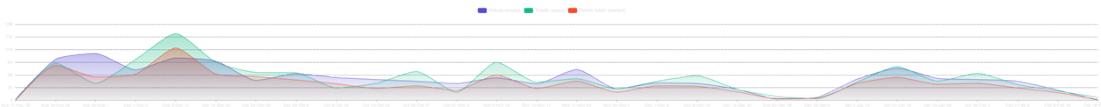


# Feb 24th Technology Board Report

As we settle into the second semester, our department has been focused on supporting new curriculum platforms and testing preparation while also tackling behind-the-scenes infrastructure work. Troubleshooting new testing and curriculum tools that come with the semester change, along with supporting HVAC system needs, have kept our team engaged alongside our ongoing improvement projects.

## Helpdesk Tickets:



Helpdesk ticket volume has remained steady as we moved into the second semester. Much of our support this period has centered around troubleshooting new curriculum platforms and testing tools, which is typical as staff adopt new resources at the semester change. We have also provided support for HVAC system needs across buildings. The overall manageable volume continues to allow our team to balance daily support with longer-term projects.

## Current Affairs:

**Server Migration Planning:** We are actively planning a migration of our aging server infrastructure. Our department is working with a team to help ensure a smooth transition as we consolidate and modernize our systems. This is a significant project that will improve the reliability and manageability of our core technology services, and careful planning now will minimize disruption when the migration takes place.

**Content Filtering & Curriculum Support:** We have been working with staff to ensure new curriculum platforms are accessible through our content filtering system. This includes whitelisting domains for tools like Collaborative Classroom, which supports literacy instruction across the district. Balancing open access to instructional resources with maintaining a safe online environment for students remains an ongoing priority.

**Device Management & Maintenance:** Our team continues to manage devices through Mosyle, our Apple device management platform, including refining enrollment workflows to streamline how devices are set up and assigned. As part of this effort, we have begun cleaning and enrolling district cell phones into Mosyle alongside our iPads. Bringing phones under the same management platform gives us consistent oversight of all mobile devices, including the ability to push security policies, manage apps, and remotely support devices from a single dashboard. We have also been working on

printer configuration for special education spaces and coordinating device repairs with our service partners.

**Surplus & Cleanup:** We have been working through buildings to surplus and remove outdated technology equipment that has accumulated over the years. Clearing old devices, cables, and hardware from storage areas and unused spaces helps keep our facilities organized and ensures we have accurate inventory of what is actively in use.

## Looking Ahead:

Our department priorities for the coming months include:

- **Server Migration Execution:** Moving from planning into the active phases of our server migration, working closely with our team to ensure minimal disruption to district operations.
- **State Testing Readiness:** Finalizing Chromebook configurations for WIDA testing, including kiosk mode setup and network preparation to ensure smooth testing sessions.
- **E-Rate Network Upgrades:** Continuing to work through the E-Rate funding cycle for network switch upgrades to improve performance and reliability across all buildings.