

Minidoka County School District  
**Technology Department**  
**December 10, 2019**

**Student Technology**

- Both Paul Elementary labs have been replaced with updated machines.
- Laptops at Mount Harrison High School are being updated to keep current with software so the students can continue to use them.

**District Technology**

- Our 2019-2020 E-Rate is continued on the inquiry for resolution. Appeal status has changed several times when they are asking for answers to their questions, we are waiting again for a pending answer.
- Tickets have been slowing down, allowing the department to look into projects improving the schools on security and connectivity.
- All changes to the network through Project Mutual Telephone has been completed.

**Work Orders**

- Work orders are combined with Maintenance.

<b>September</b>	<b>October</b>	<b>November</b>
256 New	226 New	151 New
271 Resolved	249 Resolved	183 Resolved
321 Incomplete	298 Incomplete	267 Incomplete