

Technology Report November 2021

- **Cybersecurity**
 - Google Security
 - 1.2 Million Inbound Emails Accepted
 - 56.5K Emails Identified as Spam (including phishing, malware, spoofing)
 - 13 Emails Blocked under our Data Loss Prevention (DLP) policy (SSN or Credit Card Information)

- **E-Rate RFP/Bids**
 - Bid 1296 Network Wireless Infrastructure - USAC Form 470 #220004463
 - Due date is 2:00 P.M., Tuesday, January 4, 2022
 - This will go to the February 2022, School Board Meeting for review and approval
 - Estimated value is \$750,000

- **Technology Help Desk Tickets**
 - 506 New Technology Support Tickets Created
 - 529 Tickets were resolved
 - 575 Tickets remain unresolved
 - 171 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
 - Working with Citon for a quote for technology staff augmentation services. These additional services are needed to help setup and deploy the 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
 - Garfield - Facilities/Storeroom
 - Facilities SchoolDude Work Order #38193 to install the needed network infrastructure/data cabling for this building
 - Ordered Waiting to receive the Palo Alto PA-410 NGF VPN
 - Arvig - Duluth Adult Education
 - Up and running on our “District” Network this week
 - Tech Village - AEO/ALC
 - Waiting for the Telecommunications Room to be completed before we can install/terminate any of the new network infrastructure
 - Will be moving the services from HOCHS to the Tech Village