Derby Public Schools

# Monthly Board Report

## Technology Department

Brad Langridge, Director of Technology

Carmine D'Onofrio, Lead Technician

Chuck Joaquim, Support Technician

# Achievements

- Picked up a donation server from Cotiviti on Saturday.
- With the donation server, built a new server on Sunday for the Syam system as the current system was not able to support the heavy usage.
- Ticket system is being utilized by staff, over 50% of the tickets are created by the person having the issue. - this is good.
- Convocation went very well.
- Badge system was rolled out for the printers.
- Assisted with room moves and putting together any classrooms which required additional set up.
- Coordinated press box AV and speakers installation.
- Planned and started the testing of the Exchange upgrade.

# Projects

- Chromebook Rollout
- Reviewing Paperwork from the 1 to 1- (a lot of incomplete paperwork)
- Papercut software building out reports.
- Ticket system work to make the reporting more robust.
- Exchange upgrade
- Projector installation: finish DHS, and work with Dr Conway and the schools to ID optimal remaining locations for installation.
- Network upgrade of switches Phase 2 - move all existing AP's and anything else that we can to the new switches.
- Inventory, both Internal and by the town.
- Voip and Pots line - continuous work.
- Full audit of all equipment in all rooms.
- Continuous - updating the district website to remove aged content.
- Continuous - Reviewing our current servers to resolve any update issues.

# One to One 2019-2020 Updates
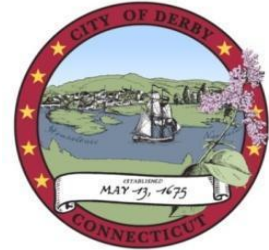
**Chromebook deployment**

- DHS = 136
    - (323 current students)
- DMS = 35 as of friday 9/13)
    - 247 current students
        - (362 current students - 116 6th grade)
    - Lack of completed paperwork is the biggest issue.

**Repairs  - Summer**

Total per location:

- DHS = 22
- DMS = 87

This does not reflect the remaining laptops that need to be repaired that we are waiting for payment.

# One to One EOY Collection: DHS Final data

- **Total students with laptops year 18-19 = 296**
    - laptops returned: 266
    - chargers returned: 243


- **Total hotspots status for year 18-19 deployed = 24**
    - Hotspots returned: 21


- **2017-2018 equipment to be returned.**
    - 18 laptops with/or without chargers.
    - 11 hotspots.

# One to One EOY Collection: DMS Final data

Technology Department

- **Total students with laptops year 18-19 = 351**
  - laptops returned: 343
  - chargers returned: 268

- **Total hotspots status for year 18-19 deployed = 10**
  - Hotspots returned: 5

- **2017-2018 equipment to be returned.**
  - 2 laptops with/or without chargers.
  - 6 hotspots.

# Ticket data

**Tickets created from date deployed:** 207

this doesn't include project work or anything related to the one to one program. as of yet.

**Generation Type:**

Self Service 119

Manual 88

**Location:**

Irving Elementary School 63

Derby High School 59

Bradley Elementary School 37

Derby Middle School 37

Central Office 8

Little Raiders University 2

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# Ticket data (continued)

**Type of issues ( categories are recent)**

    Access controls: 4

    accounts: 31

    Peripherals: 18

    Phones:10

    Printer issues 11

    Software & applications: 6

    Windows PC's: 12