

Oct 30th Technology Board Report

It has been a busy beginning of the school year getting devices in the hands of our students and staff but overall I feel that things have gone rather smoothly considering. We have had to reach out to our platforms and ask for guidance in a number of areas. But even with the unexpected hiccups we have been able to serve our staff and students the technology they need to start the school year

Start of school year

Hiring and on ramp for the new year:

With all of the hiring the district has been doing our department has had a lot of work onboarding those people into our systems and getting them going with devices. That being said, as our team was productive at the beginning of the summer we have had the space to run around individual buildings sorting out problems on a one to one basis.

iPads and MacBooks:

We did have an issue. We opened a ticket with Mosyle(our apple management system) which was resolved on the last day of sept where students were being assigned to multiple locations. It seems they needed to change something on their end and now our students are assigned the correct location. Overall our cleaning of this system over the summer has left us in a much better position than we were last year.

Windows and Chromebooks:

We feel good about how Panel(our windows and chromebook device management system) is coming along. It has a steep learning curve and has caused us to update some things that were long overdue. We are confident we can be done with our servers when our licenses expire.

Cameras:

We have had a number of the newest installment of cameras have difficulties. We are troubleshooting and applying for warranty for each camera individually and this is

taking quite a bit of time. That being said it look like unless more go down we should have the current ones done by Nov 1st.

ERate:

We have started discussions for this year's ERate process and will be applying for a cybersecurity grant separate from the ERate but through our same consultant.

Help Desk:

So far this year we have closed 649 help desk tickets. Everyone from the Director to the building tech mentors are pitching in and it feels like we are making some progress toward an organizational structure like what Rebecca has developed inside of curriculum. We had our first Tech dept meeting Aug 26th and hope to grow this department into a cohesive team as the year continues.