Manistee Intermediate School District
Director Report
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Department: Director of Technology
Month/Year: October, 2014

Below is a report of progress on our goals, for this month, as they relate to my program. Note highlighted areas for desired action or key dates to remember.
Manistee ISD will provide services

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that will improve teaching and learning.
Due to several issues with the original computer image, all Onekama Consolidated School Mac computers were re-imaged.

Google has announced Drive for Education with unlimited storage for all Google Apps for Education users at no charge. Also included at no charge, Google Apps Vault. Google Apps Vault can be used to archive emails and chats, to search Drive files and preserve important information for Districts.

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to assist local districts to comply with local, state and federal mandates.
The PowerSchool attendance conversion has now been corrected. We are currently working on a report which shows the correct attendance information.

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to improve the quality, enhance efficiency, and foster cooperation and collaboration in our educational service area.
Several Helpdesk improvements have been made:

- To provide users with more information on help ticket progress, a notification is now sent to the requestor (end user) when a ticket is taken by technician (owner) or when the owner changes. The notification also includes the technician name.
- Included in the notification message above is a link to the helpdesk self service system. The self service link, located at the bottom of the notification message provides users access to all active and inactive tickets. Users can also log into the self service system to create tickets, reply to tickets and mark their tickets as resolved.
- We now have the ability to route incoming help requests to a specific owner based on subject line. For example, if a ticket sent to the Manistee ISD queue has 'PowerSchool' in the subject line, it can automatically be routed to the person who handles PowerSchool issues.

The MISD Technology Cooperative has initiated a collaborative purchase of JAMF Casper Management suite for all Manistee County Schools. Casper is a powerful iPad and Mac management system. By using the collaborative purchase model, participating districts save thousands of dollars in training and server costs. The first district to take advantage of this model is Onekama Consolidated Schools.

The PowerSchool servers have been upgraded to version 8.02.

West Shore ESD, Wexford-Missaukee ISD and Manistee ISD have been awarded the TRIG 22g grant for the consolidation of services and operations, Technology Services Consolidation. Representatives from all 3 ISDs including Superintendents, Business Managers, Technology Directors and Technology Coordinators have been meeting on the TRIG 22g Grant for planning and structure purposes.

Last month I reported that interviews were being conducted for a Data Support Specialist for West Shore ESD, Wexford-Missaukee ISD and Manistee ISD. Funding for this position is provided through the TRIG 22i Data Service Center Grant. Sally Rifle has been selected for the Data Support Specialist position. Sally will spend one day a week at each ISD to assist

ISDs and LEAs with all things related to data including PowerSchool, Data Warehouse, Helpdesk, Databases and State Reporting, etc.

Other comments
I will be attending the Michigan Association of Education Systems (MAEDS) Technology Conference, October 15th-16th.

Secure Socket Layer (SSL) Virtual Private Network (VPN) access has been configured to improve security for users requiring remote access to the MISD network.