Technology Department - June Report (6/1 - 6/28)

CybersecurityGoogle Security

- Gmail
 - 782K Emails Messages Accepted/Delivered
 - 949K were identified as Spam ••
 - 8.2K were identified as Phishing
 - 8.2K were identified as Spoofing
 - 0 emails were identified as Malware
 - Account Information
 - 6,168 Active Accounts (Accounts for students under 13 get disabled until we get parental consent)
 - 24.76TB of storage
 - 424.9.1K Files shared externally
 - 71 Suspicious login attempts
 - 2.7k Failed user login attempts •
 - Data Loss Prevention (DLP) policy
 - 12 High Severity Incidents that were blocked

E-Rate RFP/Bid

- None at this time
- Near future
 - Phone PRI/SIP line services. Currently Nextara
 - Data Center Co-location services. Currently Involta
 - E-Rate Network Switches, district wide
- Technology Help Desk Tickets (6/1 6/28)

 - o 311 Tickets were resolved 😃 (16%)
 - - 306 Unresolved tickets for Chromebook repairs (Last month 253) •
 - 16h 30m Average 1st response time (21%)
 - 56h 594m Average resolution time (17%)

Projects

- Installation of the new Dell Precision Workstations for the two FabLabs and the Graphic Arts Lab at the two high schools. The new systems will be upgraded to their 5 year old ones.
- Installation of the new Dell Optiplex 3090 desktop systems across the district. We are upgrading Dell Optiplex roughly half of our 8-10 year old systems
- Imaging all Windows 10 systems across the district to meet our Cyber Insurance Policy requirements. We need to remove or isolate/segment all none supported software/devices.