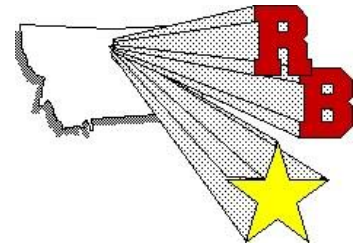


Technology Department

November 11, 2019

IT Director – Robert Parker



In the last month, IT has received 35 tickets and closed all but 10 tickets. Most of the tickets were request for printer access and iPad app requests. The new ticketing helpdesk is working quite well and when the inventory system is fully up and running, it will be even better.

Cameras are installed now in both EL and HS. Admin building is next, then we will make another pass to add any extra cameras for areas that need more coverage. The system is being used already to collect footage of incidents of fighting, drug use and potential theft. IT has also installed a locked cabinet at the bus garage to prevent any unauthorized disconnection of the camera or network.

Installation of the new network equipment has been finished. All devices are working well on the new equipment. As WIDA testing approaches we should see a noticeable improvement in traffic speeds. This will be the first real test of the new network's increased capacity and throughput.

IT had its first META meeting in October. We discussed ways other schools communicate during lockdowns, what type of SMART board or interactive display schools use, Infinite Campus POS system setup and possible training opportunities, how other schools deploy devices – the pros and cons of 1:1 and by classroom, E-rate and VOIP phone systems/intercoms, ALICE training.

Looking forward to the coming month, IT plans to visit the colonies on 11/14 to upgrade computers, install requested programs, and receive unneeded IT equipment. IT will be deploying 10 laptops in place of the current desktops located at East End colony to make better use of the space available. IT will be starting to implement pieces of the new inventory system, but full transition is not scheduled until February of 2020. Transition to the new system will be time consuming as all the current assets and equipment must be entered into the new system as well as setting up all locations and classrooms and inventory staging areas. IT received 12 additional laptops from SCC. IT is still working with SCC to get the admin credentials required to finish the setup of the devices.