Navarro ISD
Board Report

Technology Department
July 2024

Executive Summary:

The IT department is busy this summer working on several projects to improve security, prepare for the new school year, and enhance efficiency. To strengthen security, Multi-Factor Authentication (MFA) is being added to Classlink access and password requirements are being upgraded. Additionally, a new AI-powered camera system is being installed across campuses.

Device management is also being improved by migrating staff devices to the cloud and streamlining the onboarding process for new devices. The network is getting an upgrade with new wireless access points and a refreshed Network Operations Center (NOC). New facilities, including portables at the elementary school and the transportation office, are being outfitted with the necessary cabling and hardware.

In preparation for the upcoming school year, Chromebooks have been repaired and readied for students. The IT department is also working on inventory management and labeling for Chromebooks and iPads. The dedicated Help Desk team is continuing to provide timely support, resolving 40 tickets this week.

Director

Classlink MFA Changes

- **MFA Implementation for Enhanced Security:**
  - We are implementing Multi-Factor Authentication (MFA) for all staff access to Classlink. MFA adds an extra layer of security by requiring not just a username and

password, but also a second verification step, such as a code from a phone, PIN, or security key. This significantly reduces the risk of unauthorized access to sensitive student information and other resources in Classlink.

- **Communication with Staff**
  - Staff have already been informed about the upcoming MFA requirement through a separate communication. This communication outlined the importance of MFA, the implementation date of August 13th, and the need for them to set up MFA on their own accounts before that date. Additionally, we have provided resources to assist them in the setup process, including:
    - Support from the IT Department
    - Scribe, how to guide, showing them how to do this and the different options available.

We are pleased to announce the implementation of a new AI-powered camera system, Spot AI, across all campuses. This upgrade will replace 150 existing cameras and provide significant benefits:

- **Enhanced Security:** Leverage AI for improved monitoring capabilities.
- **Historical Footage:** Securely store 30 days of footage on-site for easy access.
- **Remote Access:** Authorized personnel can view live feeds from anywhere for real-time situational awareness.

Progress Update:

- Spot AI system has been ordered.

- Account setup and platform access for authorized personnel are already underway for a smooth transition.

Benefits:

- Improved security on all campuses.

- Increased ability to investigate incidents and ensure student safety.

- Enhanced response times for emergencies.

Next Steps:

- Hardware installation upon arrival.

- Completion of personnel training on the new system.

Strengthening Our Security: Active Directory Group Policy Enhancements

Proactive Security Audit:

We recently completed an internal audit of our AD Group Policies, identifying areas for improvement.

Addressing Password Security:

We have begun enhancing these policies to incorporate upcoming password complexity and age requirements. This will significantly strengthen our first line of defense against unauthorized access.

Maximizing Security Impact:

To further bolster our security posture, we are employing the CIS CAT Pro Assessment Tool. This industry-standard tool will identify high-impact changes we can implement quickly.

Benefits:

- Enhanced password security through stricter requirements
- Additional security measures identified by the CIS CAT Pro tool

- Overall improvement in our security posture

Next Steps:

- Implement the enhanced AD Group Policy configurations for improved security.
- Analyze the CIS CAT Pro Assessment findings to prioritize additional security enhancements.

We are committed to continuously improving our security posture. These initiatives will significantly reduce security risks and safeguard our valuable information.

Systems Administrator

Migration to Full Cloud for Staff Devices:

- **Device Migration:** Ongoing migration of staff Windows devices from hybrid (*HAADJ*) to full cloud Azure.

Autopilot Implementation:

- **Autopilot Configuration:** Autopilot is currently set up and being worked on further to streamline and expedite imaging and new device onboarding processes.
- **Testing and Validation:** Conducting tests to ensure updates to the configuration are functioning as expected.

RaptorLink Setup:

- **SSO Integration:** Setting up RaptorLink with Google SSO for enhanced security and streamlined user access.
- **Classlink/SIS Integration:** Integrating RaptorLink with Classlink and SIS for efficient data management and user synchronization.

Employee Offboarding and Onboarding:

- **Process Revamp:** Worked alongside the reworking of offboarding and onboarding processes for greater efficiency and clarity between departments
- **Maintaining User Account Status:** Actively creating new accounts as employees sign their Technology Acceptable Use Policy and disabling the accounts of resigned/retired employees.

Network Administrator

Network Refresh:

- **Wireless Access Points:** WAPs are currently being installed across the campus. Current Meraki license is set to expire mid-August and the completion of Ubiquiti WAPs will be completed by the end of July.
- **NOC Refresh:** Still awaiting the receipt of the final piece for the NOC refresh. Expected delivery has shifted to July. After receiving, the NOC will be upgraded which will require a 8 hour network outage, which will be performed on a Friday to limit the impact to operations.

Security Camera Refresh:

- **Order placed:** Delivery of equipment expected within 7 business days.
- **Installation:**
    - Intelligent Video Recorders will be installed upon receipt to allow for ingesting of currently installed cameras from multiple vendors to allow for a streamlined process.
    - New cameras will be installed following WAP installation with a focus on replacing older cameras first.

New Elementary School Portables:

- **Infrastructure:**
    - Interior cabling complete including mounting of WAPs.
    - Fiber from Annex MDF to new portables in place and tested
    - Awaiting receipt of switch to complete

New Transportation Office:

- **Infrastructure:**
    - Awaiting receipt of building bridge to complete (expected week of July 1)
    - All other hardware has been received, and expected to be installed the week of July 1.

Technicians

Chromebook Management:

- Chromebooks allocated for the upcoming school year have been readied for both High School and Junior High, excluding those designated for summer school use.
- A total of more than 120 Chromebooks underwent repair.
- Fines for lost devices have been processed, with efforts resulting in the return of 9 out of 16 missing devices during the first week.

Inventory Maintenance:

- Delivery of equipment expected within 7 business days.
- The cleanup and organization of Chromebook inventory is nearing completion as we work around floor waxing.
- The process of auditing and labeling inventory for Elementary iPads is underway.

Help Desk Operations:

- Our dedicated Help Desk team has successfully resolved 40 tickets ensuring timely support and troubleshooting.

Department closing remarks (optional)