TRSD Technology Services

Summer Plans

The Tech Department will be very busy this summer. We are looking to swap out several computers. We have discovered that our eSIS program works much better with the computers in our second round of leasing. Our plan is to make sure all of our teachers have one of those computers on their desk.

All of our student lab PCs will be wiped out and the software will all be reinstalled using a hard drive cloning program call FOG. This will ensure all the PCs are cleaned up and ready for a fresh start for the 2011-2012 school year.

We will also be removing our current McAfee virus scanner and going with another product, ESET NOD32. The ESET program is a far more reliable virus scanner, which will help us identify and prevent viruses and attacks on our network more reliably, reducing the downtime students and staff sometimes experience.

Other plans include upgrading the District's Intranet, implementing Parent Assistant at all middle and high schools, and fine tuning all of the work that was done this year to ensure a very smooth opening of school.

Ongoing Projects

- SANs Deployment
- Headend Switch Upgrade
- Cabinet Upgrade
- Synrevoice
- Network Stability
- FOG
- Virtual Services
- Gear-Up Grants

Network

We have been working on getting another leased fiber optic line to run from Evergreen to Lorna Byrne which will allow us to have the same type of redundant network ring that we have in the HV and NV areas.

It will also allow the District to make LB the area hub where we can place the SAN and servers there to service the Illinois Valley. We chose Lorna Byrne due to its access to generated power.

This summer Mark will be doing a complete inventory of the IV area's network/setup in preparation for deploying all new equipment at the end of the calenda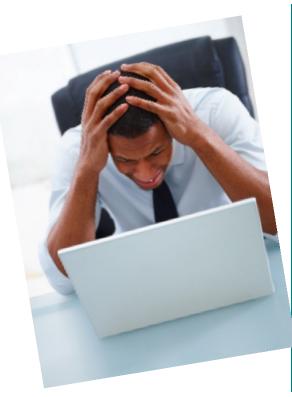r year. Tech Services has come up with an ERATE rotation plan that will allow for the highest poverty areas to receive top of the line connectivity every 3 years.

This replacement cycle will allow us to keep our network equipment up-to-date throughout the district as new equipment is received and replaced.

Work Order Data

Work Order Data**	
Average Time To Close A Ticket	12.4 Days
Tickets Created This Year	3240
Tickets Closed This Year	3188
Total Open Tickets	105
Percentage of Tickets Closed in Under 1 Day	41.80%
Percentage of Tickets Closed in Under 5 Days	65.60%
**Work order data was not fully utilized early in the year. Data noted above may not be entirely accurate. As the utilization of the Help Desk is refined, this data will become more accurate.	

Services Provided To:

Place	Time Spent (Hours)	Closed Tickets	Open Tickets
Hidden Valley Area (Includes District Officer, Maintenance, Food Service)	737.06	1096	50
Illinois Valley Area	770.51	1081	19
North Valley Area	746.13	975	23

Did You Know….E-Mail?

TODAYS SYSTEM TOTALS as of 14:47:01 (PT)		ALLOWED	[BULK]	SYSTEM [QUAR]	PER USER [QUAR]	USER WL	BLOCKED VIRUS	BLOCKED FILTERED	BLOCKED PREFILTER
2010-05-11	8702046	631109	50309	13386	3624	181915	30260	433898	7357557
PERCENTAGES		7.3%	0.6%	0.2%	0.0%	2.1%	0.3%	5.0%	84.5%

Our District uses a program called Tangent to filter e-Mail. Tangent helps keep the junk out of the e-mail inbox. Above are actual figures demonstrating the amount of email that is received for Three Rivers Staff. The overwhelming majority of blocked email at 84.5% are messages from email servers known to send inappropriate content. Other messages are scanned and found to be virus laden. Bulk email identifies messages that are addressed to multiple recipients within our district and could be of a suspicious nature. Only about 6% of email sent to the district's mail server actually makes it to our inbox. Though some undesirable messages do get through, as you can see, the vast majority of email is removed making our inboxes considerably more manageable and protecting our system from threats from viruses, spy ware, and other dangerous programs.

A few tips:
If you don't know the sender of an email or recognize the company domain (john.smith@acme.com) and you are not expecting any email, do not open it. Never give out banking information or account information. Legitimate sources will not ask you to send them that information in an e-mail. Contact your school office manager for instructions.

Keep you inbox manageable. If you must keep email for extended periods of time, print them off and file them.

Tickets By Category:

Category	Opened Tickets	Closed Tickets
Account Management - Access Privileges	145	140
Account Management - Account - Creation/Disable/Update	244	241
Account Management - New Employee	28	28
Account Management - Password Management	200	199
Data - Conversion	1	1
Data - PDA Synchronization	1	1
Data - Reporting	3	2
Data - Restoration	10	9
Hardware - Computer/Monitor	64	60
Hardware - Equipment Transfer	24	19
Hardware - Failure	109	109
Hardware - Laptop	6	6
Hardware - Printers	15	14
Hardware - WorkStation Setup	2	2
Network Access - DNS	2	2
Network Access - Other	0	1693
Network Access - Switch	6	6
Other - Miscellaneous/Questions (IT)	28	24
Programming - HTML	1	2
Programming - Other	1686	0
Programming - PHP	3	3
Programming - Scripting	1	1
Purchasing	16	16
Server - Administration	11	11
Server - Configuration	27	25
Software - Application	11	10
Software - Configuration - Backup	4	4
Software - Configuration - Browser	5	5
Software - Configuration - Email	20	17
Software - Configuration - Maintenance	9	9
Software - Configuration - Networking	9	8
Software - Configuration - Other	63	63
Software - Configuration - Printing	33	29
Software - Configuration - Virus / Spyware	14	14
Software - Conflict	2	2
Software - Email	4	4
Software - Installation	138	134
Software - Removal	2	1
Software - Request	4	2
Software - Student Information System	45	43
Software - Virus	6	6
Software - Web Site	1	1
Training	87	76
Yet To Be Determined - Please Assign	20	18
Total *Some tickets count in more than 1 category	3110	3068