Technology Department
March 2025

Department Wide

Promethean Panel Purchase

To facilitate the construction of the new high school, we have placed an order for the necessary wall panels. Understanding the logistical challenges of on-site storage during the ongoing construction phase, we have negotiated an agreement with the vendor. They have graciously consented to receive and securely store the panels at their facility until our construction schedule permits delivery and subsequent installation at the new building. We anticipate being prepared to receive the panels and commence installation in early November, contingent on the successful completion of the preceding construction milestones. This timeline allows for a comprehensive installation and configuration process, ensuring all panels are properly in place and fully operational well in advance of the student occupancy scheduled for January. This proactive approach aims to minimize any potential delays and guarantee a smooth transition for students and staff.

Network Issues

In October, we transitioned to a new integrated firewall and management server. Unfortunately, early last week, this system began experiencing critical failures. Our initial attempt to resolve the issue through a firmware update proved unsuccessful. As the frequency of these failures increased, we immediately initiated a plan to migrate to a more robust, separate hardware solution for the firewall and management server.

We expedited the purchase of the necessary hardware, with an initial delivery date of Tuesday. However, unforeseen authorization delays from the vendor have shifted the delivery to Thursday. Upon receipt of the new hardware, we will implement an immediate migration of all campuses to this independent system, eliminating the current single point of failure and ensuring network stability.

Concurrently, we have successfully completed the transition of the Intermediate School to a standalone firewall, separate from its server. Since this transition, the Intermediate School has experienced no network outages. However, we identified and addressed a configuration issue affecting student Chromebooks. Due to retained network configurations from the previous system, the Chromebooks were connecting to the Wi-Fi but were unable to resolve DNS, preventing access to websites. To rectify this, our technical team performed factory resets on all affected devices. They worked diligently throughout the morning, successfully restoring network connectivity for all students before noon.

Following the firewall transition, we also addressed printer connectivity. The network change resulted in printers acquiring new IP addresses, rendering existing computer configurations invalid. Our technical team conducted a comprehensive, room-by-room assessment and reconfiguration, ensuring all staff

members could print, connect to projectors, utilize classroom phones, and access door control systems. This proactive approach has restored full operational functionality across the Intermediate School.

These road bumps in moving the IS campus highlighted an easy system wide change that will prevent the student devices from running into similar issues on the remaining sites. The printers will still require a reinstallation, however we are hoping to mitigate this by deploying Universal Print before the move on Thursday.

E-Rate

The technology upgrades approved under the recent E-Rate funding have been processed and are currently awaiting the official E-Rate ordering window, which opens on April 1st. To ensure compliance with program guidelines, we have placed all associated purchase orders on hold until this date. Upon the opening of the ordering window, we will immediately proceed with the procurement of all approved hardware.

However, a critical change has been made to our firewall acquisition strategy. Originally, our E-Rate plan included the purchase of the same integrated Firewall/Management server model that was implemented in October. Due to the critical failures and subsequent instability experienced with that system, as previously reported, we have revised our approach. We have determined that a more resilient and reliable solution is required for our district-wide network infrastructure.

Therefore, we will instead leverage the E-Rate funding to acquire the standalone, non-server firewall model that is currently being deployed at the district demarcation point. This strategic shift will provide a robust and independent firewall solution, mitigating the risks associated with the previous integrated model and ensuring the long-term stability and security of our network. This change reflects our commitment to prioritizing a dependable and secure network environment for our students and staff.