

MEMORANDUM

TO: NWABSD Board of Education Members

DATE: June 3, 2025

NUMBER: Worksession Item #I. e.

FR: Office of the Superintendent

SUBJECT: a.) Technology Report

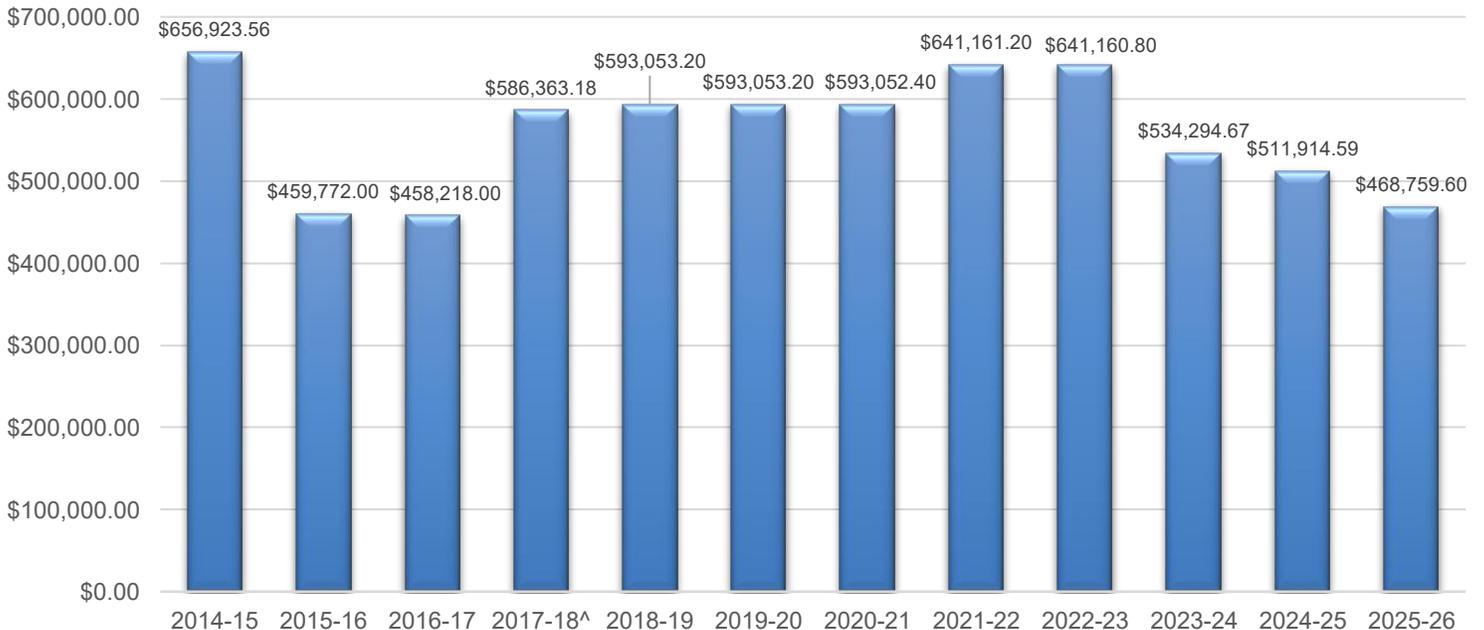
Amy Eakin, Director of Technology, reports on the following:

Track 1: Operational Improvements

Initiative: Optimize Business Practices

- 1. Agenda Items:
 - a. None
- 2. NWABSD Website & Social Media (Facebook via Hootsuite)
 - a. Website
 - b. Communicate for broadcasting announcements and emergencies:
 - i. Text Opt-in for Broadcasts
 - 1. 570 opted in (577 in February)
 - 2. 15 opted out (13 in February)
 - 3. Continue advertising for manual opt-in by texting “Y” to 67587
- 3. E-Rate Revenue
 - a. Category 2 – Hardware
 - i. \$100,726.13 awarded in Wave 1 (15% match)
 - ii. Funding is used for access points for the schools
 - b. Category 1 – Internet
 - i. 2025-2026 funding awarded in Wave 1
 - ii. \$11,609,460.00 requested and approved
 - iii. District pays a 10% match that is buffered by the State Broadband Assistance Grant
 - iv. Total estimated out-of-pocket for 2025-2026 is 3.6% of actual internet costs

District Cost from 2014 to Present



HISTORICAL NWABSD BROADBAND

Location	2014-15	2015-16	2016-17	2017-18*	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	DIFFERENCE FROM FY25 to FY26
Ambler	7/3 → 10/4	15/5	15/5	15/4	15/4	15/4	25/4	25/4	25/4	25/10	50/10	100/40	Increase Quality of Service and Increase Upload/Download Speed
Buckland	7/3 → 10/4	15/5	15/5	20	20	20	25	25	25	25	100	100	Increase Quality of Service
Deering	7/3 → 10/4	15/5	15/5	15/4	10/4	10/4	25/4	25/4	25/4	25/10	50/10	100	Increase Quality of Service and Increase Upload/Download Speed
Klarna	7/3 → 10/4	15/5	15/5	15	15	15	25	25	25	25	100	100	Increase Quality of Service
Kvaallina	7/3 → 10/4	15/5	15/5	15/4	15/4	15/4	25/4	25/4	25/4	25/10	100	100	Increase Quality of Service
Kobuk	7/3 → 10/4	15/5	15/5	15/4	10/4	10/4	25/4	25/4	25/4	25/10	50/10	100/40	Increase Quality of Service and Increase Upload/Download Speed
Norlatk	7/3 → 10/4	15/5	15/5	20	20	20	25	25	25	25	100	100	Increase Quality of Service
Nooruk	7/3 → 10/4	15/5	15/5	20	20	20	25	25	25	25	100	100	Increase Quality of Service
Selawak	7/3 → 10/4	15/5	15/5	25	25	25	25	25	25	25	100	100	Increase Quality of Service
Shungnak	7/3 → 10/4	15/5	15/5	15/4	15/4	15/4	25/4	25/4	25/4	25/10	50/10	100/40	Increase Quality of Service and Increase Upload/Download Speed
District Office	5	15/5	15/5	20	80	80	80	100	100	100	100	100	Increase Quality of Service
KAMHS	5 → 10	15/5	15/5	10	10	10	25	25	25	25	100	100	Increase Quality of Service
JMES	NA	NA	NA	10	10	10	25	25	25	25	100	100	Increase Quality of Service
ATC	3	15/5	15/5	5	10	10	10	10	25	25	50	100	Increase Quality of Service and Increase Upload/Download Speed
STAR Dorm	NA	NA	NA	NA	5	5	5	5	5	5	5	5	Increase Quality of Service
Total Cost	\$5,099,210.05	\$5,166,180.00	\$5,163,480.00	\$6,303,870.00	\$5,930,532.00	\$5,930,532.00	\$7,623,192.00	\$8,104,272.00	\$8,285,448.00	\$8,005,800.00	\$21,614,383.55	\$12,899,400.00	(\$8,714,983.55)
Total E-Rate Eligible Cost	\$5,099,210.05	\$5,166,180.00	\$5,163,480.00	\$6,303,870.00	\$5,930,532.00	\$5,930,532.00	\$7,623,192.00	\$8,104,272.00	\$8,285,448.00	\$8,005,800.00	\$21,614,383.55	\$12,899,400.00	(\$8,714,983.55)
E-Rate Revenue	\$4,034,271.80	\$4,049,562.00	\$4,647,132.00	\$5,673,462.82	\$5,337,478.80	\$5,337,478.80	\$6,860,872.80	\$7,293,844.80	\$7,456,903.20	\$7,205,220.00	\$19,452,945.20	\$11,609,460.00	(\$7,843,485.20)
BAG Revenue	\$408,014.89	\$36,846.00	\$98,130.00	\$44,024.00	NA	NA	\$169,286.80	\$169,286.00	\$187,384.00	\$268,285.33	\$1,949,523.76	\$921,190.40	(\$628,343.36)
District General Funds Cost	\$686,923.86	\$489,772.00	\$458,218.00	\$598,363.18	\$593,053.20	\$593,053.20	\$593,052.40	\$641,161.20	\$641,160.80	\$534,294.87	\$511,914.59	\$488,759.60	(\$43,154.99)

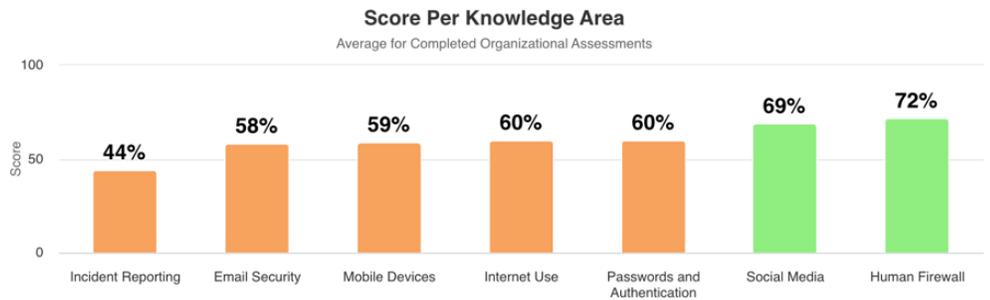
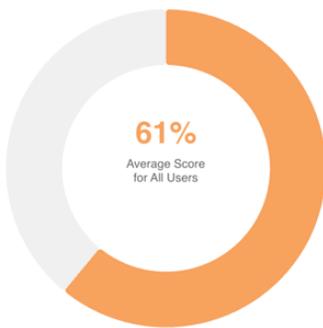
GEO Satellite w/no Resiliency
LEO Satellite
Fiber w/no Resiliency
Microwave/Terra Fiber w/no Resiliency
Microwave/Terra Fiber with Partial Priority

4. Cybersecurity and Data Protection Implementation

- a. All staff received a baseline phishing test
- b. An assessment went to all staff and board
 - i. We found discrepancies in who was added and worked to remove/add people as appropriate
 - ii. Results were sent out
- c. Phishing tests are set to run monthly with follow up lessons from KnowBe4 for folks that click or respond.

45.2% of our staff and board completed the KnowBe4 Security Awareness Proficiency Assessment (156/345). Below is an overview of the results. We are strongest as a human firewall and weakest with incident reporting. The NWABSD is just slightly below the education industry standard, higher in some areas and lower in others.

This information will help us better target the training that will get set up for the remainder of this year and next.



Security Awareness Proficiency Assessment (SAPA)



Hide Industry Benchmark Data

Your Organization

Organization's SAPA Score: 60.9%

Industry Benchmark Data ⓘ

Industry SAPA Score: 63.7%

Industry:

Organization Size:

	Aug-Dec 2023	Jan-Jul 2024	Aug-Dec 2024	Jan-Jul 2025	Aug-Dec 2025	Jan-Jul 2026	Aug-Dec 2026	Jan-Jul 2027	Aug-Dec 2027
5-12 Laptops	6-12 Refresh 2020 (Intel); 5-8 Refresh 2023 (M1)		5-8 & 6-12 Fleets Merged					Refresh 5-12 Fleet/Cases 2027	Deploy 5-12 Fleet
SMARTBoards	Purchased 2014/2015; Warranty expired 6/30/20		10 Annually		10 Annually		10 Annually		10 Annually
Principal Laptop, Secretary/DO iMacs	Secretary and DO iMac Refresh 2023	Principal Refresh/Deploy Pro/Screen 2024							Refresh Fleet 2030
PK-4 iPads	Refresh Fleet 2021	Prepare for App Refresh	Refresh Apps			Refresh Fleet; Prepare for App Refresh	Refresh Apps		
Staff iPads	Fleet Purchased 8/2020					Refresh PK-4 Teacher Fleet			
Staff Laptops	Refresh Fleet 2021 (M1/Intel)							Refresh Fleet 2027	Deploy Refreshed Fleet 2027
Computer Labs	ATC – partial update (5yr.)			ATC Full Update					
Network Infrastructure (Switches, Wireless)	402 Rack Replacement; Split OTZ Circuits Switches		C2 Install Wifi-6 APs in schools IAN, ORV, BKC, DRG; KVL Switch	C2 Install Wifi-6 APs in WLK, SHG, ABL, WTK; ATC, DO Switches	C2 Install Wifi-6 ORV, OBU, IAN, BKC, OTZ; Upgrade ALL Caching				
Meraki Refresh	3yr. License Renewal 2023						License Renewal 9/29/2026		
Mitel Phone System	Partial Phone Refresh 2023			Research Phone Refresh/Migration		Migrate to Upgraded Phone System			
VTC	RUS Award 2020; Complete install of RUS awarded Infrastructure		Update Polycom Camera Software						
Servers	Refresh SHG	Refresh WLK	Research Village Virtualization Servers	Purchase Pilot Servers; Plan Refresh				DO Server Refresh 2027	
Windows Infrastructure	Windows 2019 Server Upgrade 2023								Windows Server Upgrade 2030

Additional work completed:
February 15, 2025 – May 19, 2025

Ticket System Migration to the Cloud

We recently migrated our on-premises ticketing system, SolarWinds Web Help Desk (WHD), to its cloud-based counterpart. This migration involved transferring approximately 40,000 existing tickets. The move was essential to retire an aging server that posed a growing security risk.

The cloud-hosted version of WHD offers a more modern interface, improved performance, and enhanced features that support better ticket management, automation, and reporting capabilities. This transition not only strengthens our overall IT security posture but also lays the groundwork for future scalability and service improvements.

The graphical report of ticket counts for this report period is not available due to this migration of thousands of tickets to the cloud. A reliable and site-specific graphical report will be in the next reporting period

Year-End Device Check-In Preparation:

Collaborated with Resource Technology Leaders (RTL) across the region to prepare for annual device inventory and check-in process.

This includes reviewing and updating device check-in spreadsheets. The Technology Department and sites coordinate on logistics and creating support tickets for shipping and packing materials.

Year-End Check-in also requires careful attention to detail. It involves managing spreadsheets, staying responsive via phone and email, and being readily available. Additionally, it includes organizing the shipment and return of technology assets to Kotzebue, ensuring all materials are properly packed, tracked, and accounted for.

Staff Onboarding & Transition Support

This time of year, involves significant ticket categorization and list organization to support districtwide operations.

A primary focus has been facilitating staff transitions, including onboarding new hires and processing internal transfers:

1. Creating and configuring Active Directory (AD) accounts and group memberships
2. Provisioning appropriate Microsoft 365 licenses
3. Preparing and assigning devices based on staff roles
4. Enforcing Multifactor Authentication (MFA)

These actions help ensure a secure and seamless start for staff while maintaining compliance with district IT standards and enhancing overall operational efficiency.

Districtwide Student Account Management

We supported districtwide student changes by:

1. Creating and updating Active Directory (AD) accounts
2. Provisioning appropriate Microsoft 365 licenses
3. Preparing and assigning devices

E-Rate Funded Network Infrastructure Upgrades

Ambler: Replaced and mounted 13 Meraki MR52 access points with Meraki MR46 models.

Shungnak: Replaced and mounted 13 Meraki MR52 access points with Meraki MR46 models.