

## MEMORANDUM

**TO:** NWABSD Board of Education  
Members

**DATE:** August 25, 2025

**FR:** Office of the Superintendent

**SUBJECT:** a.) Technology Report

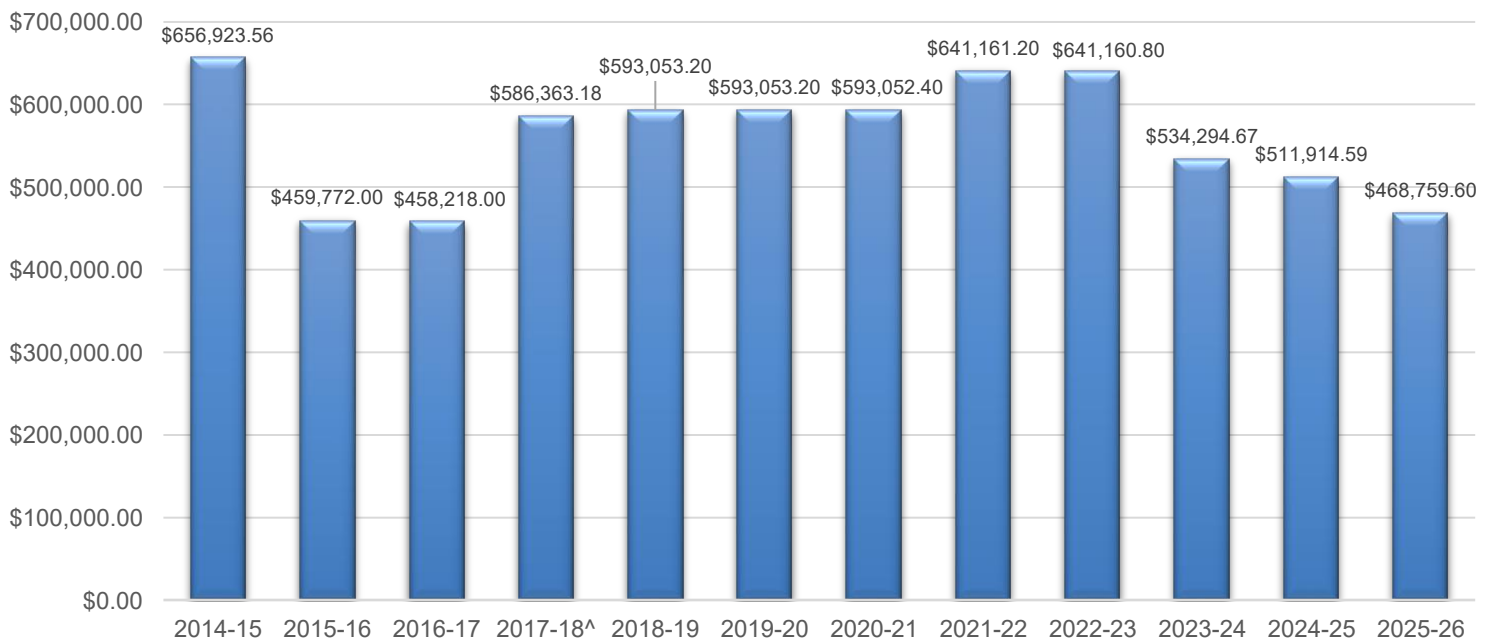
Amy Eakin, Director of Technology, reports on the following:

### 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. 548 opted in (570 in June)
      2. 14 opted out (15 in June)
      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 funded
    - iii. District pays a 10% match that is buffered by the State Broadband Assistance Grant (\$821,180.40 funded for FY26)
    - iv. Total 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
Kiana	7/3 → 10/4	15/5	15/5	15	15	15	25	25	25	25	100	100	Increase Quality of Service
Kivalina	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
Noatak	7/3 → 10/4	15/5	15/5	20	20	20	25	25	25	25	100	100	Increase Quality of Service
Noorvik	7/3 → 10/4	15/5	15/5	20	20	20	25	25	25	25	100	100	Increase Quality of Service
Satwuk	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	60	60	60	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	\$4,034,271.60	\$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	\$56,846.00	\$58,130.00	\$44,024.00	NA	NA	\$169,286.80	\$169,286.00	\$187,384.00	\$266,265.33	\$1,949,523.76	\$921,190.40	(\$628,343.36)
District General Funds Cost	\$656,923.56	\$459,772.00	\$458,218.00	\$596,363.18	\$593,053.20	\$593,053.20	\$593,052.40	\$641,161.20	\$641,160.80	\$534,294.67	\$511,914.59	\$468,759.60	(\$43,154.99)

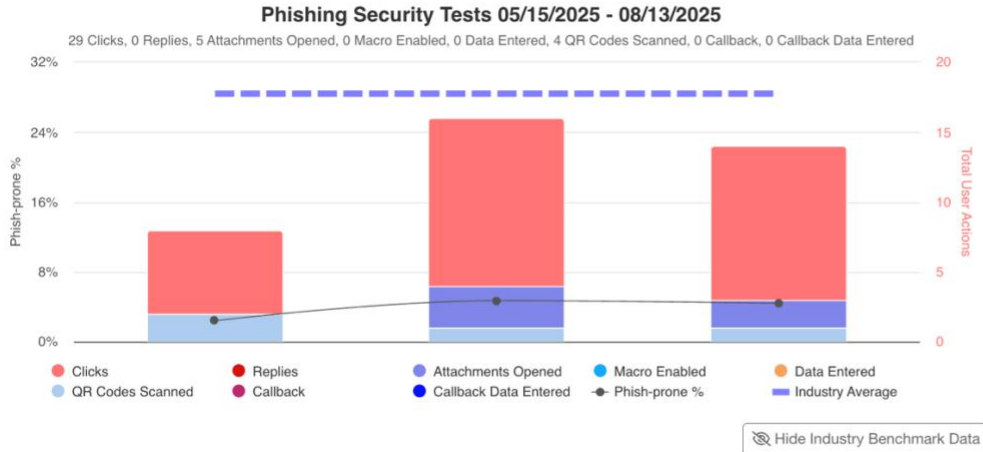
GEO Satellite w/no Resiliency
LEO Satellite
Fiber w/no Resiliency
Microwave/Terra Fiber w/no Resiliency
Microwave/Terra Fiber with Partial Priority

#### 4. Cybersecurity and Data Protection Implementation

a. Phishing tests run monthly with follow up lessons from KnowBe4 for folks that click or respond.

i. Clickers Enrolled in Additional Training

1. May 2025 - 19
2. June 2025 - 8
3. July 2025 - 13
4. August 2025 - 11



**Your Organization**

Account Average Phish-prone % **6.6%**

Last Campaign Phish-prone % **4.4%**

**Industry Benchmark Data** ☒ Show in chart

Industry Phish-prone % **28.4%**

Industry: Education

Organization Size: Medium (250-999 use)

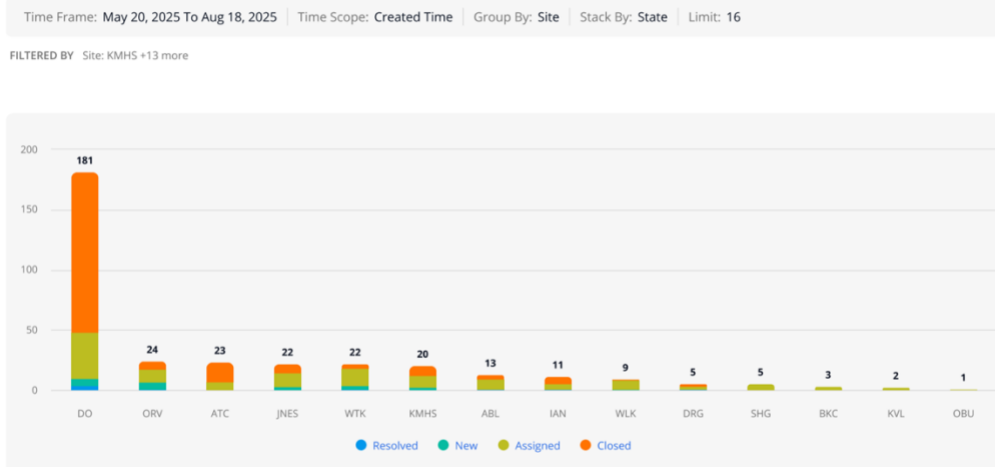
Program Age: Baseline

	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
<b>5-12 Laptops</b>	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
<b>SMARTBoards</b>	Purchased 2014/2015; Warranty expired 6/30/20		10 Annually		10 Annually		10 Annually		10 Annually
<b>Principal Laptop, Secretary/DO iMacs</b>	Secretary and DO iMac Refresh 2023	Principal Refresh/Deploy Pro/Screen 2024							Refresh Fleet 2030
<b>PK-4 iPads</b>	Refresh Fleet 2021	Prepare for App Refresh	Refresh Apps			Refresh Fleet; Prepare for App Refresh	Refresh Apps		
<b>Staff iPads</b>	Fleet Purchased 8/2020					Refresh PK-4 Teacher Fleet			
<b>Staff Laptops</b>	Refresh Fleet 2021 (M1/Intel)							Refresh Fleet 2027	Deploy Refreshed Fleet 2027
<b>Computer Labs</b>	ATC – partial update (5yr.)			ATC Full Update					
<b>Network Infrastructure (Switches, Wireless)</b>	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				
<b>Meraki Refresh</b>	3yr. License Renewal 2023						License Renewal 9/29/2026		
<b>Mitel Phone System</b>	Partial Phone Refresh 2023			Research Phone Refresh/Migration		Migrate to Upgraded Phone System			
<b>VTC</b>	RUS Award 2020; Complete install of RUS awarded Infrastructure		Update Polycom Camera Software						
<b>Servers</b>	Refresh SHG	Refresh WLK	Research Village Virtualization Servers	Purchase Pilot Servers; Plan Refresh				DO Server Refresh 2027	
<b>Windows Infrastructure</b>	Windows 2019 Server Upgrade 2023								Windows Server Upgrade 2030

## Additional work completed: May 20, 2025 – August 18, 2025

INCIDENTS MANAGEMENT INCIDENTS VOLUME BREAKDOWN

### Incidents by Site



Powered by SolarWinds Service Desk

Created by Paul Wood for Account nwabsd on August 18, 2025 06:31:52

## Report on IT Initiatives and Updates

### • Year-End Device Check-In Preparation

Year-End Check-in requires careful attention to detail and continuous coordination. 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 tracked and accounted for. Received technology asset totes from all sites: ABL (6), BKC (17), DRG (6), IAN (8), JNES (8), KMS (Carts: 4), KHS (9), KVL (12), OBU (4), ORV (18), SHG (5), WLK (19), and WTK (12). After confirming receipt of all totes, we began the asset check-in process.

### • Device Processing and Repair

We process each device through a structured production line to ensure they are deployment-ready. This includes cleaning, reimaging, logging in with a student account to validate functionality, and completing necessary repairs. Repairs typically involve keyboards, screens, and batteries. By dividing responsibilities among staff, we maintain an efficient workflow that maximizes throughput while ensuring quality.

### • Device Deployment to Sites

All devices were packed into totes and sent to sites: ABL (6), BKC (17), DRG (5), IAN (8), JNES (8), KMS (6 Totes/Carts: 4), KHS (12), KVL (12), OBU (4), ORV (18), SHG (5), WLK (19), and WTK (12).

### • 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:

- Creating and configuring Active Directory (AD) accounts and group memberships
- Provisioning appropriate Microsoft 365 licenses
- Preparing and assigning devices based on staff roles
- 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:

- Creating and updating Active Directory (AD) accounts
- Provisioning appropriate Microsoft 365 licenses
- Preparing and assigning devices
- This year we reset all student passwords

### • E-rate funded network infrastructure upgrades

- Prepared 108 new Meraki MR46 access points by organizing them by site, ready for deployment as we begin site visits at the start of the year.