# Nome Public Schools
## Director of Technology Report
Jim Shreve
09 APRIL 2024

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## Current projects

Conversion of Mobile Device Management systems from Jamf Pro to JumpCloud due to upcoming budget reductions continues. Impact of this conversion: all staff MacBooks will need turned in over the Summer in order for the Technology Department to successfully launch the new MDM to provide enrolled, working, connected, secured, and compliant devices to staff at the beginning of next school year.

In accordance with BP3522 / AR3522 (District Data Protection Program), the KnowBe4 cybersecurity training and awareness campaign launched on 22AUG23 with a training suspense of 05DEC23 for all staff that started at the beginning of the school year. As of 31MAR24 we are currently at 92% (104) users complete, 7 users are incomplete, and 4 users are past due. All incomplete users have received email reminders from KnowBe4. Past due users who failed to complete training requirements by 31JAN24 have restrictions imposed on their accounts.

**KNOWBE4 MARCH PHISH TEST RESULTS - INDUSTRY STANDARD IS < 5% PHISH PRONE**

| 16.2% Phish-prone Percentage | 111 Recipients | 111 Deliveries | 14 Clicks | 3 Attachment Opened | 0 Data Entered | 1 Other Failures | 36 PAB Reported | 0 Bounces |
|---|---|---|---|---|---|---|---|---|

Due to the recent increase in the Broadband Assistance Grant I have submitted documentation to the FCC to double our bandwidth from 150x150Mbps to 300x300Mbps. I am currently awaiting application procedures for BAG100 from the State of Alaska to qualify for this funding.

## Future Projects

Continue to build on the District's Data Protection Policy by implementing many of the information security processes covered in the virtual Chief Information Security Officer course I am now certified in.
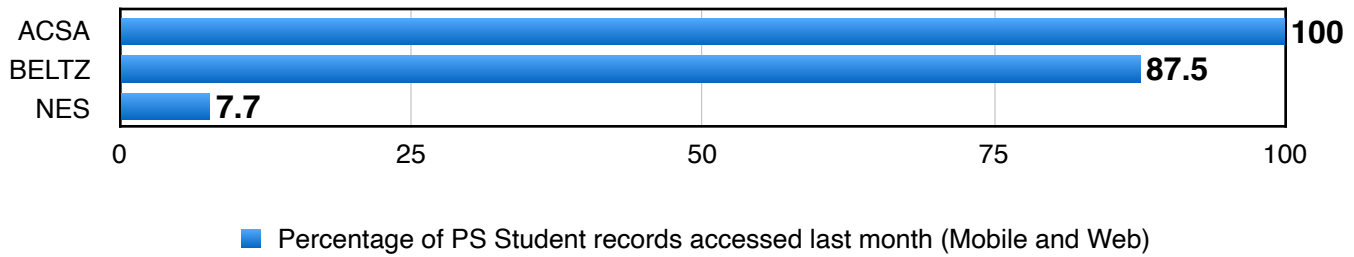
Network diagraming for our entire network infrastructure in support of District Data Protection Policy.

Division of our large layer two network into multiple Virtual Local Area Network segments to improve speed and security of our connected devices and network as a whole. This will also allow better protection of NPS owned equipment from equipment joining the guest side of our network.

## PowerSchool Online Enrollment

As of 31MAR24 SY23-24 New Student Enrollments forms completed are at 163 and Returning Student Enrollment forms completed are at 527 for a total of 690 records of 703 (98.1%). The submitted records include several students who have since transferred out of district and skew the completion rate math for the number of records remaining. There are 64 Returning Student records remaining as "un-submitted": 54 NBMHS, 9 NES, 1 EXT. Returning Student Enrollments were closed 29FEB24 in order to prepare for the 24-25 School Year. I am currently awaiting updated Student Handbooks, forms from schools / various departments, and the approved SY24-25 calendar before the SY24-25 New and Returning Enrollments online process can move forward.

## PowerSchool Student Information System Access data. PowerSchool use, by students and parents for last month.

| School | Percentage |
|--------|-----------|
| ACSA | 100 |
| BELTZ | 87.5 |
| NES | 7.7 |

Scale: 0 — 25 — 50 — 75 — 100

■ Percentage of PS Student records accessed last month (Mobile and Web)

## Total Parent and Student PS Web and Mobile Access Sessions

| Month | 2021-2022 PS access | 2022-2023 access | 2023-2024 access |
|-------|--------------------|-----------------|-----------------|
| August | 1689 | 3545 | 84 |
| September | 10472 | 8418 | 3000 |
| October | 12387 | 8887 | 11524 |
| November | 9133 | 8911 | 11500 |
| December | 8588 | 6564 | 7743 |
| January | 9566 | 8653 | 10874 |
| February | 11192 | 7320 | 11971 |
| March | 9773 | 7958 | 9534 |
| April | 8959 | 7794 | |
| May | 2748 | 7348 | |

■ 2021-2022 PS access   ■ 2022-2023 access   ■ 2023-2024 access
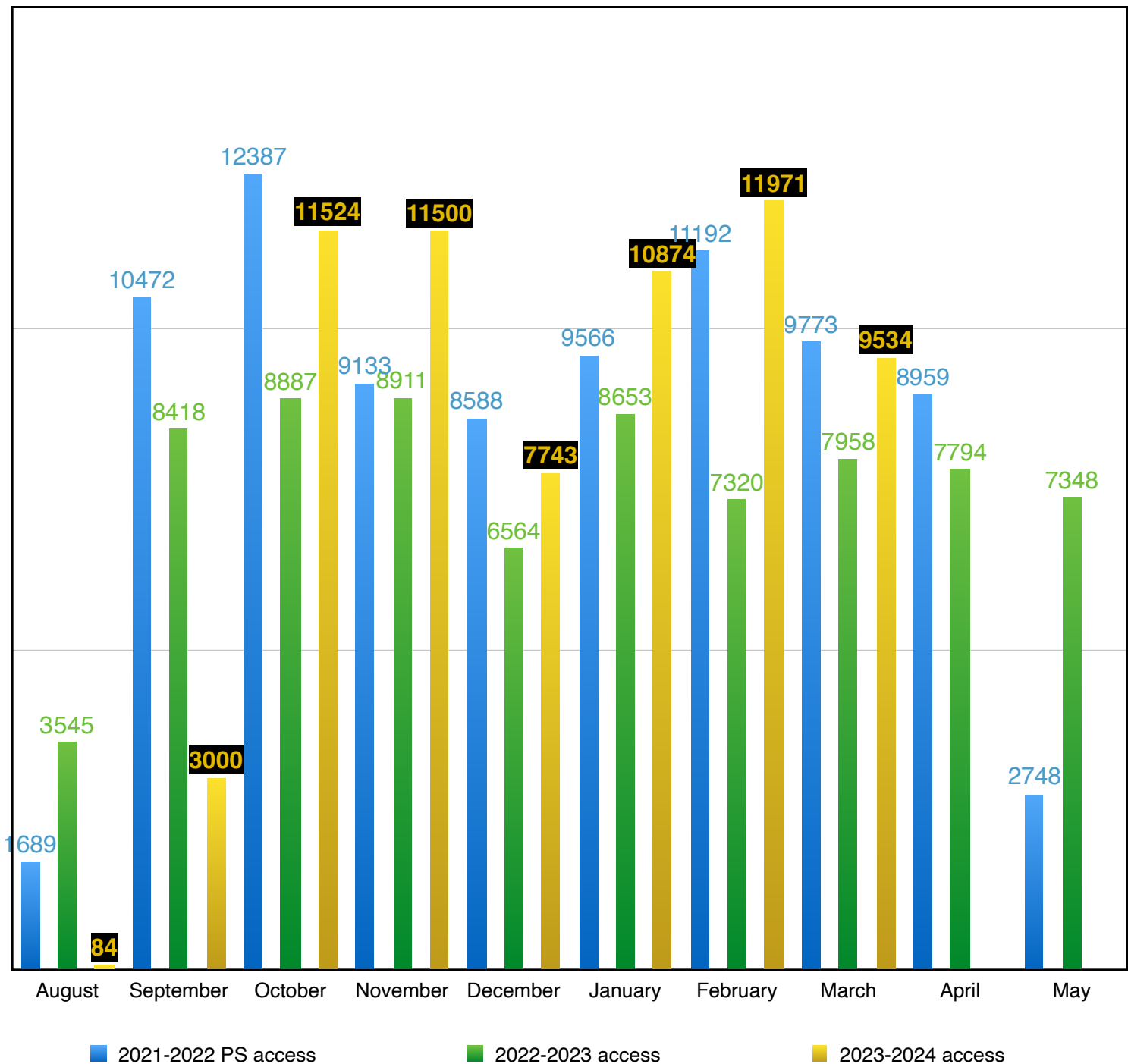
# Technology Web HelpDesk

Part of the Technology Department's role is to maintain the Technology Web Help Desk for staff to request repairs, training, and troubleshooting. Last month we closed / resolved 55 of 77 (71.4%) of the tech tickets submitted through the system. Our average response time was 8.1 hours and average resolution time was 2.5 days. We encourage staff to make use of this resource but many immediate needs are still handled outside of the ticketing system. As previously mentioned, I have requested Tech Dept personnel to log most if not all of these types of requests and have requested staff to enter more of these requests as tickets. These entries account for the majority of the increase in tickets and are a more realistic count of monthly assistance services provided.



All Activity
Explore ticket analytics filtered only by your permission level

📅 03/01/2024  >  📅 03/31/2024    ▽ FILTERS (1)    ☰ TICKETS

Ticket Resolution Over Time  ( closed tickets vs. newly submitted )
● Closed tickets  ● New tickets

8.1 hours
Response time ( avg )
for all ticket statuses

55
Tickets now closed
out of 72 submitted

2.5 days
Resolution time ( avg )

17
Tickets still open
3 waiting on requestor

Ticket Pipeline Analysis  ( shows time spent in each status, along with ticket routing for all workflows )

| Submitted | In Progress | Closed |
|---|---|---|

✈ 12.4 hrs
Avg. response time
• 72 tickets
• 6 still submitted

⏱ 1.9 days
Avg. in progress time
• 71 tickets
• 11 still in progress

All Tickets
( please note tickets may be represented in multiple statuses below )

✅ 2.4 days
Avg. resolution time
• 55 resolved
• 0 cancelled
• 17 still open

➡ 1.9 days
• 63 tickets

In Progress Only

⧗ 5.0 days
• 8 tickets

Waiting on Requestor

⧗ days
• 0 tickets

Waiting on Vendor
( no in progress time recorded )

⧗ days
• 0 tickets

Waiting on Department of Education
( no in progress time recorded )

Help & Tips