

**Resourceful Learners • Effective Communicators • Positive Contributors**

# Annual Technology Report 2024

*The technology department supports the technical needs and objectives of Granby in a high quality and fiscally responsible manner*



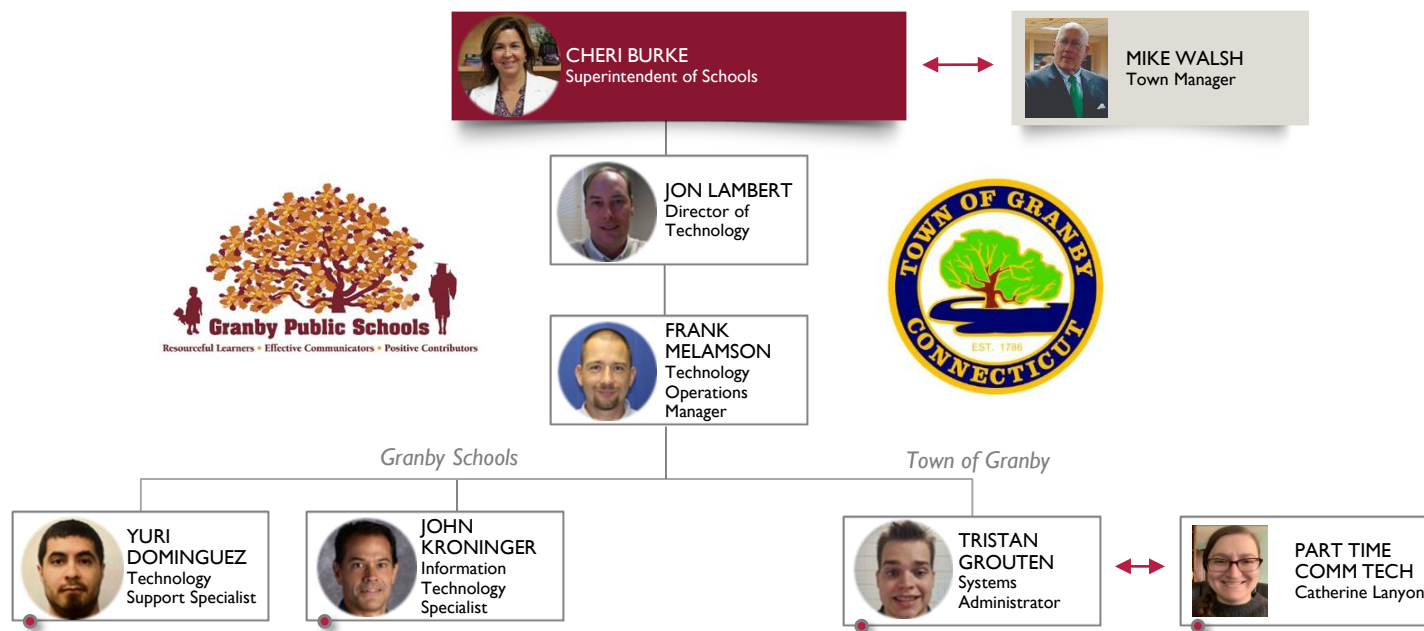
# Town & Schools Shared IT Services Agreement

The Granby Public Schools and The Town of Granby agree that it is in the best interest of the school district and town operations to collaborate for the purposes of providing IT services to both the District and the Town. Specifically, a combined technology department:

- *Provides leadership, budget, and project management for technology*
- *Provides short-term and long-term cost savings while expanding technology services to the town and school district*
- *Reduces inefficiency and redundancy between the town and district technology functions*
- *Provides internal control of technology operations reducing liability and exposure to security threats*
- *Improves town and district security and emergency IT support coverage*
- *Increased level of technology support, employee cross training, backup*
- *Provides support for and improvement of the town and school district fiber optic network, technology infrastructure, administrative, financial, and academic systems*
- *Streamlines technology and telecommunications operations*
- *Savings in costs gained by an increased level of production*
- *Increases efficiency by standardizing technology*
- *Cooperative procurement and replacement of systems and equipment*



# TECHNOLOGY DEPARTMENT ORGANIZATION CHART



*Serving the Town and Schools of Granby*

# Areas of Focus and our Technology Support System

- Technology management, planning, budget
- Technology infrastructure in all town and school locations, communication and telephone systems, administrative, financial, emergency/security, and academic systems. Audio/visual equipment
- Support of the town-wide fiber optic network, local building networks, wireless networks
- Security (Cyber and physical) – Lockdown alarm/key FOB/visitor management systems, security camera systems, network firewall management, web filtering, threat monitoring, data retention, backup and disaster recovery
- Town and schools emergency support for technology
- Technology support for staff, students, community, events
- Software administration/management, applications support, websites, user account management
- Management , maintenance, and replacement of networking equipment, servers, displays and projection equipment, desktop computers, laptops, 1-to-1 program Chromebooks and iPads, printers, copiers, scanners, and peripherals
- Instructional and assistive technology support
- Technology support system

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# FY24 School System Highlights

- ✓ Newly configured technology department - MOU with the town for shared IT services, added new systems administrator position shared with the town
- ✓ Department Staff: High functioning team effort, passionate and dedicated to continuous improvement. Always go above and beyond. Technology support requests were steady throughout the year. Majority of requests resolved within 24 hours or less
- ✓ Network uptime and reliability, quality technology and equipment
- ✓ Various cybersecurity improvements were in the areas of: incident response planning, backup and disaster recover efforts, etc. Example: Implemented multifactor authentication for all school staff Google accounts, financial system user accounts, and student information system accounts
- ✓ Recently replaced school employee records, applicant tracking and student data management systems software
- ✓ Replaced legacy security cameras at Granby High School and monitoring workstations in school offices
- ✓ Replaced desktop computers at Central Office and in school offices
- ✓ Completed 26 installations of 75-inch interactive computer displays in Wells Road classrooms. This was funded by a \$91,000 PEGPETIA grant awarded by the CT Public Utilities Regulatory Authority (PURA)
- ✓ Completed classroom projector replacements for Grade 3-12 classrooms
- ✓ 1:1 Computing Program Support – Another successful year as we replaced Chromebooks in Grades 6 and 9. Chromebooks still in good condition go to Wells Road or are used as spares
- ✓ Upgraded athletic fields wireless network
- ✓ Supported technology for events, hybrid meetings, graduation, etc.



# FY24 Town Highlights

- ✓ Successfully transitioned town from outsourced to internal technology support system. Support requests steady. Departments and staff appreciate improved customer service and response time
- ✓ Attended regular meetings with First Selectman, Town Manager, Department Heads
- ✓ Secured the town network, computers, data
- ✓ Discovery, inventory and documentation of town network, computers, devices, software, data, etc.
- ✓ Implemented backup and disaster recovery system for the town
- ✓ Implemented multifactor authentication for town user accounts on email and financial systems
- ✓ Completed installation of additional data wiring in all municipal buildings and new town phone system. Integrated town system with school phone system for internal direct dial and other features.
- ✓ Developed town-wide technology replacement plan including standardized computers and equipment
- ✓ Installed security camera systems at Holcomb Farm and Public Works buildings
- ✓ Completed network upgrades to Police Department
- ✓ Upgraded links to state systems for Registrar of Voters and Police Department
- ✓ Implemented new software at Police Department Dispatch for communications with Fire Department
- ✓ Assisted with makerspace setup/wiring improvements at Cossitt Library
- ✓ Installed new entry displays and sign-in system kiosk at Senior Center

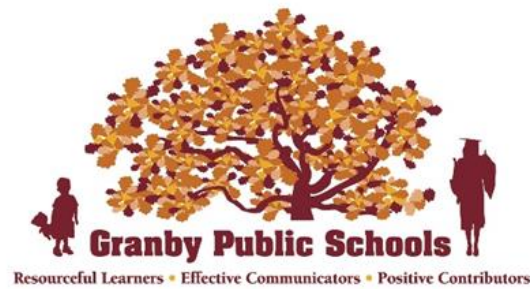


# FY25 Goals and Initiatives

- Continue to support the technology involved with daily operations and organizational objectives
- Continue to provide high-quality technical support to the schools and town technology systems, software, staff, and students
- Focus on cybersecurity improvements, policy, best practices and objectives
- Ongoing improvements to disaster planning and recovery efforts
- Continue to implement multifactor authentication for cloud-based software applications
- Complete updates to town and school server operating systems in all locations
- Complete update of all town and school PCs to Windows 11 Pro as support for Windows 10 ends
- 1-to-1 Program – Annual replacement of Chromebooks in Grades 6 and 9, replacement of 50 Kelly Lane iPads
- Replacement of High School Business Lab computers
- New copier lease collaboratively with the town, replaces all town and school copiers
- Replacing several of our oldest security cameras at the high school and middle school
- Install 8 of 75-inch interactive computer displays in Kelly Lane 2<sup>nd</sup> Grade classrooms. These are funded through a PEGPETIA grant award of \$20,433 – Apply for additional FY26 funding
- Continue to assist with configuration and rollout of student data management platform
- Replace all town desktop computers, monitors, laptops, and printers through the ARPA program funds allocation
- Improvements will be made to the Town Hall Meeting Room and Senior Center audio/visual equipment which serves town and school meetings
- Continue to provide support for meetings and events



# Questions?



Thank you Granby Board of Education for your ongoing support of Technology!