Technology Department - August 2024 Report

- **Cybersecurity**
  - Google Security
    - Gmail
      - 751K Emails Messages Accepted/Delivered. ⬆️
        - 1.4K Rejected ⬆️
        - 53K Spam folders ⬆️
        - 1.2K were identified as Phishing ⬇️
        - 57 were identified having suspicious attachments ⬆️
        - 7K were identified as Spoofing ⬆️
        - 0 emails were identified as Malware
    - Account Information
      - 8,525 Active Accounts ⬆️
      - 6,709 Suspended Accounts ⬇️
      - 26.7TB of storage ⬆️
      - 278.4 Files shared externally ⬆️
      - 227 Suspicious login attempts ⬇️
      - 1.8K Failed user login attempts ⬇️
      - 51 Data Loss Prevention (DLP) policy High Severity Incidents that were blocked ⬇️

- **E-Rate RFP/Bid**
  - Q4 of 2024 I am looking at sending out the following Bids
    - Bid-1324 MAN and ISP Services - USAC E-Rate Bid
    - Bid-1325 Palo Alto Cybersecurity Subscription Services - New [USAC E-Rate Cybersecurity Pilot Program](#)
    - Bid-1326 YubiKey Security Keys for Staff & Students - New [USAC E-Rate Cybersecurity Pilot Program](#)
    - Bid-13## Uninterruptible Power Supply (UPS) Systems - USAC E-Rate Bid

- **Technology Help Desk Tickets**
  - 732 New Technology Support Tickets Created ⬆️
  - 551 Tickets were resolved ⬆️
  - 364 Tickets remain unresolved ⬆️

- **Remaining 2023 Summer Project Updates**
  - CDW-G/CTI Team will be onsite on September 18-20 to reprogram the Boardroom AV system. They feel this will address all the remaining Boardroom AV issues.
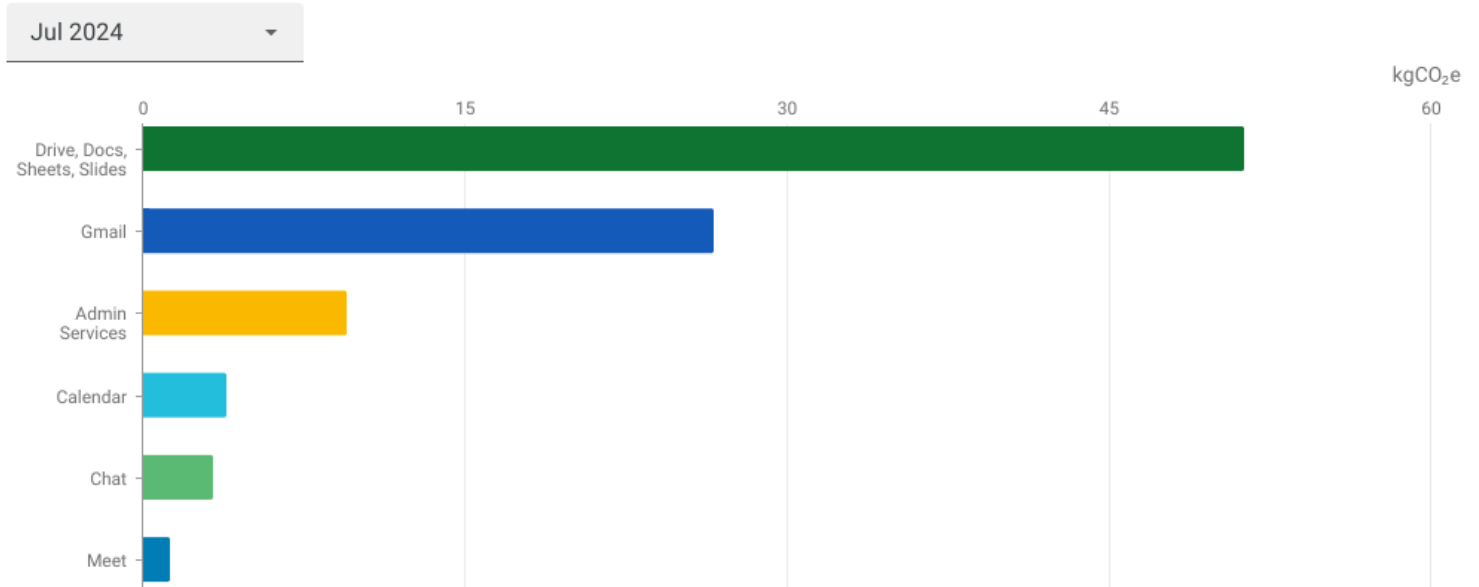
- **Fall 2024 Items/Projects**
  - **DONE** - District-Wide: Bid-1316 Network Infrastructure. We replaced/upgraded 264 network switches The total project cost was $1,723,950.96 dollars
  - Starting on Wednesday, September 4, we will have an on-site Network Engineer from CDW-G providing staff augmentation. Our Network Engineer II left the district the first part of February and we have not been able to fill this position. The contact is for two months with the option to renew as needed. Cost is $150 per hour or $48,000 for the two months.

  - ARK/Involta Data Center move is scheduled to start on Friday, October 18, 2024. Since this is MEA weekend we do not anticipate any interruption for staff since all IT services will be operating by 6:00 am Monday, October 21.

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- **Google Carbon Footprint for our Google Workspace for Education Domain (@isd709.org)**
  - [How Google creates Carbon Footprint reports for Google Cloud and Google Workspace customers](#)
  - 95.4659 kg is our July 2024 Carbon Footprint. 🟢⬇
  - 3.94091 is our August 2023 - July 2024 Carbon Footprint.