

LPSD Technology Director Report

February 2022 - Sam Rigby

Helpdesk Volume - Over the last 30 days, we have received 239 new helpdesk tickets and have solved 238 issues. We have improved our working backlog from an average of 50 tickets to 20. Our current first-response time to new tickets is 16.27 hours, compared to the education industry standard of 23.5 hours. We respond to 56% of new tickets in less than 1 hour.

Unsolved Issues

- We are experiencing an ongoing issue with our online tutoring program, iTutor, that is preventing students from being able to see and hear their remote tutor. We have enlisted the help of DRS and iTutor's support but are still unable to resolve the issue.
- We are continuing to experience intermittent Wifi and network issues at Chignik Lagoon. We have been working with DRS but are still unable to determine the cause. A site visit will most likely be required for further troubleshooting.

Current Projects

- We have begun preparing the technology for the Alaska System of Academic Readiness (AK STAR) spring testing. This will replace the PEAKS assessment used in previous years.
- We have reached out to multiple web designers for quotes to redesign and upgrade the LPSD website to a modern platform with better organization. We hope to begin the design process this spring and launch the updated website by summertime.
- We are working with our on-site tech liaisons to inventory and purge old laptops and iPads. We are assessing the recoverable value that could be used towards future technology upgrades.