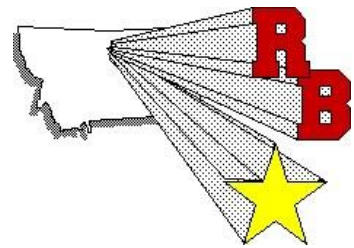# Technology Department

October 10, 2019

IT Director – Robert Parker

IT has begun to implement the new helpdesk for both IT and OM trouble tickets. Training on the new system will be on the 11th and we can go live as early the 14th.

The network upgrade is coming along on schedule. The elementary has all new switches and APs and the JH/HS will be getting finished this month. As we phase out the old network equipment we will be moving to a new Wi-Fi SSID which will require some updates to devices. We expect a bit of confusion from folks who haven't been paying attention to IT announcements on the upcoming switch.

As the new network equipment gets put in place, the new camera system is getting finished. The cameras are up and running in the elementary now and the installation of the new cameras is nearly complete in the JH/HS. Once the switch to the new network is finished, we should be able to go online with the new cameras quickly.

As another benefit of moving to new network equipment, we are able to support increased bandwidth to the school district. We have asked Triangle to increase our service from 250/100 to the 500/350 speeds which have been approved by our e-rate application. This should further enhance performance at the district.

Laptops and iPads have been deployed and we had a training on the new MDM for iPad management for the teachers. For those that paid attention, they are finding the new capabilities of the new MDM very nice. We discovered the device cabinets need a bit of rework to the cable routing slots before we can finish moving those into the classrooms. That should be finished this month. As a follow-up, we would like to thank Stone Child College for providing 15 Lenovo laptops with plans to add an additional 10 more Lenovo laptops for use by the district. In addition to these, IT is looking into purchasing used iPads from Box Elder School District. With the increased enrollment, large class sizes this year, and the method of deploying class by class, we are running very thin on devices.

On September 16th there were two incidents of copyright infringement at the district. Both cases stem from illegal downloading of copyrighted material. This is a consequence of the network upgrade having to take place during the school year. We are getting the content filter dialed in with the new network equipment, as well as adding our new AV software to all machines. Combined this should take care of issues of misuse of the district's internet.