

# Nome Public Schools Director of Technology Report

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12 NOVEMBER 2024

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## Current projects

We have completed the conversion of Apple devices from Jamf Pro to JumpCloud for our Mobile Device Management solution. This was a very long and tedious process but seems to be worth the effort to get our Identity and Mobile Device Management all under a single system. As a reminder the Tech Department was able to contribute over \$10,000 to the overall SY24-25 budget with this MDM conversion.

Awaiting arrival of copier technician in order to conduct preventative maintenance as well as repairs on some of our aging copiers. Of our six older Canon devices, two have over 500,000 copies, one has over one million copies, and two devices have over 1.5 million copies produced. Some of the copiers with higher counts are nearing end of life and will need to be replaced soon.

Focus on cyber security awareness and compliance practices continues. Now that the MDM conversion is completed, we will direct additional focus to this important topic. The policy committee can expect to see new and or updated policies for approval and implementation in the coming months. We continue to integrate and monitor cybersecurity tools with Google, our Internet Service Provider filter solution, MDM solution, and our automated endpoint protection service to proactively respond to detected threats. This focus also includes replacing non compliant / aging equipment. Updates to Network Attached Storage, State testing server, and Apple cache servers are scheduled to continue through the end of December in support of this effort.

## Future Projects - No change

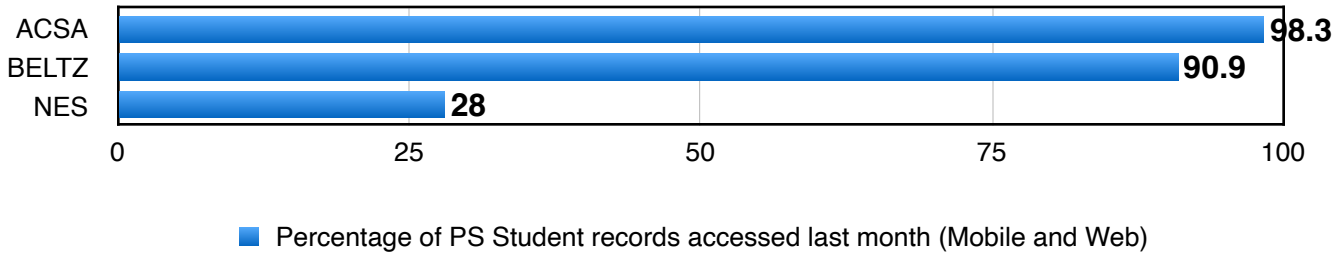
Continue to build on the District's Data Protection Policy by implementing many of the information security processes covered in the virtual Chief Information Security Officer course I am now certified in. I am identifying many policies that either need added or updated to ensure compliance with industry standards. Once I complete my list I will submit drafts of these policies to the Policy Committee.

Network diagramming 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. I have received the quote from our Juniper Switches vendor for support on this monumental task and am reviewing my budget for availability of funds.

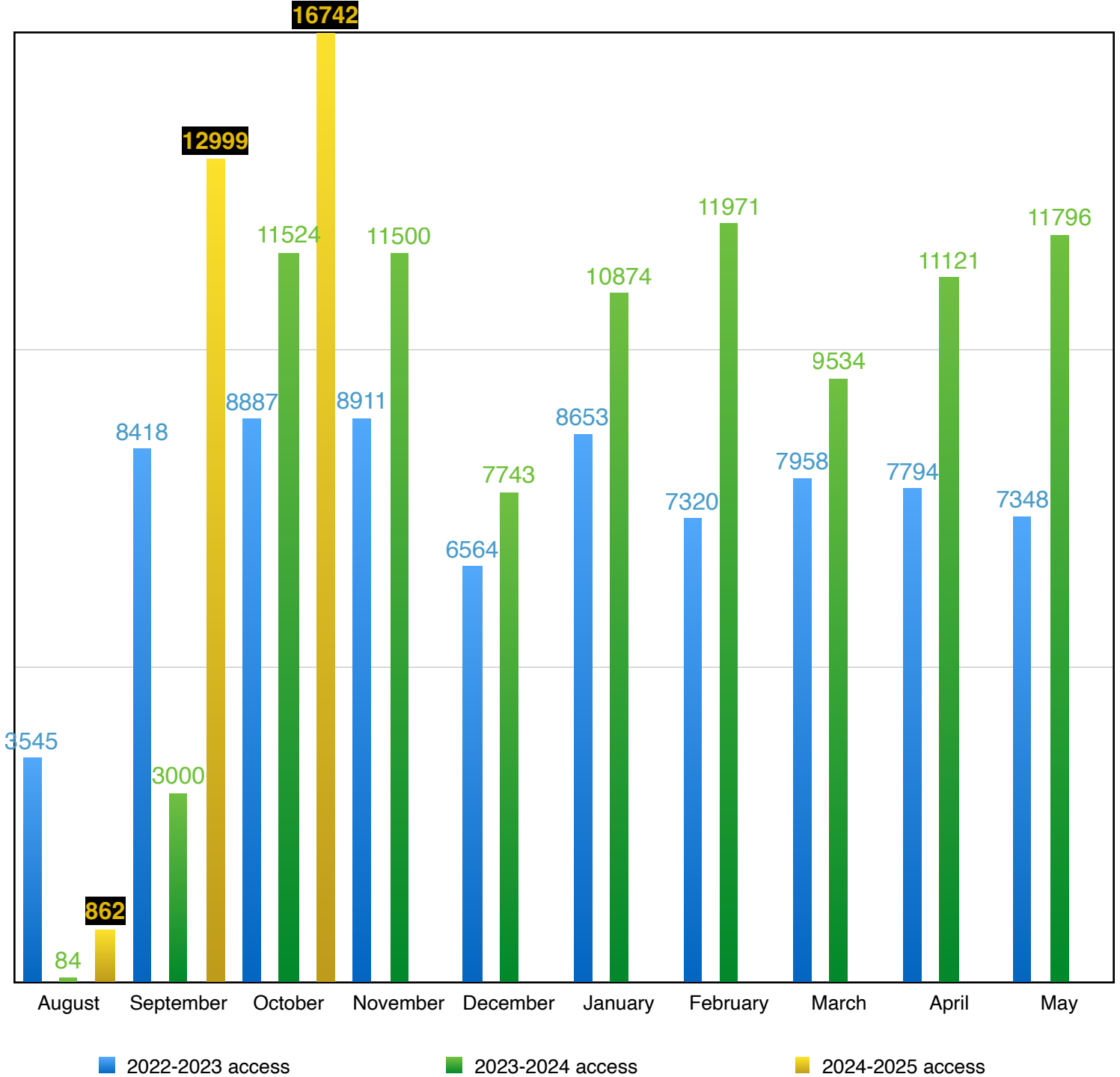
## PowerSchool Online Enrollment

As of 01NOV24 the SY24-25 New Student Enrollments forms completed are at 102 (35 for Kindergarten) and the SY24-25 Returning Student Enrollment forms completed are at 444 for a total of 546 records of 672 (81.25%). There are currently 158 SY24-25 Returning Student Enrollment forms remaining. The Returning Student Enrollment window is now scheduled to close on 21DEC24 in an effort to collect the remaining updates.

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



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



## 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. For last month we closed / resolved 159 of 181 (87.8%) of the tech requests submitted through the system. Our average response time was 4.9 hours and average resolution time was 2.3 days.

