

TECHNOLOGY BOARD UPDATE

2024-2025

Every Student, Every Day!





NETWORK SERVICES



TECHNOLOGY OPERATIONS

TECHNOLOGY SERVICES GROUP



INFORMATION SYSTEMS

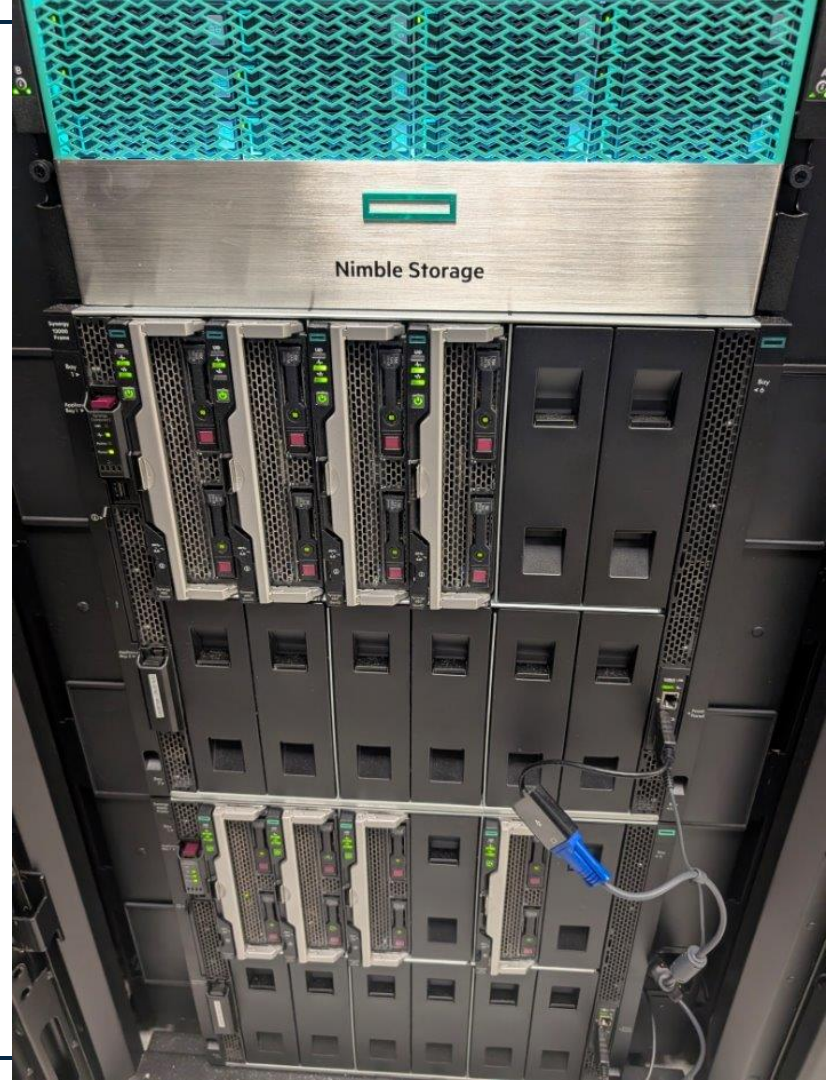


INFORMATION SECURITY

NETWORK SERVICES

Accomplishments

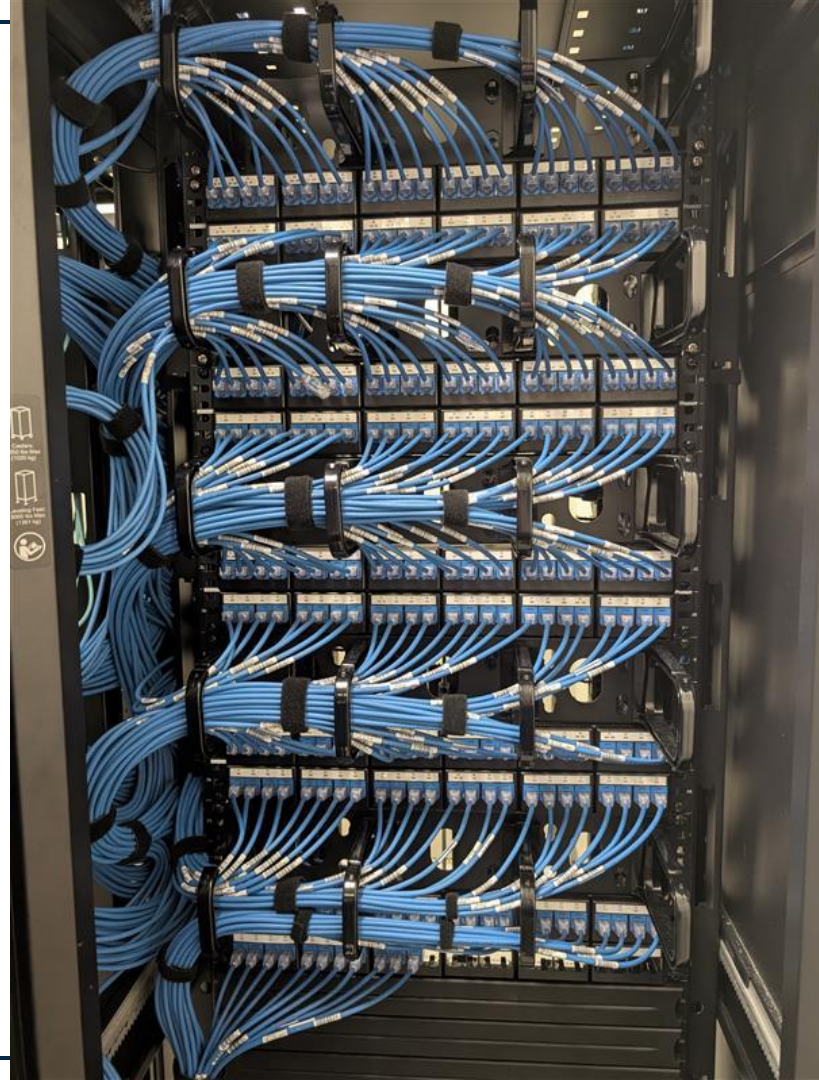
- ❖ Implemented Lithium UPS - Increased longevity and reliability of networking equipment.
- ❖ Upgraded Access Points – Improved wireless stability and increased user capacity.
- ❖ Cabling rework – Improved time to troubleshoot across all teams.
- ❖ Updated switches – Patched security vulnerabilities and added enhancements.
- ❖ Improved MDM visibility – Improve the time to resolve issues between teams.
- ❖ Consolidation of Spare pools – Reduced spare pool which reduced costs for the district.
- ❖ Added Region 10 as a backup location – Increased backup redundancy for offsite backup.
- ❖ Structured cabling refresh at Evans Middle School and Finch Elementary – Optimized data drops and wireless access points for overall cost reduction and increased efficiency.
- ❖ Network refresh - Upgraded networking at JJAEP and CRC buildings.
- ❖ Upgraded wireless in HS gyms - Accommodate online testing.



NETWORK SERVICES

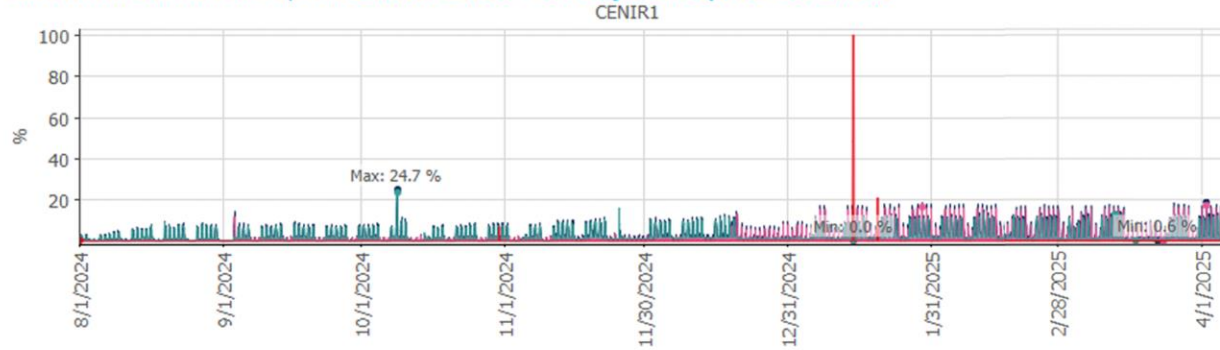
Upcoming Project Goals

- ❖ Datacenter refresh – Improve performance and lower energy utilization.
- ❖ Consolidate storage – Lower the storage utilization across platforms.
- ❖ Standardize Email signatures – Improve district posture.
- ❖ Add additional uplinks – Create redundancy to improve uptime.
- ❖ Replace Datacenter coolers – Improve uptime and hardware life.
- ❖ Cloud phone system – Lower overhead costs and improve functionality.

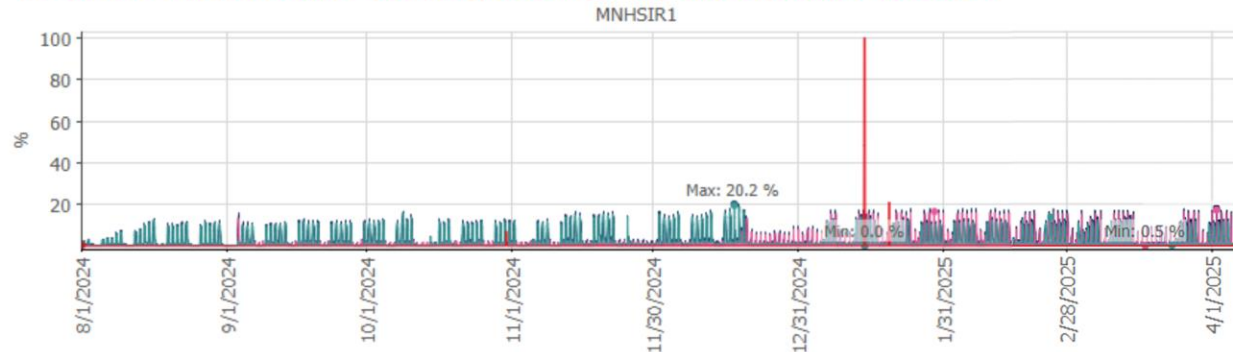


INTERNET BANDWIDTH UTILIZATION

Bandwidth Utilization Report: Central Office - ISP Zayo Group, 30 GB Circuit



Bandwidth Utilization Report: McKinney North HS - ISP Zayo Group, 30 GB Circuit



TECHNOLOGY OPERATIONS

- ❖ Internet filter transition to Deledao
- ❖ Completed Evans MS and Finch Elementary Renovations
 - Reinstall all campus AV equipment
 - Device replacements for presentation devices
- ❖ Start of MDM migration for Apple devices (Mosyle) and Microsoft devices (Intune/Autopilot)
- ❖ Deployed 7500 student devices across MS and ES campuses
- ❖ iPad pilot at Press
 - Leading to 4 ES campuses transitioning to iPads
- ❖ Implemented new helpdesk system (Incident IQ)
- ❖ Closed 29,489 technology support tickets

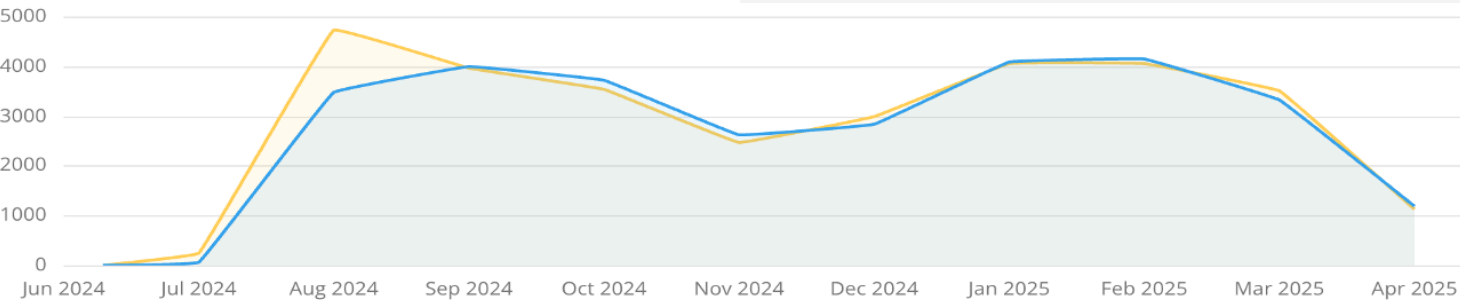


HELPDESK TICKET OVERVIEW: 2024-25



Ticket Resolution Over Time (closed tickets vs. newly submitted)

● Closed tickets ● New tickets



 2.3 days

Response time (avg)
for all ticket statuses

 29,489

Tickets now closed
out of 30,686 submitted

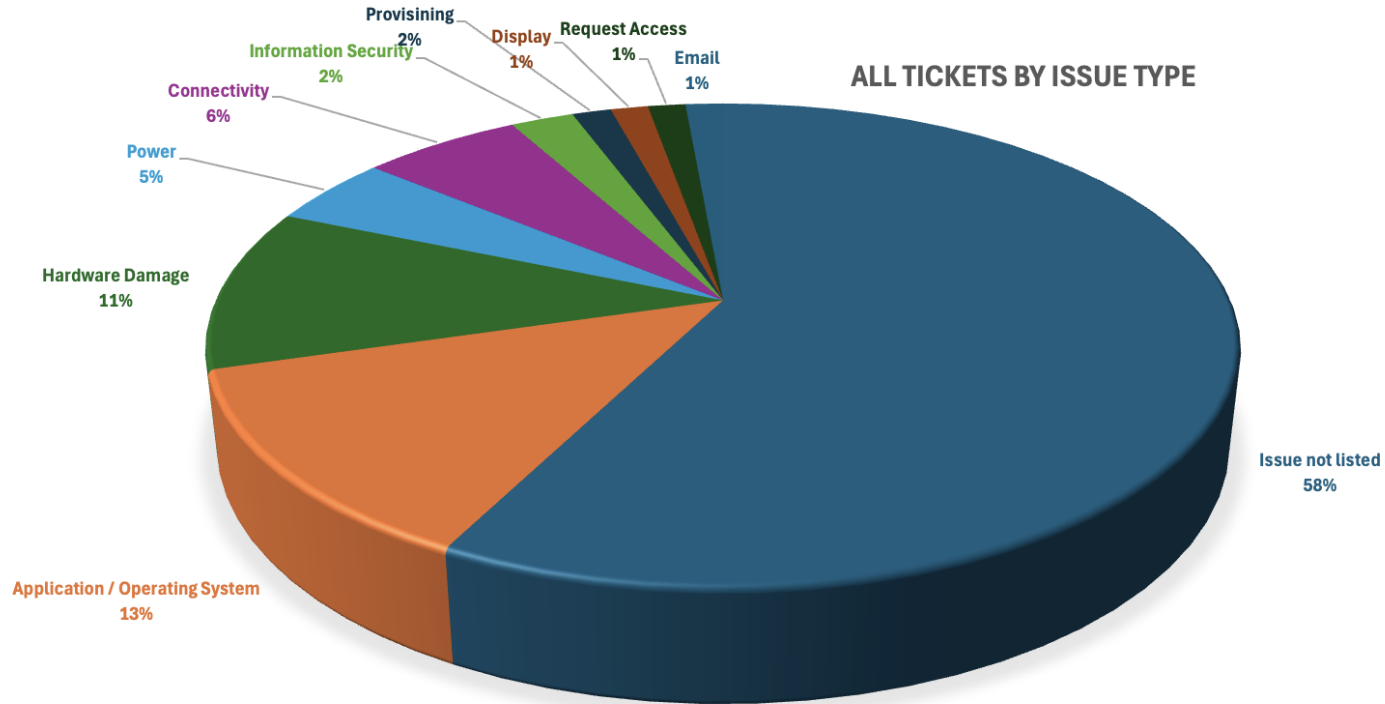
 6 days

Resolution time (avg)

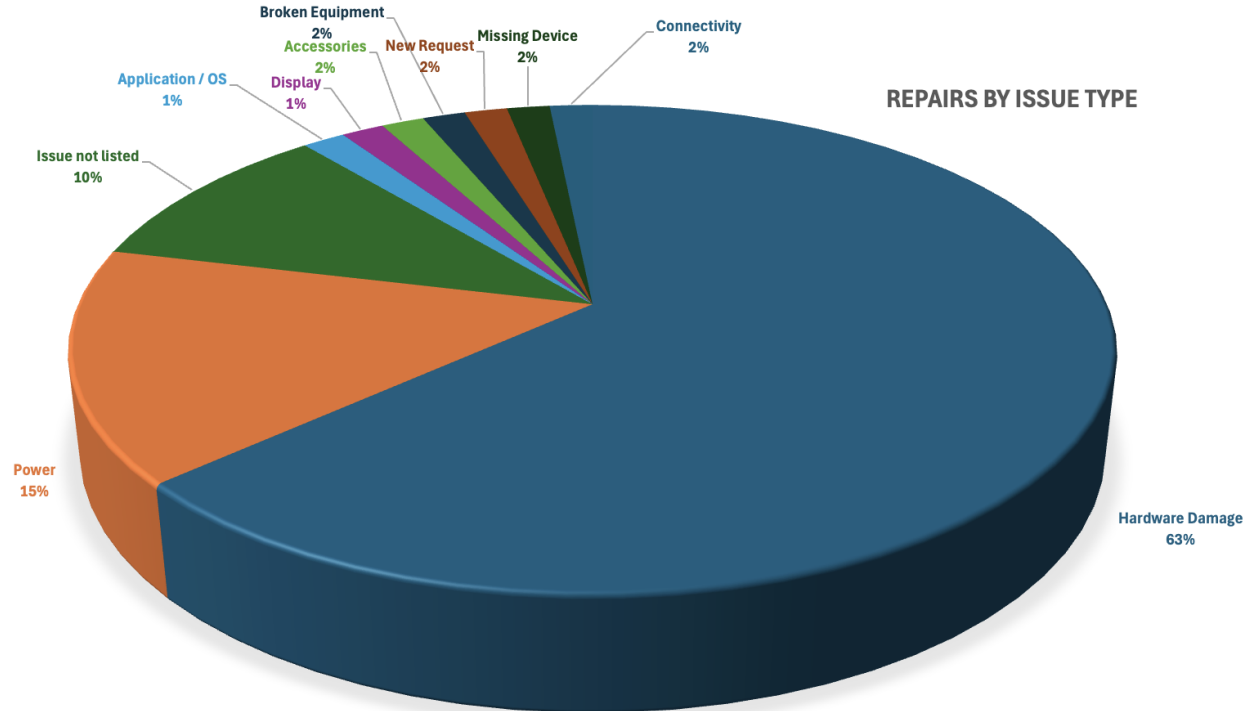
 1,197

Tickets still open
51 waiting on requestor

HELPDESK TICKETS: ISSUE TYPE



HELPDESK TICKETS: REPAIRS

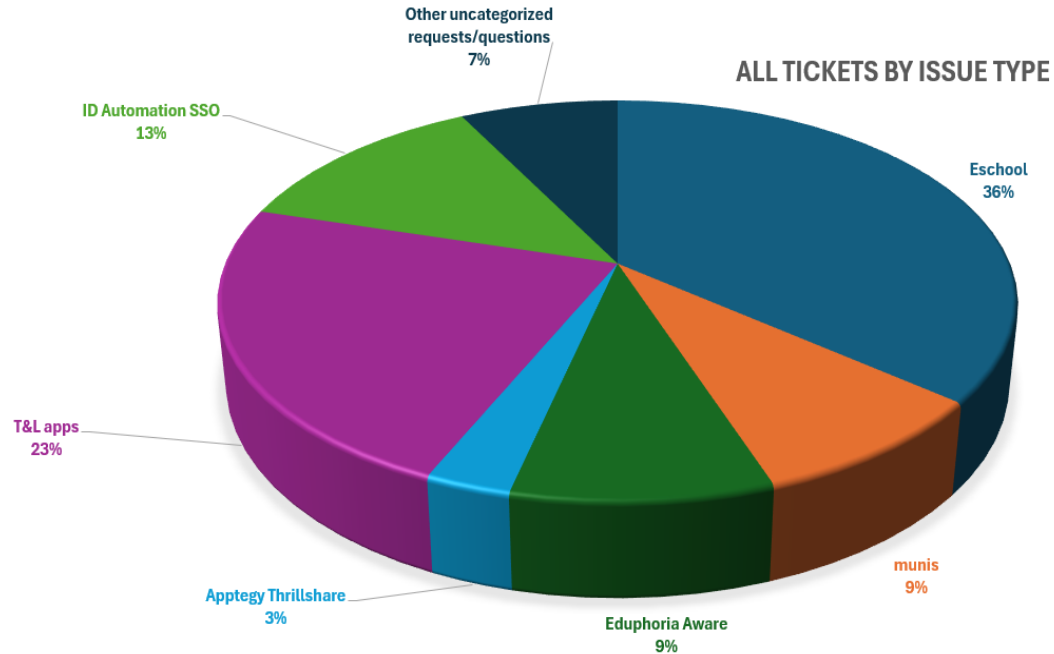


INFORMATION SYSTEMS

- ❖ Completed Rapid ID migration to the cloud
- ❖ Set up multiple applications to use SSO SAML authentication
- ❖ Set up Choose McKinney transfer process
- ❖ Laserfiche Forms/Processes
 - Summer school registration
 - Digital Resource Approval form
 - Set up new Laserfiche student repository
- ❖ Migrated Food Services to Mosiac cloud-based system.
- ❖ Set up new My School Bucks invoice/payment system
- ❖ Set up automated feeds from Frontline to SIS
- ❖ Destiny/Library system invoice process integration with My School Bucks
- ❖ Further automated more 3rd party file integrations
- ❖ Set up and tested new ERP connections
- ❖ Implementing several large conversion projects (ERP, SIS, Edugence).



INFORMATION SYSTEMS: TICKETS



INFORMATION SECURITY

Accomplishments

- ❖ Consolidated Guest Network infrastructure by integrating with existing perimeter firewalls
- ❖ Migrated new status alert system that is free and open-source to reduce costs for the district
- ❖ Deployed an enhanced training platform offering expanded educational resources at reduced district expense
- ❖ Migrated to a new content filter that features automated wellness monitoring and intervention alerts
- ❖ Strengthened security on student devices
- ❖ Performed a customized tabletop exercise with industry specialists to strengthen incident response capabilities
- ❖ Installed scanners for vulnerability and asset tracking at campuses to improve equipment monitoring and security
- ❖ Implemented a new Managed Security Operations Center (SOC) service to enhance district-wide cybersecurity protection and monitoring capabilities



INFORMATION SECURITY

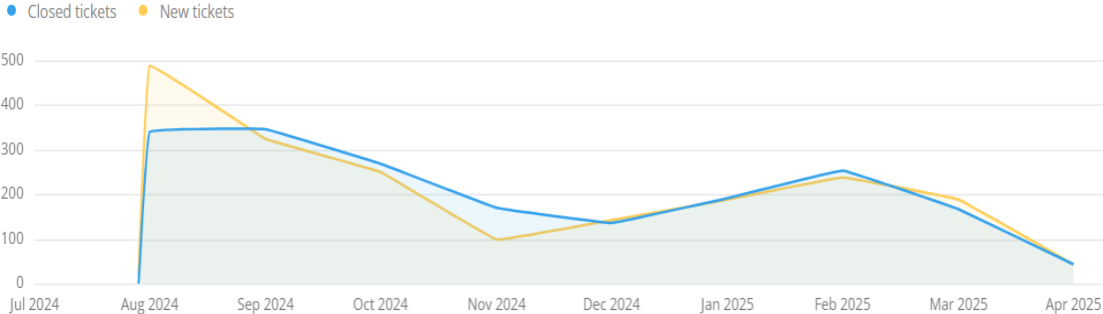
In progress projects

- ❖ VPN migration project in progress to streamline management and improve overall security
 - VPN2 has been migrated
 - VPN1 is on the roadmap to be migrated
- ❖ Currently working through the District application approval list
- ❖ Currently evaluating competing Extended Detection and Response (XDR) platforms to identify the optimal enterprise-wide security solution for our environment



INFORMATION SECURITY TICKETS

Ticket Resolution Over Time (closed tickets vs. newly submitted)



3.6 days

Response time (avg)
for all ticket statuses

1,915

Tickets now closed
out of 1,979 submitted

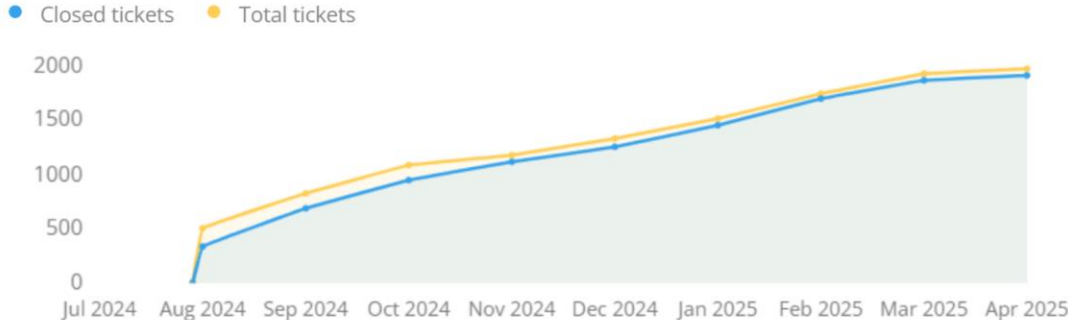
8.1 days

Resolution time (avg)

64

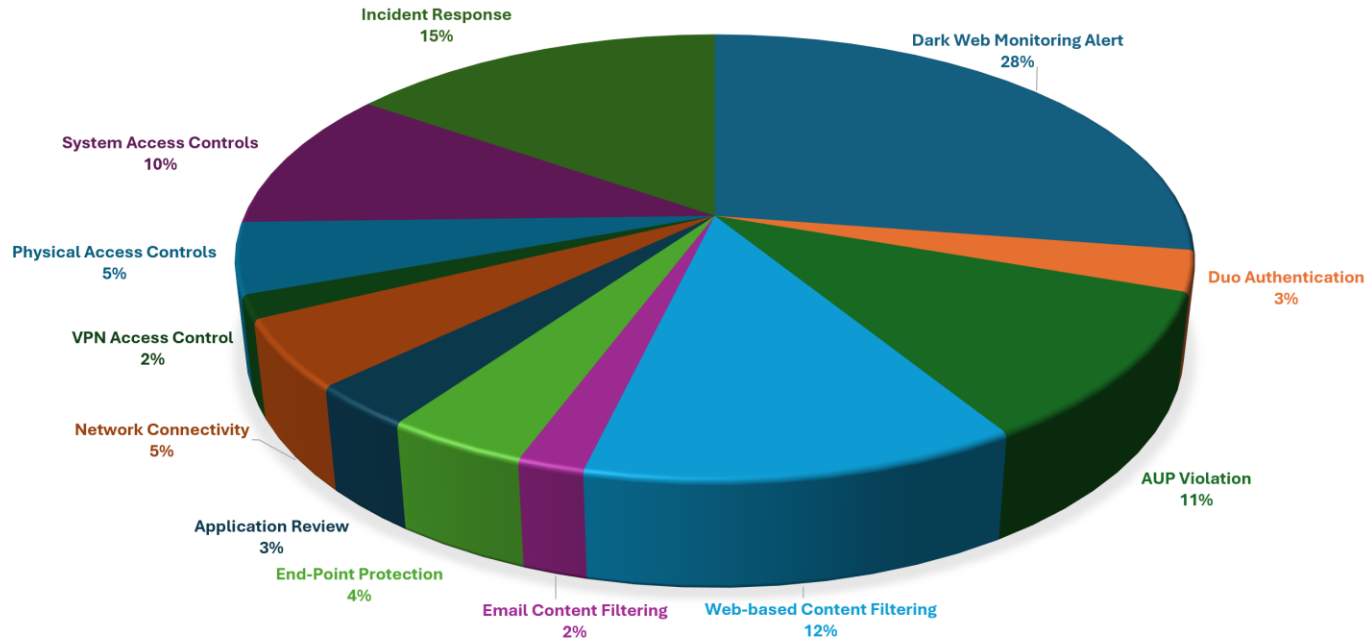
Tickets still open
12 waiting on requestor

Total Tickets Over Time



INFORMATION SECURITY: TICKETS

TICKETS BY TYPE



INFORMATION SECURITY – CONT.

End user education – annual stats

- ❖ 6 training campaigns
- ❖ 8.75% average click rate
- ❖ 1146 training videos completed
- ❖ 6 information security newsletters
 - August 2024
 - September 2024
 - October 2024
 - November 2024
 - December 2024
 - February 2025

