Venus ISD Information Technology Services

To: VISD Board of Trustees

From: Casi Lane - Administrative Assistant for Technology

Report for February 💝 2022

- Help Desk tickets
    - In the month of February the technology team closed 147 tickets out of 190 submitted for the month. There are 43 tickets awaiting vendor repairs.   The average ticket work time per HelpDesk request was 26.8 minutes.

- We have placed the order for the 1000 new Chromebook devices (as well as cases for them) purchased with the ECF funds we were awarded. Delivery is expected some time around the end of February. **Update** - we have received 200 of the devices, expecting another 400 mid-March as these devices are on backorder from HP.
- We are investigating new options for projectors in the classrooms and are considering the options that were presented last month as well as other options.
- We are working on updating our cybersecurity plan and our server infrastructure to better prepare for disaster recovery. We are meeting with V3 Technology to use their Cybersecurity toolset called Minerva. This will show us where our vulnerabilities might be as well as use data based decisions for technology in the future where cybersecurity is involved.
- We are working on acquiring new wireless infrastructure for the district with ERate funds. ERate has approved our funding request. - Product for the wireless project has been ordered.   **Update** - The access points are on backorder until late January to late February. Installation had to be postponed. We will keep you posted. **Update** - Still waiting on delivery of the access points.