

## **Tech Board Report - October 2020 - Sam Rigby**

The tech team has been working non-stop since the beginning of August to complete all of our beginning of the year work without being able to travel. Many of the tasks that would normally have taken us just a few minutes to complete on site required an hour or more of time to finish.

We had looked forward to the completion of a number of network upgrades over the summer, but COVID related travel restrictions, in addition to technology supply chain limitations, delayed much of the work into September and even October. As of today, DRS has visited all of our sites and performed most of the planned upgrades. These included upgrading the satellite dishes to better handle weather conditions, installing bandwidth conserving servers at each site, re-routing our networks through a faster backhaul, and increasing our bandwidth from 10mbps / site to 25mbps / site. All known internet related issues are actively being worked on by DRS or the LPSD tech team as appropriate.

The DRS travel and upgrades did not come without a few hiccups, and some sites required a follow-up visit to resolve unpredicted issues. As soon as DRS was notified of the issues they dispatched a technician to the site immediately. We will be working with them to minimize unnecessary network downtime in the future.

As of today we have not been able to distribute laptops to all enrolled students. A large number of our oldest white Macbooks were not able to return to service this fall. New laptops have been ordered and will be distributed as soon as possible. Until then, we are working with on-site staff to make use of every working laptop.