

Nome Public Schools Director of Technology Report

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19 MARCH 2024

Current projects

Beginning conversion of Mobile Device Management systems from Jamf Pro to JumpCloud due to upcoming budget reductions. Impact of this conversion: all staff MacBooks will need turned in over the Summer in order for the Technology Department to successfully launch the new MDM provide enrolled, working, connected, secured, and compliant devices to staff at the beginning of next school year.

As part of our Cyber Insurance requirements and in accordance with BP3522 / AR3522 (District Data Protection Program), the KnowBe4 cybersecurity training campaign launched on 22AUG23 with a training suspense of 05DEC23 for all staff that started at the beginning of the school year. As of 13MAR24 we are currently at 89.6% (103) users complete, 12 users are incomplete, and 6 users are past due. All incomplete users have received email reminders from KnowBe4. Past due users who failed to complete training requirements by 31JAN24 have restrictions imposed on their accounts.

KNOWBE4 FEBRUARY PHISH TEST RESULTS - INDUSTRY STANDARD IS < 5% PHISH PRONE

15.8%	114	114	14	3	0	1	36	0
Phish-prone Percentage	Recipients	Deliveries	Clicks	Attachment Opened	Data Entered	Other Failures	PAB Reported	Bounces

One hundred forty nine (149) depreciated MacBook devices have shipped to SecondLifeMac for recycle / repurpose. Any amount received from sales goes to fund our staff device self insurance program or other tech projects.

Replacement of older HP LaserJet Pro M402 printers (10+ years old) with new HP LaserJet Pro 4100dwe printers continues. All 50 of the new printers are provisioned to our network and awaiting swap with M402 printers as they run out of toner.

Future Projects

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 attending.

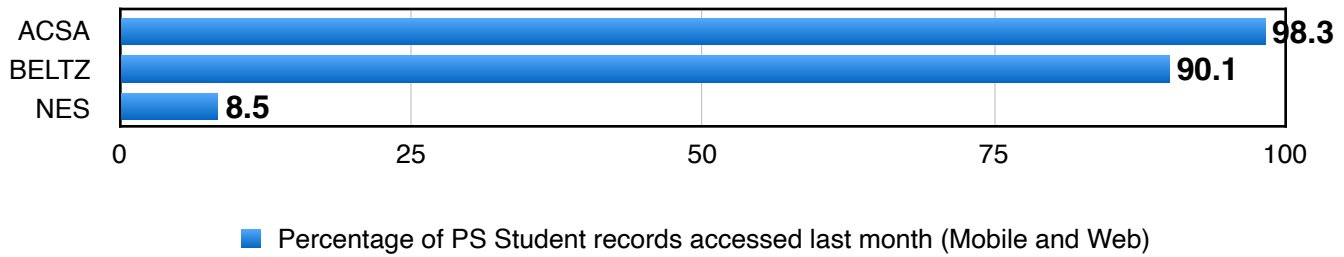
Network diagraming for our entire network infrastructure in support of District Data Protection Policy.

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.

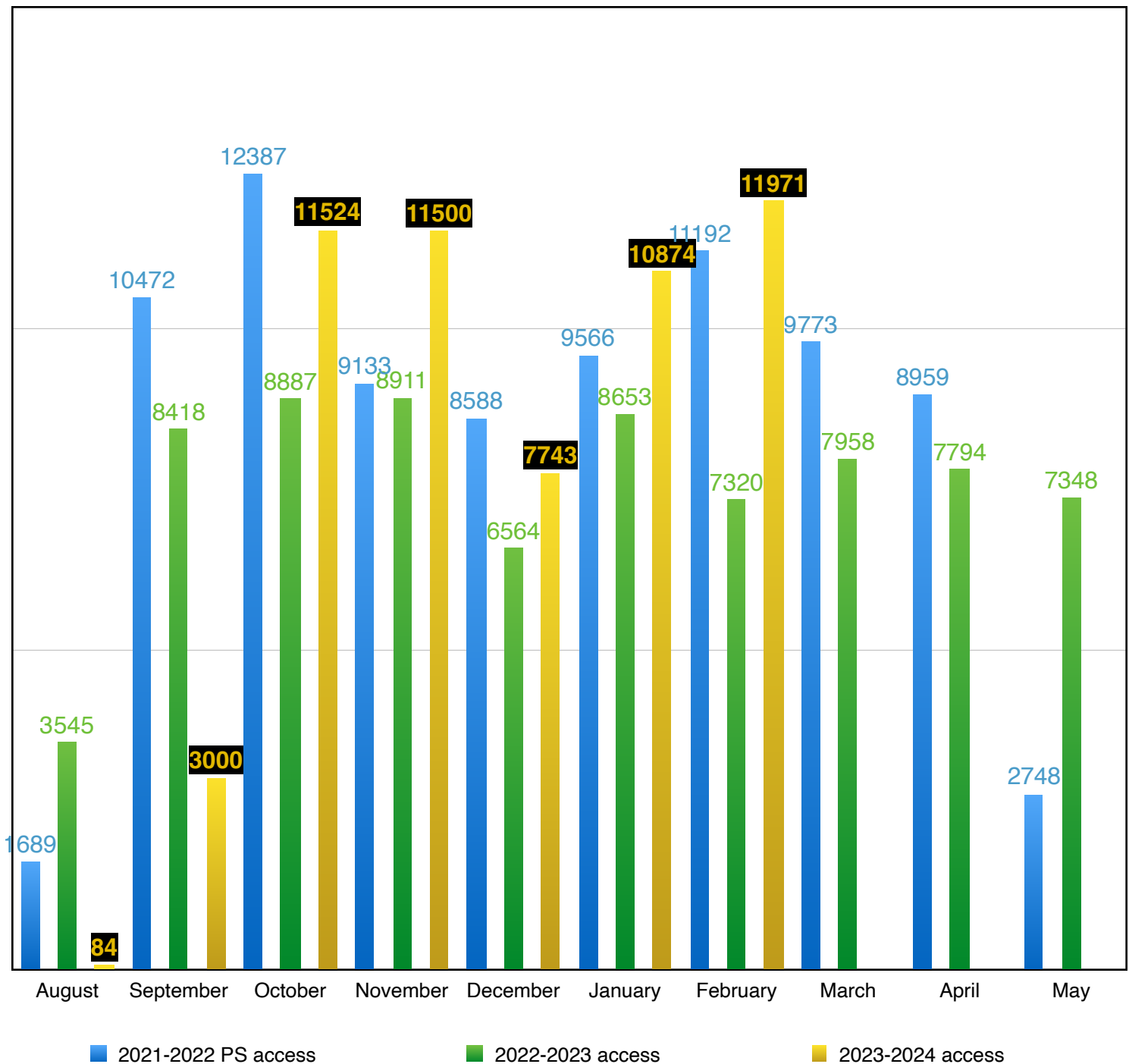
PowerSchool Online Enrollment

As of 29FEB24 SY23-24 New Student Enrollments forms completed are at 161 and Returning Student Enrollment forms completed are at 527 for a total of 688 records of 710 (96.9%). The submitted records include several students who have since transferred out of district and skew the completion rate math for the number of records remaining. There are 64 Returning Student records remaining as "un-submitted": 54 NBMHS, 9 NES, 1 EXT. Returning Student Enrollments were closed 29FEB24 in order to prepare for the 24-25 School Year. I am currently awaiting updated Student Handbooks, forms from schools / various departments, and the approved SY24-25 calendar before the SY24-25 New and Returning Enrollments online process can move forward.

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

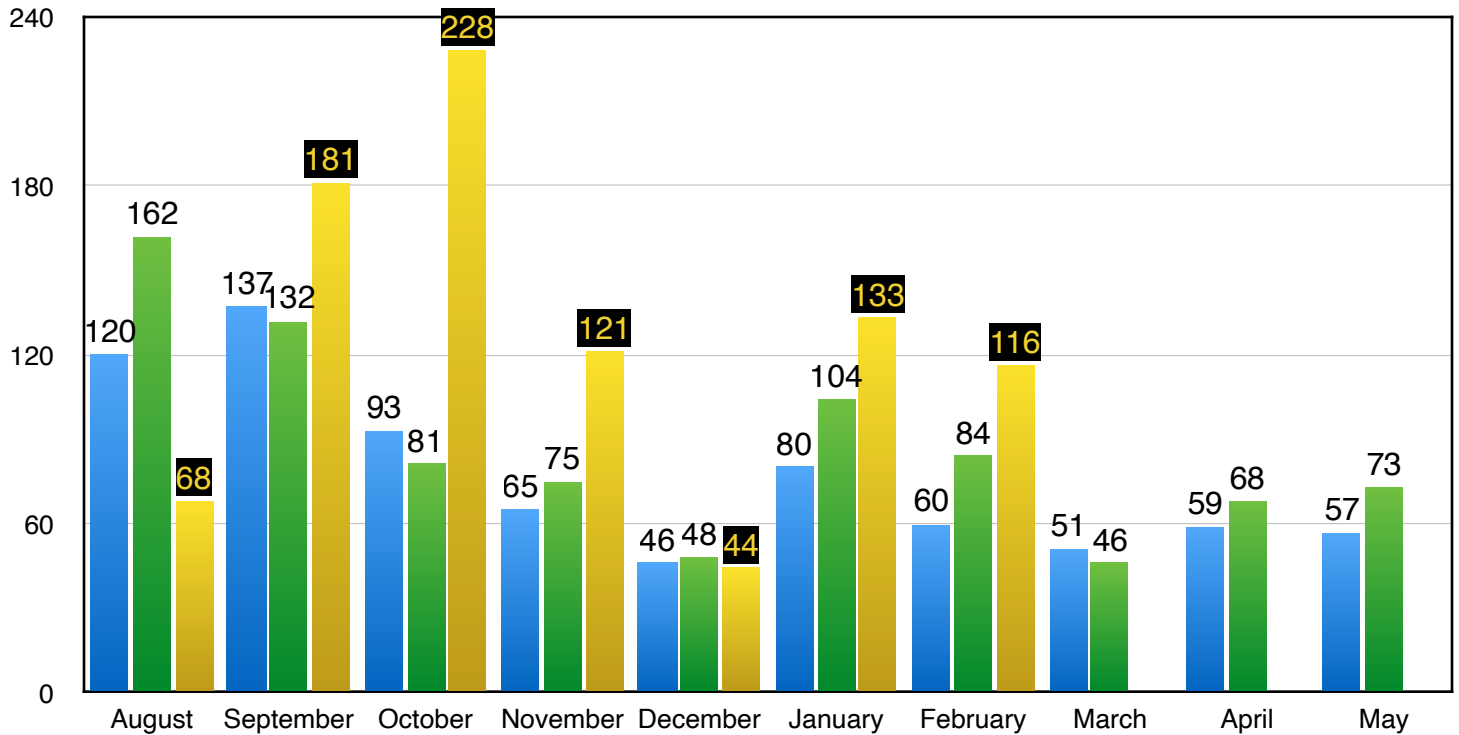


Total Parent and Student PS Web and Mobile Access Sessions



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. Last month we closed / resolved 98 of 116 (84.5%) of the tech tickets submitted through the system. Our average response time was 4.5 hours and average resolution time was 3.1 days. We encourage staff to make use of this resource but many immediate needs are still handled outside of the ticketing system. As previously mentioned, I have requested Tech Dept personnel to log most if not all of these types of requests and have requested staff to enter more of these requests as tickets. These entries account for the majority of the increase in tickets and are a more realistic count of monthly assistance services provided.



All Activity

Explore ticket analytics filtered only by your permission level

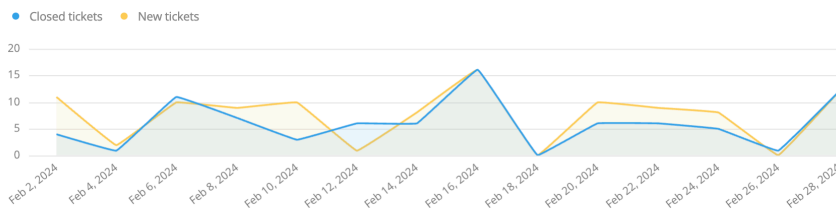
02/01/2024 > 02/29/2024

FILTERS (1)

TICKETS

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



4.5 hours
Response time (avg)
for all ticket statuses

98
Tickets now closed
out of 116 submitted

3.1 days
Resolution time (avg)

14
Tickets still open
3 waiting on requestor

Ticket Pipeline Analysis (shows time spent in each status, along with ticket routing for all workflows)

