Minidoka County School District
TECHNOLOGY DEPARTMENT
BOARD REPORT — September 2025

The Technology Department advanced key initiatives to strengthen operations, modernize classroom tools, and enhance digital security. We completed large-scale device refreshes, deployed testing platforms districtwide, and transitioned additional grade levels into a modern management system. With **91% of tickets resolved**, support remains reliable while we build a smarter, safer environment for students and staff.

Key Projects & Initiatives

• Completed **Full 1st Grade iPad Refresh**
• Deployed **Testing Platforms** across Elementary, Middle, and High Schools
• Implemented a **Safer IT Environment** via enhanced policies and controls
• Enabled **Redundant Backups** for all mission critical servers
• Onboarded new IT leadership and launched planning for a **Smarter Future**
• Transitioned **6th & 9th Grade Devices** into a fully new management system

Service Desk Performance

891 total tickets submitted
809 resolved (91%)
82 remaining open