Technology Department - February Report (2/1 - 2/21)

- **Cybersecurity**
  - Google Security
    - Gmail
      - 1.2M Emails Accepted
      - 50K emails rejected
        - 62K were identified as Spam
        - 5.4K were identified as Phishing
        - 131K were identified as Spoofing
        - 0 emails were identified as Malware
    - Account Information
      - We have 10,546 active accounts
      - 23.7 TB of storage
      - 324.9K Files shared externally
      - 274 Suspicious login attempts
      - 1.1K Failed user login attempts
    - Data Loss Prevention (DLP) policy
      - 31 High Severity Incidents that were blocked on Google Drive

- **E-Rate RFP/Bid**
  - Bid 1300 Network Wireless Infrastructure - USAC Form 470 #220016578
    - Opening will be on Tuesday, March 1, 2022
    - This will go to the March 2022, School Board Meeting for review and approval
    - Estimated value is $750,000 - $1.1 Million

- **Technology Help Desk Tickets (2/1 - 2/21)**
  - 408 New Technology Support Tickets Created
  - 354 Tickets were resolved
  - 433 Tickets remain unresolved
  - 15h 8m Average 1st response time
  - 73h 21m Average resolution time

- **Projects**
  - CDW-G Services to support our Blended Learning 1 to 1 Initiative
    - ON HOLD - Wireless Validation Survey to support our Blended Learning 1 to 1 Initiative
  - Bloom/Tierney Brother
    - Waiting to receive the AV cables/faceplates before I can work on a installation schedule to address the new SMART Board MX-286-V3 Displays and Audio Enhancement Sentinel audio amplification system in our K-2 classrooms