





Technology Department - March Report (4/1 - 4/30)







- **Cybersecurity**

- Google Security

- Gmail

- 1.2M Emails Messages Accepted/Delivered 
 - 72K were identified as Spam 
 - 4.3K were identified as Phishing 
 - 9.3K were identified as Spoofing 
 - 0 emails were identified as Malware









- Account Information

- 10,552 Active Accounts 
- 25.22TB of storage 
- 290.1K Files shared externally 
- 71 Suspicious login attempts 
- 358 Failed user login attempts 
- Data Loss Prevention (DLP) policy
 - 2 High Severity Incidents that were blocked 

- **E-Rate RFP/Bid**

- None

- **Technology Help Desk Tickets (4/1 - 4/30)**

- 374 New Technology Support Tickets Created 
- 315 Tickets were resolved  
- 540 Tickets remain unresolved 
 - 253 Unresolved tickets for Chromebook repairs (Last month 197) 
- 13h 32m Average 1st response time 
- 132h 47m Average resolution time 
 - (This increase is due to the number of Chromebooks needing repairs and my staff working on the K2 SMART Board Upgrades the last three weeks) 

- **Projects**

- We have completed the following SMART Board & Audio Enhancement upgrades for the K2 Classrooms and the Media Center
 - Lowell, Homecroft, Lakewood, Stowe, MacArthur, Myers-Wilkins, Denfeld, Lincoln Park and Ordean
- We still need to finish (as of 5/4) the following schools
 - Lester Park, Congdon Park, Merritt Creek, Chester Creek, AEO and East HS.