

Glassboro Board of Education

# Technology Report

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May 2018

- George and team are finalizing the counts and configurations for the Summer 2018 Computer Refresh. The BOE will be presented with leasing documents to approve so we can process out order and await delivery in July/August for roll-out by September 1. This is all budgeted in the technology OpEx budget.
- George has been participating on the Future Ready Schools Committee as well as the District Technology Committee.
- We are now at 4.5 people in the department. Jessica Szekely and Enrique Pagan joined us full-time in February. Patrick Foltyn is our part-time technician and was approved last month for full-time status effective for July.
- The technicians are spending 1 morning and 1 afternoon per week in each building. The techs rotate days and times to be available for walk-in service and help desk service.
- Our new work order system is in place which allows staff to enter tickets through a portal or submit via email. The tech team in general is now entering email tickets for most of the work we perform, whether we are asked via direct email, in person or via phone.
- Average ticket age on ALL closed/completed tickets was 2.19 days from Jan 1, 2018 through April 30, 2018. We are attempting to maintain a Service Level Agreement (SLA) of responding to a ticket within 1 school day of submission. The IT industry generally tracks SLA in terms of initial response and not time to close.
- We have completed preparation for PARCC testing at Bowe, Bullock and Intermediate Schools. So far testing has gone smoothly. We are beginning preparations at GHS this week for testing next week.
- We have been working on an issue with excessive login time for the GHS business computer labs. Initial troubleshooting failed to correct the issues. When we started to re-image the labs, we ran into additional issues with wiring in the lab (we are scheduled to re-wire this summer) and our imaging system failed so we had to rebuild the images before doing the labs. As of May 15<sup>th</sup> the issues were resolved. There were 2 machines that had hardware failures.