Technology Report

June 2018

- George and team have finalized the counts and are in the process of negotiating final costs within our budget cap for the project. We are making slight modifications to configurations to stay within budget.

  The board will be presented with a request to approve a 5-year lease not to exceed 1.6M (dived by 5). Details to follow at June 13th meeting. Once we get lease approval we can process our order and await delivery in July/August for roll-out by September 1. This is all budgeted in the technology OpEx budget.
- The board will also be asked to approve a 3-year lease for $60,101.07 ($21,091.87/year) KACE Management System. This a inventory, image and patch tracking and distribution system that will allow us to image new computers, maintain security patches and application updates on all our devices. This will replace 2 paid systems and 2 free systems included with Windows (Acronis and SchoolDude saving $21,200).
- George has been participating on the Future Ready Schools Committee as well as the District Technology Committee.
- The technicians spent time at each building to cover for any issues with PARCC. With the exception of GHS, all buildings went smoothly. GHS had logistical issues getting students to bring devices in advance for test prep and we ended having to updated 20-25 per day during testing. Other than that, all went well..
- Average ticket age on ALL closed/completed tickets was 2.61 days from Jan 1, 2018 through June 5, 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.

COMPLETED Work Order Age Report YTD

Canceled by Requester

Type: Device: Laptop	Number of Tickets = (6 tickets)	Avg Days Open	0.13
Type: Emailed Ticket	Number of Tickets = (6 tickets)	Avg Days Open	8.02

Canceled by Requester had 12 detail records | | **Avg Days Open** | **4.08** |

Closed

Type: Device: Desktop/Workstation	Number of Tickets = (2 tickets)	Avg Days Open	9.01
Type: Device: Laptop	Number of Tickets = (8 tickets)	Avg Days Open	7.47
Type: Email	Number of Tickets = (2 tickets)	Avg Days Open	6.91
Type: Emailed Ticket	Number of Tickets = (12 tickets)	Avg Days Open	1.50
Type: Software Application	Number of Tickets = (1 ticket)	Avg Days Open	7.00

Closed had 25 detail records | | **Avg Days Open** | **4.66** |

Complete

Type: Accounts	Number of Tickets = (23 tickets)	Avg Days Open	2.36
Type: Clocks	Number of Tickets = (2 tickets)	Avg Days Open	0.17
Type: Device: Desktop/Workstation	Number of Tickets = (53 tickets)	Avg Days Open	3.13
Type: Device: Laptop	Number of Tickets = (516 tickets)	Avg Days Open	1.53
Type: Device: Monitor	Number of Tickets = (2 tickets)	Avg Days Open	0.57
Type: Device: POS	Number of Tickets = (1 ticket)	Avg Days Open	1.20
Type: Device: Printer	Number of Tickets = (1 ticket)	Avg Days Open	0.00
Type: Device: Tablet (windows or iPad)	Number of Tickets = (3 tickets)	Avg Days Open	1.25
Type: Door Access	Number of Tickets = (5 tickets)	Avg Days Open	1.27
Type: Email	Number of Tickets = (12 tickets)	Avg Days Open	1.74
Type: Emailed Ticket	Number of Tickets = (206 tickets)	Avg Days Open	3.78
Type: FAX	Number of Tickets = (2 tickets)	Avg Days Open	11.91
Type: FOBS	Number of Tickets = (7 tickets)	Avg Days Open	0.32
Type: Interactive: Boards	Number of Tickets = (1 ticket)	Avg Days Open	1.95
Type: Interactive: Document Cameras	Number of Tickets = (1 ticket)	Avg Days Open	3.93
Type: Interactive: Projectors	Number of Tickets = (3 tickets)	Avg Days Open	7.34
Type: Network Connectivity	Number of Tickets = (11 tickets)	Avg Days Open	3.75
Type: Phone	Number of Tickets = (8 tickets)	Avg Days Open	5.10
Type: Software Application	Number of Tickets = (45 tickets)	Avg Days Open	3.34
Type: Software: Computer Apps	Number of Tickets = (5 tickets)	Avg Days Open	3.31

Type:	Software: Google	Number of Tickets = (9 tickets)	Avg Days Open	1.13
Type:	Software: PowerSchool	Number of Tickets = (1 ticket)	Avg Days Open	0.00
Type:	Tech Projects	Number of Tickets = (11 tickets)	Avg Days Open	0.01
Type:	Video Surveillence	Number of Tickets = (4 tickets)	Avg Days Open	0.00
Type:	Voice Mail	Number of Tickets = (1 ticket)	Avg Days Open	3.27
Type:	Website	Number of Tickets = (13 tickets)	Avg Days Open	6.55
Type:	Wiring/Cabling	Number of Tickets = (3 tickets)	Avg Days Open	8.36
Complete had 949 detail records			**Avg Days Open**	**2.37**

Declined

Type:	Emailed Ticket	Number of Tickets = (3 tickets)	Avg Days Open	3.08
Declined had 3 detail records			**Avg Days Open**	**3.08**

Duplicate

Type:	Device: Desktop/Workstation	Number of Tickets = (1 ticket)	Avg Days Open	0.03
Type:	Device: Laptop	Number of Tickets = (2 tickets)	Avg Days Open	2.06
Type:	Emailed Ticket	Number of Tickets = (21 tickets)	Avg Days Open	2.96
Type:	Software Application	Number of Tickets = (1 ticket)	Avg Days Open	0.17
Type:	Tech Projects	Number of Tickets = (3 tickets)	Avg Days Open	69.23
Duplicate had 28 detail records			**Avg Days Open**	**9.79**

Void

Type:	Accounts	Number of Tickets = (1 ticket)	Avg Days Open	0.77
Type:	Device: Laptop	Number of Tickets = (7 tickets)	Avg Days Open	0.86
Type:	Emailed Ticket	Number of Tickets = (14 tickets)	Avg Days Open	0.19
Type:	Software Application	Number of Tickets = (1 ticket)	Avg Days Open	0.00
Void had 23 detail records			**Avg Days Open**	**0.41**