

Technology Report

Technology Department Report

April 18, 2020 – May 19, 2020

submitted by George Weeks

Work Summary:

- Ray Yansick began work on April 20, 2020
- As we continue the shutdown due to Covid-19, the technology department continues to offer remote support to staff and students.
- The tech team has been working out of Bullock school for 2 days per week preparing laptops for distribution to swap with broken units. We distributed over 200 devices to students in need in March and April.
- We continue to work on preparing laptops to swap with staff and student who are experiencing hardware issues. We have a system in place that identifies units, staff prepare a swap unit and appointments are scheduled for a physical swap. Machines are disinfected and isolated for 7 days and then repaired. Parts are being ordered and delivered to George's home address. This process will continue until we can return to the buildings.
- Webex meetings have been scheduled and conducted for BOE meetings
- Staff meetings and vendor meetings are held via webex for the tech team
- We are moving forward with upgrades to firewalls and web filters for July 2020
- We are finalizing purchase of 1:1 laptops for GIS and 1:1 Chromebooks for K-3.
- The updates to the phone system have been completed and we have started training staff on remote calling via WebEx Teams. Staff will be able to make and receive calls as if they were in their office/classroom. We are expecting this to be completed by the end of April
- New web template has been activated. Jody and George are reviewing layout and making adjustments to current website to accommodate new style. We are hoping to turn on the new look at the end of the month of April
- We have had 1 team member contract Covid-19 which forced a team-wide self-quarantine for 16 days which lasted from April 27 through May 13.

Work Order Statistics

- There are 103 total work orders open as of 12:30pm on 05/19/2020 (+48)
- There have been 3,967 work orders closed as of 12:30pm on 05/19/2020 (+96)