

Technology Report

Technology Department Report

May 19, 2020 – June 10, 2020

submitted by George Weeks

Work Summary:

- The technology department continues to offer remote support to staff and students through the covid shutdown.
- The tech team has been working a rotating schedule out of Bullock school with 2 – 3 members on site per day working on laptop fixes and configurations for repair swaps.
- 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
- We held 4 swaps and had a 20% collection rate, meaning only 20% of students who requested a new laptop showed up to collect the one we created for them.
- Beginning June 8th schools have begun collecting laptops back from students so we can re-image them over the summer with updates and new security applications that will allow us better remote monitoring and support.
- Webex meetings have been scheduled and conducted for BOE meetings
- Staff meetings and vendor meetings are held via webex for the tech team
- We have finalized details for purchasing 1:1 laptops for GIS and 1:1 Chromebooks for K-3.
- The new website template will be activated by the end of June. We have run into some delays creating the new navigation for the site. George is continuing to work on this with Jody.
- All team members are now healthy.

Work Order Statistics

- There are 140 total work orders open as of 1:30pm on 06/10/2020 (+37)
- There have been 4,011 work orders closed as of 1:30pm on 06/10/2020 (+44)
- ** Note ** some work orders were not closed because students did not return defective laptop and pickup replacement laptop. These will be closed when the defective laptop is returned for the summer.