

Technology Report

Technology Department Report September 23 – October 2, 2020

submitted by George Weeks

Work Summary:

- GIS distributed new laptops to student
- GIS laptops collected are being reconfigured for distribution at Bullock and Rdogers next week
- Zoom premium was purchased, configured and teacher accounts activated
- New work order process was developed and a direct line was created for parents to leave messages about problems. Call/email went out with new instructions for parents and staff.
- Worked with Barracuda and Cisco wireless engineers to trace webex problem while on wireless in building. No anomalies found. Some configuration changes made to remove older technology compatibility. After 2 days some staff reported less or no problems. Continuing to test with known problem users.
- Continue seeking technician replacement
- Focus on ticket backlog after discovered ticket queue frozen and email requests not processed
- Extended extra tech help from Ocean Computers. Will continue this into October.

Work Order Statistics – as of noon on 10/02/2020

- TOTAL Work Orders: 5,214 (+1,063 since June)
- CLOSED Work Orders: 4,840 (+829 closed since June)
- OPEN Work Orders: 374 (+134 more than reported open in June)