

# Technology Report

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## Technology Department Report October 2, 2020 – November 13, 2020 submitted by George Weeks

### Work Summary:

- GIS laptops collected were reconfigured and distributed at Bullock and Rodgers
- New Chromebooks delivered and 106 handed out at Rodgers 11/9-13. Additional ones will be distributed next week.
- Chromebooks will be distributed to Bullock beginning 11/16
- Abigail Palen, our new technician started working on 11/2.
- Most Webex issues seem to have resolved after some additional updates and removal of old network protocols. Some rooms still experiencing some issues and we continue to try to resolve.
- Continue to focus on ticket backlog.
- Extended temp technician assistance through Ocena Computers until the end of November.
- Begin reviewing Internet services for contract renewal in July and begin eRate process for approval in February.
- Team preparing for arrival of students on Nov 16 and any connectivity issues they may experience having been off network since units re-imaged in the summer.
- Began configuration of Gaggle and trained contact people. Working with engineer to finishing implementation by Thanksgiving.

### Work Order Statistics – as of noon on 11/13/2020

- TOTAL Work Orders: 5,813 (+599 new tickets added since Oct 2)
- CLOSED Work Orders: 5,586 (+746 closed tickets since Oct 2)
- OPEN Work Orders: 227 (-147 outstanding tickets since Oct 2)