

Technology Report

Technology Department Report November 13, 2020 – December 10, 2020 submitted by George Weeks

Work Summary:

- Chromebooks continue to be distributed to students at Rodgers and Bullock.
- Additional 90 Chromebooks for Pre-K have been shipped and we should hopefully get them before break.
- Continue to focus on ticket backlog.
- We reduced the temp technician assistance through Ocean Computers to 2 techs instead of 3 and we have been able to extend our time until the break. They have been assisting with imaging and repairs.
- Continue meetings for Internet services for contract renewal in July and begin eRate process for approval in February.
- Return of students went smoothly. GHS and Bowe students needed to be hard wired to network for initial login since they were off network since imaging over the summer.
- Updated KACE server to be accessible from outside the network. Also repaired issue with emailed tickets coming in garbled due to Microsoft delivery protocol changes.
- Dealt with Phishing attack on Tuesday 12/08/2020. Fortunately no malicious applications were involved or placed onto any of our devices, however, several employees were duped into responding and at least 1 was bilked out of some money.

Work Order Statistics – as of 3pm on 12/10/2020

- TOTAL Work Orders: 6,128 (+315 new tickets added since Nov 13)
- CLOSED Work Orders: 5,865 (+276 closed tickets since Nov 12)
- OPEN Work Orders: 263 (+36 outstanding tickets since Nov 13)