

# Technology Report

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## Technology Department Report December 10, 2020 – January 6, 2021 submitted by George Weeks

### Work Summary:

- We are completing the prep of the additional 90 Chromebooks for Pre-K. We are reclaiming licenses from the borrowed Woodbury Chromebooks to redistribute to the new units.
- Continue to focus on ticket backlog.
- Continue meetings for Internet services for contract renewal in July and begin eRate process for approval in February.
- Awaiting re-return of student on January 11. We are looking at ways to not have to hardwire laptops that have been off our network for a while.

### Work Order Statistics – as of 7pm on 01/06/2021

- TOTAL Work Orders: 6,315 (+187 new tickets added since Dec 12)
- CLOSED Work Orders: 6,069 (+204 closed tickets since Dec 12)
- OPEN Work Orders: 247 (-17 outstanding tickets since Dec 12)