

# Technology Report

---

## Technology Department Report February 16, 2021 – March 10, 2021 submitted by George Weeks

### Work Summary:

- Continue to focus on ticket backlog and repairs as backorder of parts begins to arrive. Part back order for 4-6 weeks are still hampering repairs.
- Setting up for Spring Testing for special ed and ELL.
- New touch panels Arriving early March and we will be assisting in connecting devices to our network once vendor begins installations later this month.
- Assisting in video investigation of 2 persons entering GIS.
- Restoring email archives
- Adding FAX line at GHS for nurse
- Meet and Greet with new CST Director.
- Working with buildings to verify/update classroom locations for 911 information
- Discussions with vendors for maintenance renewals and upgrade pathways.

### Work Order Statistics – as of 11:30am on 03/10/2021

- TOTAL Work Orders: 7,092 (+236 new tickets added since Feb 16)
- CLOSED Work Orders: 6,951 (+380 closed tickets since Feb 16)
- OPEN Work Orders: 141 (-144 outstanding tickets than Feb 16)