

# Technology Report

---

## Technology Department Report

**March 10, 2021 -April 14, 2021**

submitted by George Weeks

### Work Summary:

- Continue to focus on ticket backlog and repairs as backorder of parts begins to arrive. Parts backorders continue.
- Continue to verify/update classroom locations for 911 information
- Discussions with vendors for maintenance renewals and upgrade pathways.
- Reviewing logistics of potential closure of district building and impacts on upgrades.
- 3/25, 3/26 & 3/29 dealt with voice menu access issue – determined issue with Verizon. 3/30 contacted Verizon – issue was resolved by end of spring break.
- Reviewing potential implementation of panic button on classroom phone as we begin bringing students back 5 days per week.
- Assist with installation and setup if new ClearTouch Panels in schools

### Work Order Statistics – as of 12:30pm on 04/14/2021

- TOTAL Work Orders: 7,371 (+279 new tickets added since Mar)
- CLOSED Work Orders: 6,951 (+276 closed tickets since Mar)
- OPEN Work Orders: 144 (+3 outstanding tickets than Mar)