

# Technology Report

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## Technology Department Report

**July 20, 2021 – August 10, 2021**

submitted by George Weeks

### Work Summary:

- Staff continues to re-imaging and making repairs to student laptops.
- Continue working with admin, parents and police to track units not returned.
- Continue working with new Internet vendor for cutover of new service, rescheduled for Aug 17<sup>th</sup>. Phone service was completed on Jul 26, 2021.
- Core and wireless network upgraded ordered through ESSR Grant. Estimated delivery early December 2021.
- Continue discussions with vendors for maintenance renewals and upgrade pathways.
- Continue reviewing logistics of potential closure of district building and impacts on upgrades.
- Continue planning of security projects for summer 2021, raptor system, classroom panic button on phones
- Working with Building Principals, Mrs. Kornicki and Dr. Preston on new filter maps for website security
- Began work on getting laptops for board use at meetings.

### Work Order Statistics – as of 10:45am on 08/10/2021

- TOTAL Work Orders: 7,972 (+23 new tickets added since Jul)
- CLOSED Work Orders: 7,869 (+31 closed tickets since Jul)
- OPEN Work Orders: 103 (-8 outstanding tickets less than Jul)

# CLOSED Technology Tickets by Status Opened Between

07/01/2021 To 07/31/2021

<b>Cancelled - Not Applicable</b>	Total Tickets:	1	Avg Days Open:	0.2	Min Days:	0	Max Days:	0
<b>Closed</b>	Total Tickets:	20	Avg Days Open:	4.9	Min Days:	0	Max Days:	14
<b>Closed - Annual Renewal in Process</b>	Total Tickets:	1	Avg Days Open:	8.1	Min Days:	8	Max Days:	8
<b>Closed - Device Repaired</b>	Total Tickets:	3	Avg Days Open:	5.6	Min Days:	2	Max Days:	7
<b>Grand Total</b>	Total Tickets:	25	Avg Days Open:	4.9	Min Days:	0	Max Days:	14

# CLOSED Technology Tickets by Status Closed between

07/01/2021 To 07/31/2021

<b>Cancelled - Not Applicable</b>	Total Tickets:	1	Avg Days Open:	0.2	Min Days:	0	Max Days:	0
<b>Closed</b>	Total Tickets:	31	Avg Days Open:	35.7	Min Days:	0	Max Days:	190
<b>Closed - Device Repaired</b>	Total Tickets:	5	Avg Days Open:	37.4	Min Days:	2	Max Days:	106
<b>Grand Total</b>	Total Tickets:	37	Avg Days Open:	35.0	Min Days:	0	Max Days:	190