

Glassboro Board of Education

Technology Report

Technology Department Report

March – April 2019

(March 7 – April 9, 2019)

submitted by George Weeks

Meeting Dates:

- 03/12/2019 Admin Council (Remote attendance)
- 03/13/2019 Tech Inventory Review with Ginger Sinning
- 03/14/2019 Tech Team Meeting
Windstream Fiber Activation
- 03/15/2019 SRO Review
- 03/19/2019 Microsoft Intune Webinar
- 03/20/2019 Glassboro Security Review with Helix Group
CoreBTS Monitoring Tunnel Meeting
District EdTech Meeting
- 03/21/2019 Kingsway Security Meeting
GIS Security Breach Meeting
Account Review with Dell/Ocean Computer
- 03/22/2019 GIS Security Breach
- 03/25/2019 KACE Engineer calls re Breach
- 03/26/2019 Security Camera Review
- 03/27/2019 Host Northern Burlington School review of Phones/Informacast
- 03/28/2019 CoreBTS meeting for security review
- 04/01/2019 Tech Team Meeting
- 04/02/2019 Security Review with SROs and Helix Group
- 04/03/2019 Parent Conference re: breach/suspension
- 04/04/2019 SchoolMessenger webinar
- 04/05/2019 Barracuda call re internet latency
- 04/08/2019 Barracuda Call re filter update to reduce latency
KACE Engineering – Close Security Hole
- 04/09/2019 Impero Demo of new version
Windstream Engineering re: latency

Staff Time-Off Dates:

Vacation Days:

George Weeks – 03/08/2019 & 03/09/2019

George Weeks – 03/11/2019 & 03/12/2019

Chuck Baur – 03/18/2019 thru 03/20/2019

MARCH – APRIL 2019

Sick Days:

Patrick Folytn – 03/07/2019 & 03/09/2019
Patrick Folytn – 03/12/2019
Jessica Brown – 03/12/2019
Jessica Brown – 03/18/2019 & 03/19/2019
Jessica Brown – 03/25/2019 thru 03/27/2019
Chuck Baur – 04/04/2019 & 04/05/2019

Personal Days:

Enrique Pagan, personal day, 03/01/2019

Work Summary:

- Technology completed network monitoring installation with CoreBTS
- Technology has been working with Aspire Technologies to implement Webex space for staff. Due to some delays we are still working on creating the security integration with our active directory servers. We expect to be moving forward on starting this before spring break.
- Technology continues to complete the technology documentation for Future ready Schools
- Technology continues to work on automating lockdowns with our phone system and door access systems as well as expand video surveillance per SRO recommendations. Quotes and configurations are being revised. Work is expected to be completed by Fall 2019 if funding is available
- Technology is working to implement the mandated panic buttons in each main office by Sept 1
- The Technology Department continued with a rotating schedule in attempt to keep a Tech in each building. The schedule is as follows:
 - Enrique assigned to GHS on Mon, Wed & Fri
 - Enrique assigned to Bowe on Tue and Thu
 - Patrick assigned to GIS on Mon, Wed & Fri
 - Patrick assigned to Bullock on Tue and Rodgers on Thu
 - Jessica assigned as a “Rover” 5 days per week to handle back office issues, respond to emerging issues in buildings that require additional assistance
- On March 18th our internet crashed. George worked remotely with vendor to reinstate service. Issue caused by new ISP router locking up. We are working on a quote for a redundant router in a high availability mode to avoid this kind of failure in the future.
- A security breach was detected on March 21 at GIS. Students had obtained and administrative password. By March 22 12 students were identified and appropriate discipline was exercised. Technology determined the password was obtained due to a file not properly deleting after a computer as imaged. This failure was intermittent and not reported by the imaging system
- Technology worked over a 10 day period with the engineers at KACE to close the security risk caused by the password left in a file during imaging. Software changes were implemented by the vendor as well as additional alerting functions put in place locally. No additional breaches were identified

MARCH – APRIL 2019

- A meeting was held with the parents of one of the students disciplined for the breach. Parents were satisfied with information provided during the meeting and no changes in discipline were enacted.
- On April 5 – 9 it was reported the internet was sluggish. George and Chuck worked with Barracuda and Windstream to identify the issue. Windstream made some configuration adjustments to their equipment and the problem resolved. It was determined this was NOT a DDOS attack. We continue to monitor the Internet activity and speed. It was also determined that internally the network was operating normally, no anomalies or slowdown to local resources, only Internet access.

Work Order Statistics

- Work Order Status since last report: (as of 04/10/19 pm)
 - 283 work orders have been entered (2,0841 total)
 - 271 work orders have been closed (1,956 total)
 - 128 work orders are currently open or on hold (+12 - 116 last month)
- Ticket Analysis has been conducted to analyze department productivity. Key data for this report to track efficiency are the following:
 - “Opened” – The number of tickets opened per month.
 - “Closed” – The number of tickets closed per month.
 - “Average Days Open” – The average amount of days it takes to resolve a ticket.

Note: Additional key markers are being studied to also include in future reports, allowing for Departmental Transparency.

- The current data includes dates ranging from September 1st, 2018 (the inception of the new Work Order system, KACE) to March 31, 2019.

Please note that the Average Open days will change in prior months as prior month tickets are closed in the current month.

Month	Opened	Closed	Avg. Open Days
September	492	259	13.27
October	522	445	7.65
November	307	230	5.05
December	252	224	3.93
January	265	231	4.64
February	237	185	5.45
March	261	200	4.89
YTD Average	333.71	253.43	6.41

MARCH – APRIL 2019

Technology Committee Report March 2019

submitted by Susan Kornicki

Educational Happenings & Community Involvement Activities:

- 3/11/2019 Read Aloud - Women's History, Rodgers
- 3/28/2019 South Jersey EdTech County Meeting
- 3/15/2019 Workshop Presentation - Salem County VoTech
- 3/21/2019 #NJETC Meeting - West Windsor-Plainsboro
- 3/23/2019 Edcamp Happy Camper - Washington Township

Meeting Dates:

- 3/4/2019 IT Team Tech Review
- 3/5/2019 Cyber Day Discussion - Dr. Silverstein
- 3/6/2019 PowerSchool Performance Matters Core Update
- 3/7/2019 Cyber Day Meeting - Dr. Sneathen
- 3/8/2019 Future Ready Certification Team - GHS
- 3/13/2019 Performance Matters Analytics Implementation Check-In (call)
- 3/14/2019 IT Tech Team Review
- 3/19/2019 GHS Faculty Meeting - Cyber Day
- 3/20/2019 PLC Tech in ELA - GHS
- 3/20/2019 District EdTech Committee Meeting
- 3/26/2019 Performance Matters Training - Admin. (live webinar)
- 3/27/2019 Performance Matters Analytics Close-Out (call)
- 3/29/2019 Performance Matters Follow-up - Admin. (live webinar)

Professional Development:

- 3/5/2019 Coaching - Toczowski, Rodgers
- 3/5/2019 Coaching - Rutter, Rodgers
- 3/5/2019 Coaching - Kaszupski, Rodgers
- 3/5/2019 Coaching - L. Ale, Rodgers
- 3/5/2019 Coaching - Witkoski, Rodgers
- 3/7/2019 Coaching - Corma/Maiorini, Bowe
- 3/7/2019 Projector Troubleshooting - Rodgers
- 3/8/2019 Teacher Inservice - Rodgers
- 3/13/2019 Coaching - Ceglia, GIS
- 3/13/2019 Coaching - Montana, GIS
- 3/13/2019 Coaching - Schmus, GIS
- 3/14/2019 Kindergarten PD workshop - Rodgers
- 3/25/2019 Coaching - Brattelli, Bowe
- 3/26/2019 Coaching - DeColli, GHS
- 3/27/2019 Coaching - Clark, Bowe
- 3/27/2019 Coaching - Fox, Bowe
- 3/29/2019 Coaching - Belh, GHS

Dates to Remember:

- 4/10/2019 Let Girls Be Girls Meeting - Girls Who Code
- 4/17/2019 GHS EdTech PLC Meeting
- 4/18/2019 GHS Google Classroom PLC Meeting
- 4/30/2019 GIS PARCC Testing
- 5/1/2019 IT Tech Review Meeting