

**Glassboro Board of Education**

# **Technology Report**

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## **Technology Department Report**

**April - May 2019**

**(April 10, 2019 – May 10, 2019)**

**submitted by George Weeks**

### **Meeting Dates:**

- 04/10/2019 Webex Implementation meeting with Aspire
- 04/11/2019 Security Project review with Helix Group  
Future Reay Review  
CoreBTS Security review
- 04/12/2019 Webex Training with Aspire  
Firewall Firmware Upgrade w MTG/Barracuda (rolled back)
- 04/19/2019 Admin Council
- 04/20/2019 Monthly review with Absolute Software and Computrace
- 04/29/2019 PARCC readiness test GIS, GHS, Bowe
- 04/30/2019 PARCC Testing GIS
- 05/02/2019 Firewall Firmware Upgrade (crash)
- 05/03/2019 Firewall Crash – replacement installation with Barracuda
- 05/06/2019 Internet Crash – Troubleshooting
- 05/08/2019 Bullock Evacuation  
Monthly Security and Safety Meetings
- 05/09/2019 Cloudlock Implementation with CoreBTS
- 05/10/2019 Tech Team Review – Summer Projects  
Cloudlock Re-Implementation with Google  
Quarterly Webex Review with Aspire

### **Staff Time-Off Dates:**

Spring Break April 19 – 26

### **Work Summary:**

- In response to March password breach, we have been working with our network security vendors to implement a free monitor test of the network. This will be a 30 day network scan that will provide information on how effective our current security levels are, provide recommendations for improvements
- 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. This latency continued as we began preparations for PARCC.

## APRIL - MAY 2019

- We worked with our ISP and firewall vendor attempting to isolate the latency problem. Barracuda recommended an upgrade to the firewall firmware to resolve some minor issues.
- On April 12 we attempted a firmware update. The update did not load properly and we restored the firewall. Barracuda engineers worked on the issues and we attempted another update on May 2.
- During the firewall update on May 2, the firewall crashed as a result of a hardware failure to the hard drive. A replacement unit was delivered and installed by 11am on May 3. During this time we were without internet access.
- On May 6<sup>th</sup> during PARCC testing in 4 buildings the internet crashed and testing ceased. Troubleshooting with our ISP and Barracuda determined the issue to be in the configuration of the firewall, specifically that the old firewall was not functioning properly and was ignoring some rules. Adjustments were made to rules and access was restored at 130pm.
- On May 7<sup>th</sup> PARCC testing resumed with no issues.
- Technology has been working with Aspire Technologies to implement Webex space for staff. Administration was activated before spring break. Teaching staff is being activated over the next 2 weeks.
- 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 have been submitted and the board is expected to approve a change order to the referendum this month and work will commence in June for completion by Sept 1. Mandated panic buttons are part of this project
- 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

APRIL - MAY 2019

**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 1<sup>st</sup>, 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.*

| <b>Month</b>       | <b>Opened</b> | <b>Closed</b>  | <b>Avg. Open Days</b> |
|--------------------|---------------|----------------|-----------------------|
| September          | 492           | 259            | 13.27                 |
| October            | 522           | 445            | 7.65                  |
| November           | 307           | 230            | 5.15                  |
| December           | 252           | 224            | 3.91                  |
| January            | 265           | 231            | 4.94                  |
| February           | 237           | 185            | 5.97                  |
| March              | 261           | 200            | 6.11                  |
| April              | 228           | 171            | 5.33                  |
| <b>YTD Average</b> | <b>320.5</b>  | <b>243.125</b> | <b>6.54</b>           |

APRIL - MAY 2019

## Technology Committee Report April 2019

submitted by Susan Kornicki

### Educational Happenings & Community Involvement Activities:

|                  |   |
|------------------|---|
| 4/10/2019        | Let Girls Be Girls Meeting - Girls Who Code |
| 4/11/2019        | GPSD Science Fair                           |
| 4/12/2019        | GHS Career Fair                             |
| 4/17/2019        | Internet at home survey - GHS               |
| 4/29 - 4/26/2019 | Spring Break                                |
| 4/30/2019        | GIS PARCC Testing                           |

### Meeting Dates:

|           |  |
|-----------|--|
| 4/1/2019  | Conference call - Kathi Kerszi, Wash. Twp. Edtech Coord. |
| 4/2/2019  | Light Pen meeting - Kindergarten teachers, Rogers        |
| 4/5/2019  | Cyber Learning Day meeting - D. Sneathen, GHS            |
| 4/8/2019  | Conference call - A. Kofod, PowerSchool                  |
| 4/9/2019  | Conference call - Impero                                 |
| 4/17/2019 | GHS EdTech PLC Meeting                                   |
| 4/18/2019 | GHS Google Classroom PLC Meeting                         |

### Professional Development:

|           |                             |
|-----------|-----------------------------|
| 4/3/2019  | Coaching - J. Cusack, GHS   |
| 4/4/2019  | Coaching - GIS              |
| 4/4/2019  | Cover Rodgers School        |
| 4/8/2019  | Coaching - Bross/Sims, Bowe |
| 4/10/2019 | Coaching - M. Keating, GHS  |
| 4/11/2019 | Cover Intermediate School   |
| 4/15/2019 | Cover Rodgers School        |
| 4/17/2019 | Cover Rodgers School        |

### Dates to Remember:

|                 |                                   |
|-----------------|-----------------------------------|
| 5/1/2019        | IT Tech Review Meeting            |
| 5/6/2019        | GHS Science Testing               |
| 5/6 - 5/15/2019 | GHS Mini-Workshops                |
| 5/15/2019       | District EdTech Committee Meeting |
| 5/16/2019       | GHS Google Classroom PLC Meeting  |
| 5/17/2019       | IT Tech Review Meeting            |
| 5/30/2019       | Bullock Family Night              |
| 6/10/2019       | Cyber Learning Day                |

APRIL - MAY 2019

6/13 - 6/18/2019

Laptop collection - GHS

6/30/2019

Future Ready Schools NJ Application Deadline