

Glassboro Board of Education

Technology Report

Technology Department Report

June 5 – July 16, 2019

submitted by George Weeks

Meeting Dates:

- 06/05/2019 Tech Work Order Review
CoreBTS Support Call for dropped VMs
- 06/07/2019 Tech Team Review
- 06/10/2019 CoreBTS Support Call for dropped VMs
Future Ready work session
Work Order Review
- 06/11/2019 Administrative Council
- 06/12/2019 Future Ready Final Meeting
- 06/13/2019 PolicyPAK KickOff and Tuneup meeting
CoreBTS – Pre-Authorization Changes discussion for monitoring
- 06/17/2019 Work Order Review
- 06/18/2019 Webinar – Latest FCC Actions for Robocalls & Texting
- 06/19/2019 Tech Review
CoreBTS CloudLock Assessment
- 06/21/2019 Administrative Council Retreat
- 06/24/2019 Microsoft Licensing with SHI
- 06/25/2019 KACE Licensing
CoreBTS contract renewal discussion
- 07/02/2019 CoreBTS Support Call for dropped VMs
- 07/10/2019 CoreBTS – CloudLock Assessment Review
CoreBTS Support Call for dropped VMs
- 07/11/2019 Impero Pre-Upgrade discussion
CoreBTS Support Call for dropped VMs

Staff Time-Off Dates:

Independence Day	07/04/2019	Enrique Pagan	06/07/2019 – Vacation 06/26/2019 – Vacation 06/27/2019 – Vacation
Chuck Baur	06/06/2019 – Sick		
Jessica Brown	07/16/2019 - Sick	George Weeks	06/14/2019 – Vacation 06/20/2019 – Vacation 06/27/2019 – Vacation
Patrick Folytn	06/07/2019 – Sick 06/17/2019 – Sick 07/03/2019 – Sick		

Work Summary:

- We completed all state testing successfully in June
- We received the report of the 30 day network monitoring report in early July. We are working to have the vendor sit with the Superintendent and BA to review results in August and present to the board in August or September. Overall we are pretty good but we have some possible risk areas that need to be addressed with training and policy enforcement.
- Technology completed their portion of the documentation for Future Ready Schools. Sue Kornicki submitted the document for review at the end of June. Results will be announced in the early fall.
- Installation of equipment required for automating lockdowns began in June. Upgrades to the software and controllers has been completed as well as wiring for additional cameras. Later this month wiring for the panic buttons and strobe lights will begin as well as the completion of the lockdown programming. Testing should begin in the 2nd week of August.
- During the end of June the tech team began creating new computer images for deployment to student laptops and labs over the summer. Bullock laptops have been completed as of the 15th. Rodgers units were begun along with laptops at GIS. ALL student laptops will be completed by Sept 1 for distribution Sept 5th & 6th or the first day of school (depending on the building).
- We have upgraded our Windows servers from Server 2008 and 2012 to Windows 2019 were applicable and Server 2016 if the application is not supported in 2019 yet. This alleviates issue related to security and end of life/support by Microsoft.
- We have been working on correcting an issue were external voicemails will drop off after 30 seconds. Cisco engineers have reviewed call data and we are now working to coordinate support calls between Cisco and Windstream (our voice vendor)
- We have migrated staff and students to Office 365 to allow a better cloud collaboration experience.

Work Order Statistics will be furnished again in September

- There are 51 total work orders open as of 4pm on 7/16/19
- There have been 2,296 tickets closed as of 4pm on 7/16/2019