

2022-2023 Summer/Fall Technology Report for July 1 through September 31, 2022

2022-2023 Summer/Fall - Completed Projects

- Administrative assistant and secretary device upgrades to Dell laptops
- Migration of district website from SchoolPoint to FinalSite
- Moyer Elementary Select Classroom Technology Updates
- OneRoster 1.2 Update for Schoology syncs to Infinite Campus
- 5th grade iPad conversion to grade K iPads
- 12th grade MacBook conversion to 6th grade MacBooks
- New-to-district student device and account configurations
- Retiree/Resignee MacBook and iPad conversion to new staff devices
- Teaching and Learning Summer Retreat to Apple and Jamf in Austin, TX
- Infinite Campus Beginning of Year Prep (Fees, Student Account Creations, Staff Employment)
- Organizational Unit Creations and Archives (Active Directory, Google Workspace, LightSpeed)
- Schoology/IC Parent Account Creation and Troubleshooting
- Subscription Renewals (Schoology, Seesaw, Jamf, Microsoft Licensing, FinalSite, ClassLink, Infinite Campus, One2One, LockDown Browser, Service Express, Fireplace)
- Phone moves and renaming for new staff
- AutoDesk software renewals and installations
- PSST certificate renewal

2022-2023 Summer/Fall - Ongoing Projects

- Updates to FinalSite configurations and design
- Additional configurations of VoIP phone system (dial plans and e911 compliance)
- Guest and Internet of Things (IoT) network access troubleshooting
- OneSync/AD Connector Upgrades
- Staff Account Audits in Active Directory and Infinite Campus
- Account creation workflow revisions through Frontline Central
- Staff device operating system upgrades
- Virtualization and move from local shares to cloud-based storage
- ClassLink group and application cleanup
- District subscription and application dashboard
- District solution for data backups and security

- Device Inventory cleanup
- Facilities and Technology Long-Range Planning
- Network Core and Wi-fi 6 updates
- FTEF Grant Installations
- HHS Internships
- HHS/HMS Fall Assessment Preparations

2022-2023 Summer/Fall - Emerging Projects (Initial Planning)

- Baseline Security Project – Move to Multi-Factor Authentication (MFA)
- RUP Revisions
- Highlands Middle School Network Wiring Project
- Technology Equipment Surplus
- Video Announcement District Solution
- Help Desk ticketing interface updates
- Implementation of Jamf Teacher device monitoring solution
- Lightspeed Parent Portal Implementation

2022-2023 Summer/Fall - Reports submitted to Kentucky Department of Education

- Technology Activity Report (available upon request)
- Digital Readiness Survey (available upon request)

2022-2023 Summer/Fall - Work Orders

Tickets Opened July 1 – September 31, 2022	393	<ul style="list-style-type: none"> • 89 opened @ Highlands High School • 86 opened @ Highlands Middle School • 68 opened @ Moyer Elementary • 65 opened @ Woodfill Elementary • 64 opened @ Johnson Elementary • 21 opened @ Central Office
Tickets Closed July 1 – September 31, 2022	284	<ul style="list-style-type: none"> • 216 closed by Technology Department • 59 closed by School Tech Coordinators • 9 closed by Digital Learning Coaches
	109	TICKETS CARRIED OVER