

2022-2023 | Quarter 4 | Spring

Technology Report for *April 1 - June 30, 2023*

Completed Projects

- Network Core Upgrades
- Johnson Elementary School Cell Booster Solution
- Advanced Placement Testing Prep and Assistance
- Kentucky Summative Assessment Prep and Assistance
- KDE Baseline Security Project – Moved all staff to Multi-Factor Authentication
- Transition from Point of Sale 1.0 to Point of Sale 2.0 in district cafeterias
- End of year iPad collections and Senior MacBook collections
- Staff self-service password reset implementation

Ongoing Projects

- OneSync/AD Connector Upgrades
- Updates to website configurations and design
- Additional configurations of VoIP phone system (dial plans and e911 compliance)
- Guest and Internet of Things (IoT) network access troubleshooting
- 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 Security Audits
- FTEF Grant Installations and configurations
- Computer replacements for 55 classified and certified staff members
- 5th Grade iPad and 12th Grade MacBook Collection and Reconfiguration
- Implementation of student Help Desk software
- Implementation of student device repair lockers
- Creating API connections for new Social Studies digital content

Emerging Projects (Initial Planning)

- RUP revisions and eRate compliance documentation
- Highlands Middle School network wiring project
- Help Desk ticketing interface updates
- Implementation of Jamf Teacher device monitoring solution
- Lightspeed Parent Portal implementation
- Service and subscription vendor agreement reviews
- Wireless upgrades to Moyer Elementary School and Woodfill Elementary School
- Network switch updates to Woodfill Elementary School
- AppleTV refresh at Woodfill Elementary School

4th Quarter Work Orders

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|--|-----------|---|
| Tickets Opened April – June 2023 | 86 | <ul style="list-style-type: none">• 27 opened @ Highlands High School• 15 opened @ Johnson Elementary• 14 opened @ Highlands Middle School• 12 opened @ Moyer Elementary• 11 opened @ Woodfill Elementary• 7 opened @ Central Office |
| Tickets Closed April – June 2023 | 62 | <ul style="list-style-type: none">• 51 closed by Technology Department• 10 closed by School Tech Coordinators• 1 closed by Digital Learning Coaches |

Entire 2022-2023 Work Order Summary

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| Tickets Opened July 2022 – June 2023 | 803 | <ul style="list-style-type: none">• 206 opened @ Highlands High School• 114 opened @ Johnson Elementary• 169 opened @ Highlands Middle School• 143 opened @ Moyer Elementary• 130 opened @ Woodfill Elementary• 41 opened @ Central Office |
| Tickets Closed July 2022 – June 2023 | 700 | <ul style="list-style-type: none">• 550 closed by Technology Department• 132 closed by School Tech Coordinators• 18 closed by Digital Learning Coaches |