

2023-2024 | Quarter 2 | Fall

Technology Report for *October 1 - December 31, 2023*

Completed Projects

- Revised ClassLink group and applications
- Upgraded wireless access points and configurations at Woodfill Elementary School
- Migrated to Next Generation Kentucky Network (NGKI)
- Updated photos in Infinite Campus, Schoology, and Destiny
- Updated operating systems and software for PSAT and ACT
- Completed and proposed 2024-2025 tentative technology department budget

Ongoing Projects

- Preparing for NAEP, ACCESS, ACT, AP, and KSA assessment
- Revising account creation workflows through Frontline Central
- Upgrading all student MacBooks to macOS 12 or higher
- Moving file shares from local servers to cloud-based storage solutions
- Creating district subscription and application dashboard
- Upgrading district back up solutions
- Auditing network security policies, hardware, and software
- Implementing TDT-Help Desk at the Highlands Help Desk
- Implementing repair lockers for broken screen repairs
- Reviewing service and subscription vendor agreements
- Upgrading network switches at Woodfill Elementary School
- Upgrading designated classroom displays at HHS and Woodfill
- Upgrading HHS classrooms for LAVEC Grant
- Implementing GoTo application accounts for all district phone users
- Testing Jamf Teacher/Parent device monitoring solutions
- Upgrading Special Education Classrooms at HMS with adaptive technology
- Transitioning from FinalSite to different vendor for district web and communication services
- Applying for 2024FY E-Rate funding for network upgrades
- Upgrading Woodfill security camera system
- Upgrading Performing Arts Center (PAC) audio/video components

Emerging Projects (Initial Planning)

- Revision of Responsible Use Policy and CIPA compliance documentation
- Updating of Highlands Middle School network wiring
- Development of 2024-2026 District Technology Plan
- Development of mini-bids for fabric switches
- Development of long-Term substitute, substitute, and practicum students in Frontline Central
- Development of staff name change procedure in Frontline Central
- Preparing for the conversion from copper wire for fire, elevator, and security lines
- Development of Uninterruptable Power Supply (UPS) upgrade schedule
- Conversion of Infinite Campus Message Builder messages to Messenger 2.0

Work Orders

2023-2024 / Quarter 2 - Work Order Summary

Tickets Opened October – December 2023	210	<ul style="list-style-type: none">• 52 opened @ Highlands High School• 37 opened @ Highlands Middle School• 34 opened @ Woodfill Elementary• 30 opened @ Johnson Elementary• 30 opened @ Moyer Elementary• 27 opened @ Central Office
Tickets Closed October – December 2023	158	<ul style="list-style-type: none">• 128 closed by Technology Department• 27 closed by School Tech Coordinators• 3 closed by Digital Learning Coach
Total Open Tickets Carried Over (from all quarters)	165	