

2024-2025 | Quarter 2 | Fall

Technology Report for *October 1 - December 31, 2024*

TECHNOLOGY PROJECTS

Completed Projects

- 5 new Staff Members - Prepared accounts (and devices as needed)
- 2024 Top Five Report completed and submitted to KDE/KETS
- Senior ACT Assessment preparation and administration assistance
- HMS/HHS Help Desk automated messaging to parents regarding device repairs
- 2025-2026 Technology Budget proposal submitted
- 2025-2035 Technology Infrastructure Plan created
- 2022-2027 Network Plan revised
- HMS STEM Lab A/V Upgrades
- 2 Mounted Display replacements at HHS
- 1 Mounted Display replacement at WES
- HMS Mobile Cart addition
- 12 Digital Signage installations at HMS/HHS

Ongoing Projects

- Sophomore/Junior ACT digital assessment preparation
- Foods Lab A/V Upgrades
- STC/Technology Winter Retreat planning
- PhishID software implementation for additional cybersecurity
- Connected User Experience System (CUES) implementation for IdP
- Website vendor selection and redesign
- Artificial Intelligence Guidance Document revisions
- CogAT and Iowa Assessment digital delivery preparations
- Elementary automated messaging to parents regarding device repairs
- WIDA Assessment digital delivery preparations

- Frontline Central account workflow revisions
- File share moves from local servers to cloud storage and management
- District subscription and application dashboard
- District backup solutions
- Network security policies, hardware, and software audits
- FUYL Locker repair kiosks
- Woodfill network switch upgrades
- GoTo application account rollouts
- HMS Special Education Classrooms classroom upgrades
- HHS Special Education Classroom upgrade
- Performing Arts Center (PAC) audio/video component upgrades
- Tower Park data connection project

Emerging Projects (Initial Planning)

- Responsible Use Policy and CIPA compliance documentation
- Highlands Middle School network wiring
- Frontline Central workflow for substitutes and long term subs
- District-wide updating of fire, elevator, and security lines
- Uninterruptible Power Supply (UPS) upgrade schedule
- Assessments module in Infinite Campus for Insights dashboard
- Highlands Middle School switch upgrades
- 2025-2026 District Technology Plan (for KDE/KETS submission)

2024-2025 Quarter 2 Technology Report

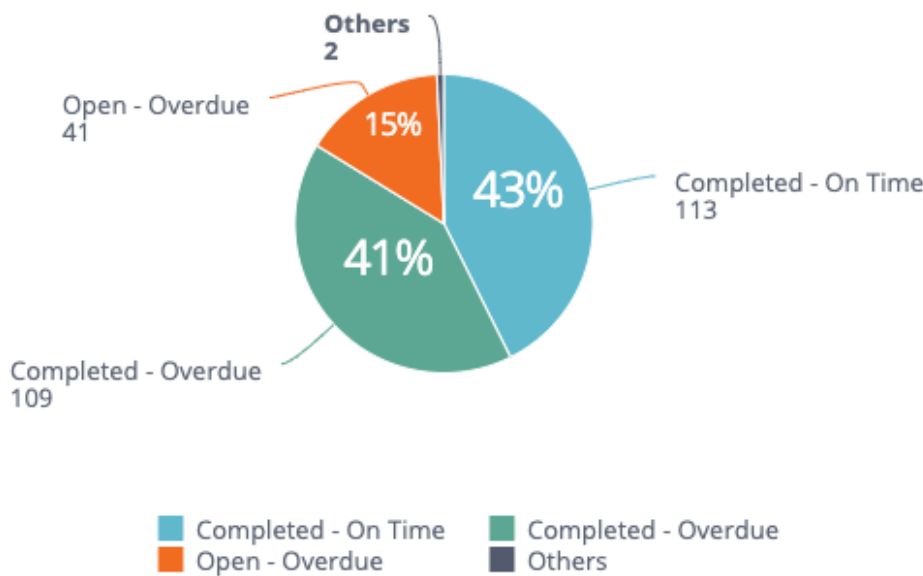
October 1 2024 - December 31, 2024

*Information generated from FMX data

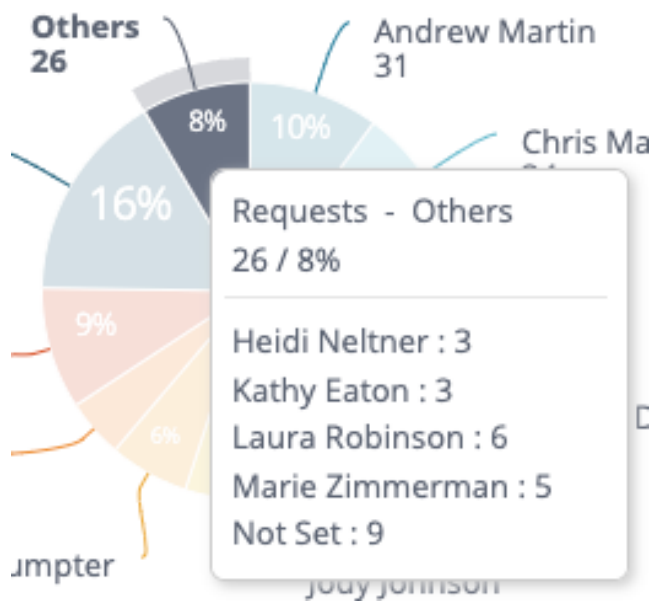
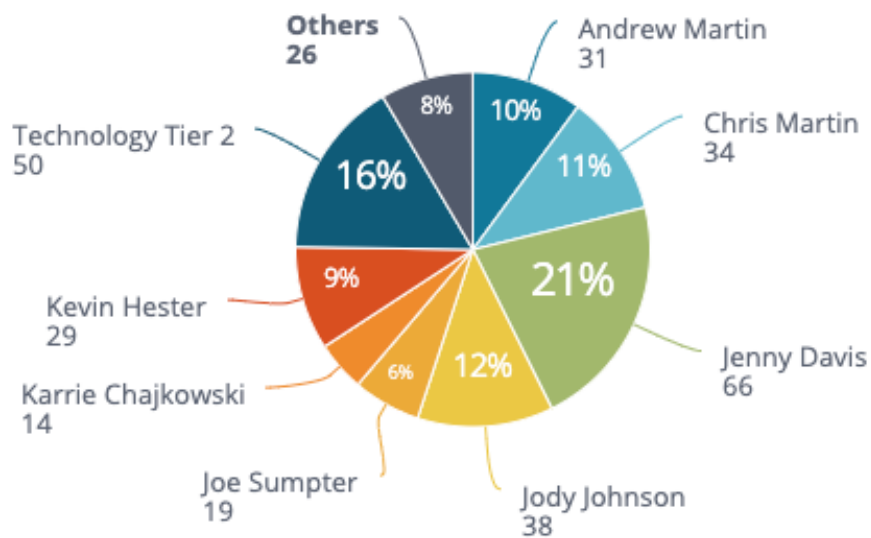
TECHNOLOGY WORK ORDERS

Technology Requests Created By Staff Members

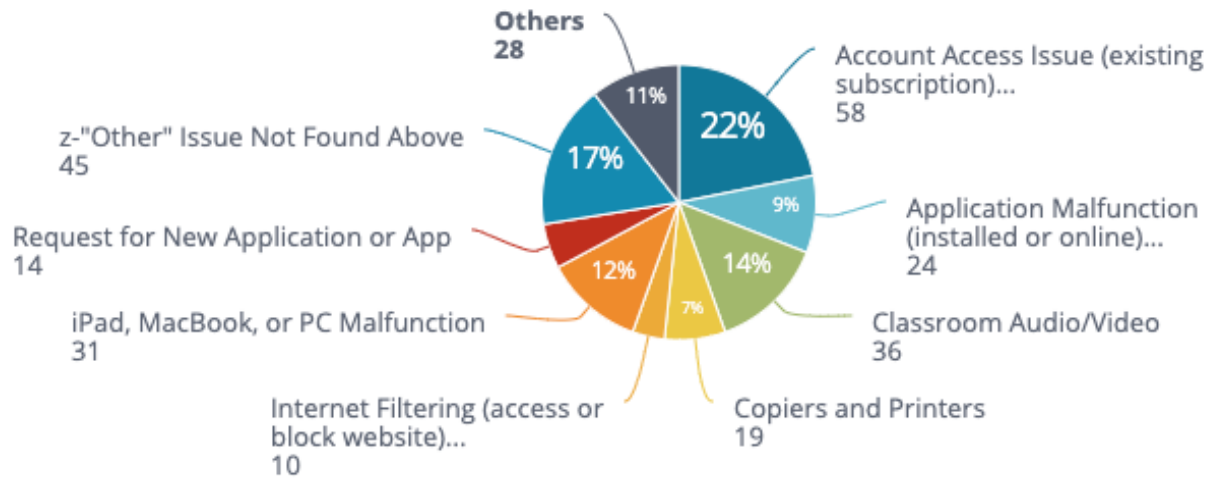
Work Requests	Work Requests	Work Requests
Created	Pending Assignment	Open - Overdue
265	0	41
Work Requests	Work Requests	Work Requests
Open - On Time	On Hold	Completed
2	5	222



Technology Work Order Assignments



Technology Request Types



2024-2025 Quarter 2 Technology Report

October 1 2024 - December 31, 2024

*Information generated from TDT-Asset data

Highlands Help Desk visits from HMS/HHS Students

<i>Issues</i>	<i>HHS Instances</i>	<i>HMS Instances</i>	TOTAL
Bent	2	1	3
Black Screen Issue	10	13	23
Broken Keyboard	5	17	22
Broken Screen	30	40	70
Broken Trackpad	3	1	4
Liquid Damage	2	4	6
Port Damage	5	5	10
Power Issue	7	7	14
WiFi Issue	3	8	11
Software Related	40	35	75
"Other"	45	38	83
Grand Totals	152	169	321