

**Technology Report for October 1 - December 31, 2025**

**TECHNOLOGY PROJECTS**

**Completed Projects**

- FUYL Locker repair kiosks
- Tower Park data connection project
- Frontline Central workflow for substitutes and long term subs
- Implementation of Intune Windows device management platform
- 2026-2027 Technology Budgeting
- Infinite Campus Server Migration
- District Website Staff Directory Photo Update
- Most successful Fall ACT and PSAT administrations on record

**Ongoing Projects**

- HHS Help Desk Expansion Pilot
- District Website page management plan
- Connected User Experience System (CUES) implementation
- Rapid Identity implementation
- File share moves from local servers to cloud storage and management
- District subscription and application dashboard
- Elementary automated messaging to parents regarding device repairs
- District backup solutions
- Network security policies, hardware, and software audits
- Woodfill network switch upgrades
- GoTo application account rollouts
- Elementary IA device upgrades
- Inventory and Surplus unused equipment
- HHS Media Lab Backup and Distribution solution

- Updated Data Sharing Agreements with vendors
- HHS/WES Classroom A/V upgrades
- 2025-2035 Technology Plan
- Teacher/Staff MacBook assessment/replacement for Spring 2026

## **Emerging Projects (Initial Planning)**

- Responsible Use Policy and CIPA compliance documentation
- Highlands Middle School network wiring
- District-wide updating of fire, elevator, and security lines
- Assessments module in Infinite Campus for Insights dashboard
- Highlands Middle School switch upgrades
- District Wide Classroom A/V Audit and Life Cycle Planning
- Teacher/Staff iPad assessment/replacement plan
- LMS (Learning Management System) Review and replacement piloting

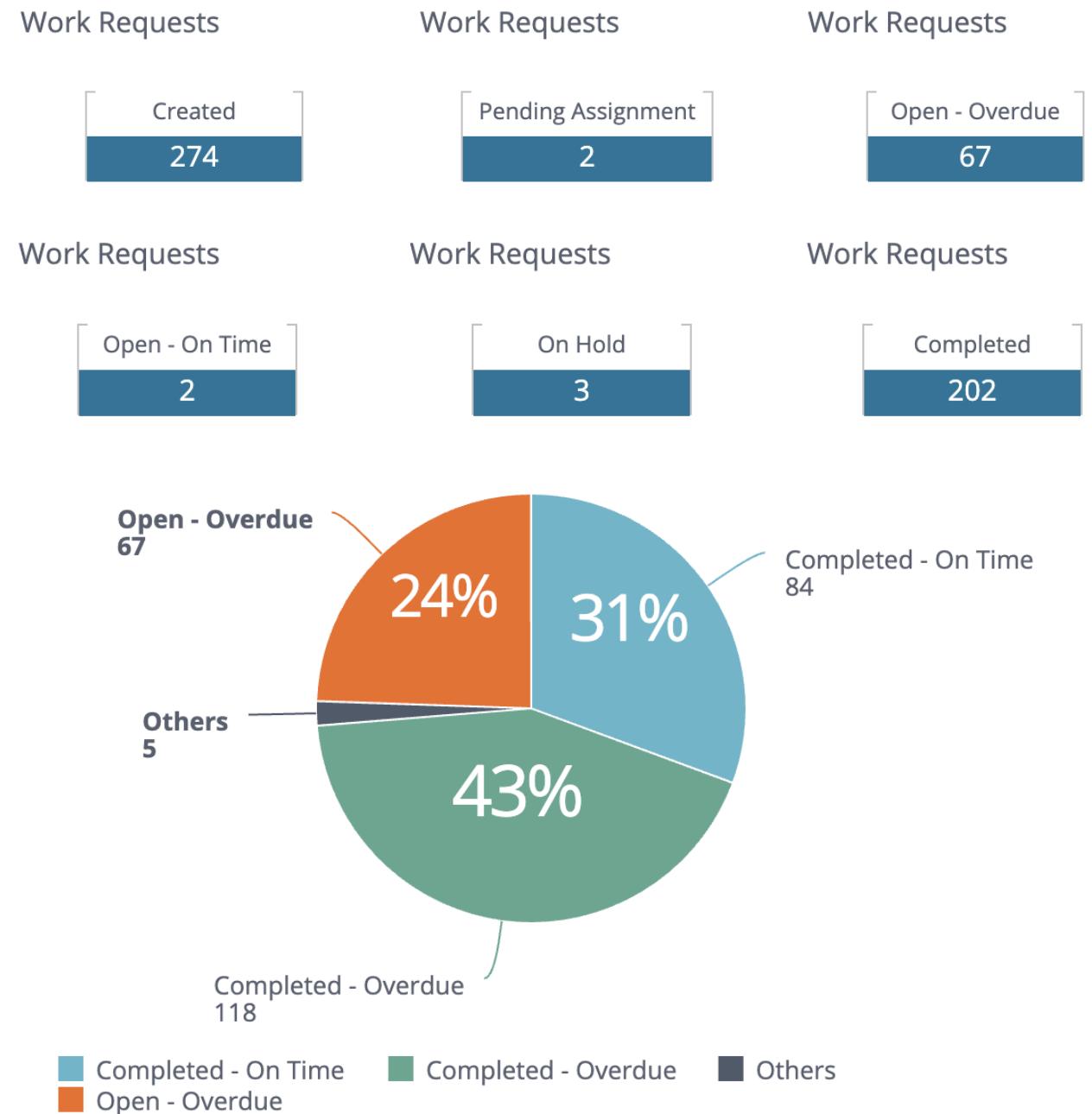
## 2025-2026 Quarter 2 Technology Report

October 1 - December 31, 2025

\*Information generated from FMX data

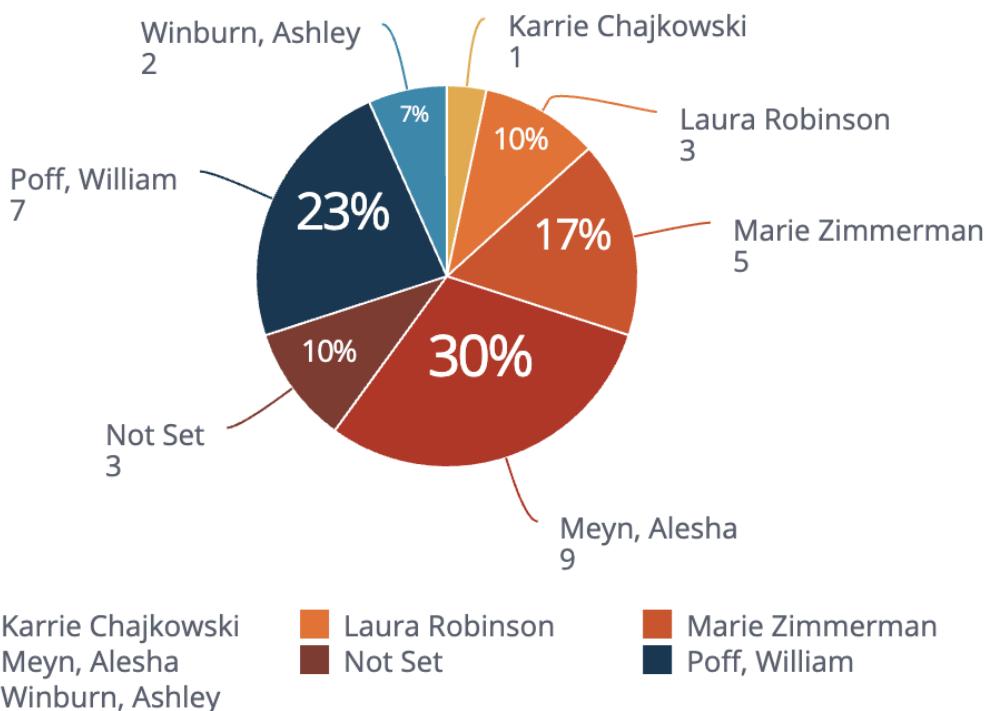
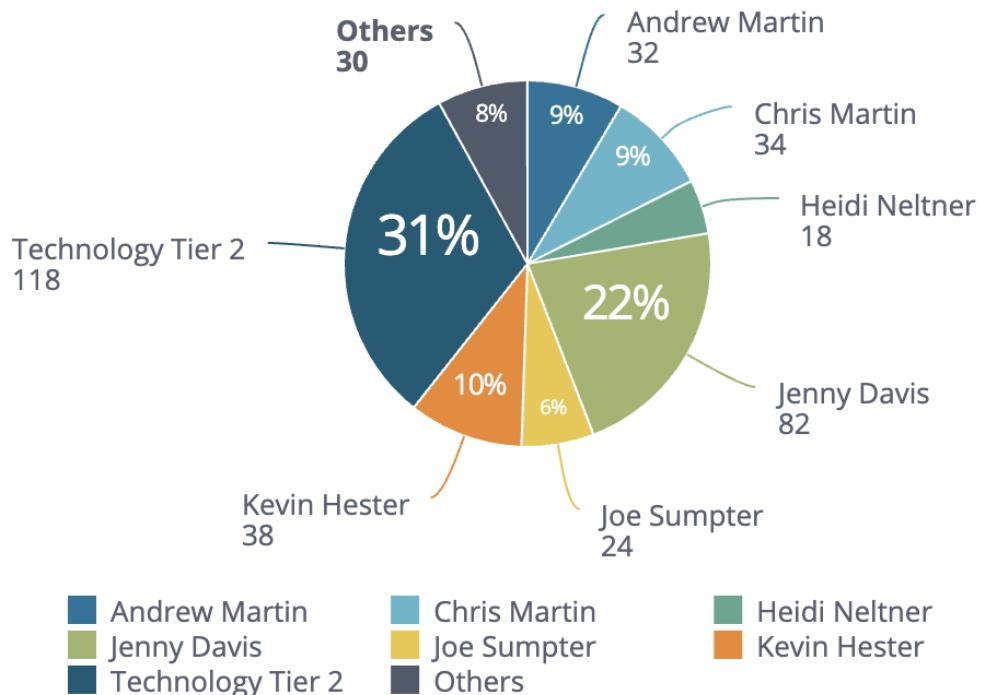
Technology Work Orders from **Staff** Members

Request **Submissions & Completions** during this time period



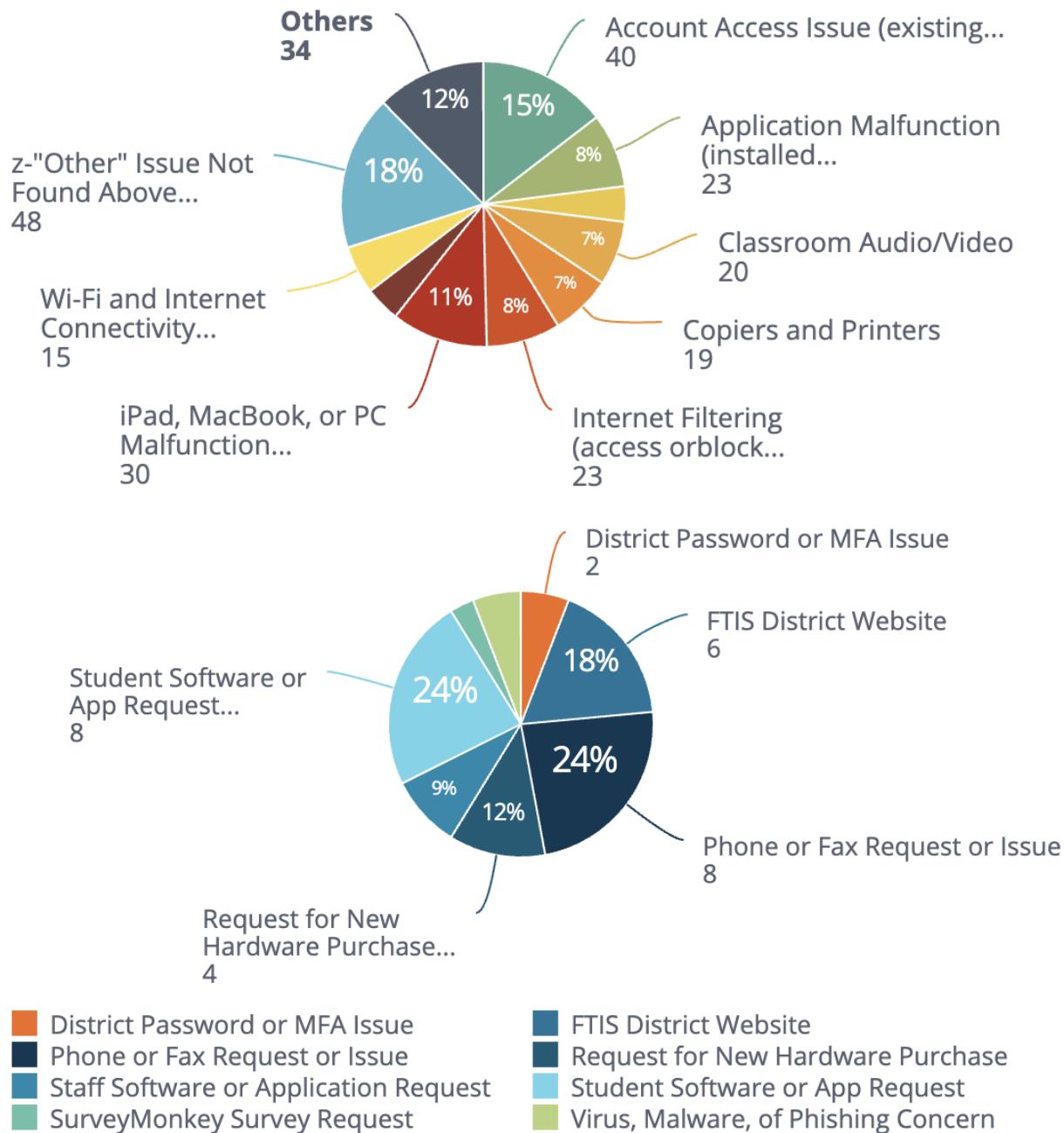
## Technology Work Orders from **Staff** Members

Request **Assignments** during this time period



## Technology Work Orders from **Staff** Members

### Request **Types** during this time period



## 2025-2026 Quarter 2 Technology Report

October 1 2025 - December 31, 2026

\*Information generated from TDT-Asset and Apple GSX data

Highlands Help Desk visits from **HMS/HHS Students**

**Submissions & comparison of repairs**

<i>Building</i>	<i>Issues</i>	Total Instances
<b>HHS</b>	Software	40
	OTHER	22
	Broken Screen	19
	Power	4
	Wifi	2
	Software   Wifi	2
	Port Damage	2
	Liquid Damage	2
	Broken Keyboard	2
	Black Screen   Broken Screen	2
	Black Screen	2
	Power   Software	1
	Power   Port Damage	1
	Port Damage   Software	1
	Broken TrackPad	1
<b>HHS Total</b>		<b>103</b>
<b>HMS</b>	Software	104
	OTHER	40
	Broken Screen	15
	Wifi	13
	Power	13
	Software   Wifi	6
	Port Damage	6
	Broken Keyboard	5
	Black Screen	3

	Liquid Damage	2
	Wifi   OTHER	1
	Software   Power	1
	Software   OTHER	1
	Power   Bent	1
	Port Damage   Power	1
	OTHER   Power	1
	OTHER   Broken Keyboard   Broken Screen   Broken TrackPad	1
	Broken Screen   Software	1
	Broken Keyboard   Software	1
	Black Screen   Power	1
<b>HMS Total</b>		<b>217</b>
<b>Grand Total</b>		<b>320*</b>
* 48 Devices sent to AppleCare for repair - all other issues resolved internally by Help Desk students or Technology Department.		

“Software” items include issues such as LockDown Browser issues, storage issues, testing application issues, update issues, and browser issues.