

2025-2026 | Quarter 2 | Fall

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)

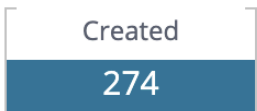
- Responsible Use Policy and CIPA compliance documentation
- Highlands Middle School network wiring
- District-wide updating of fire, elevator, and security lines
- Assessments module in Infinite Campus for Insights dashboard
- Highlands Middle School switch upgrades
- District Wide Classroom A/V Audit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

2025-2026 Quarter 2 Technology Report
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*Information generated from FMX data

Technology Work Orders from **Staff** Members
Request **Submissions** & **Completions** during this time period

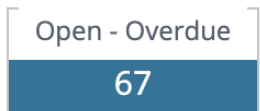
Work Requests



Work Requests



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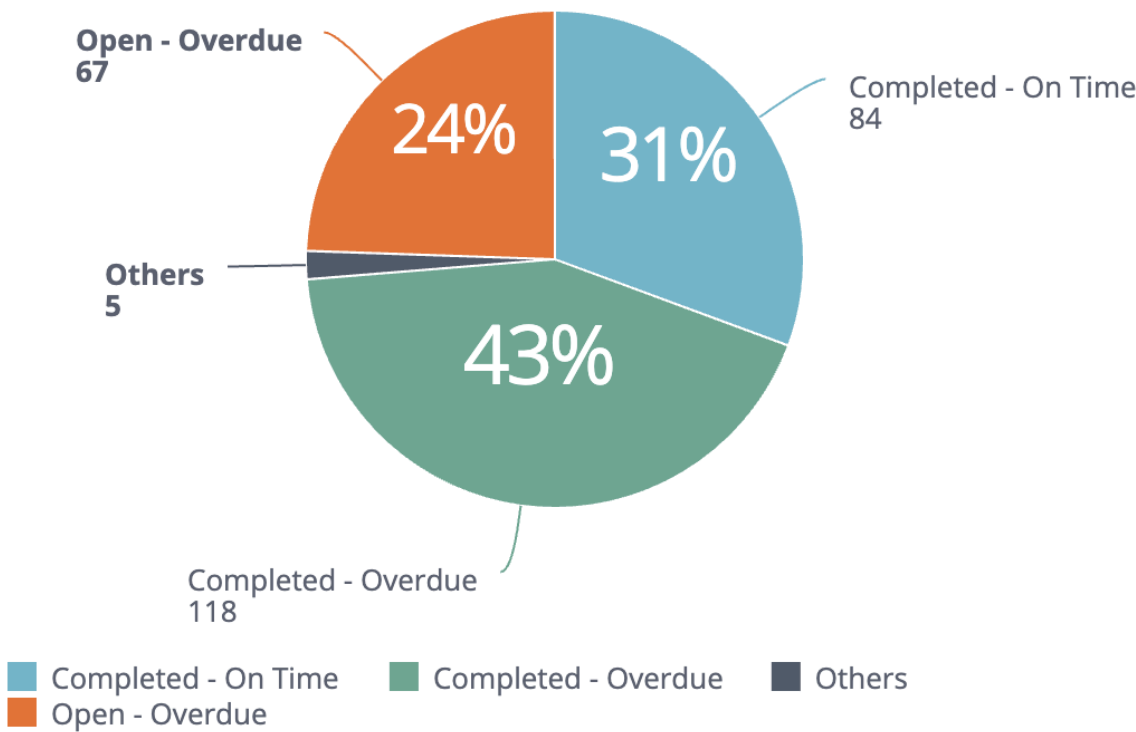
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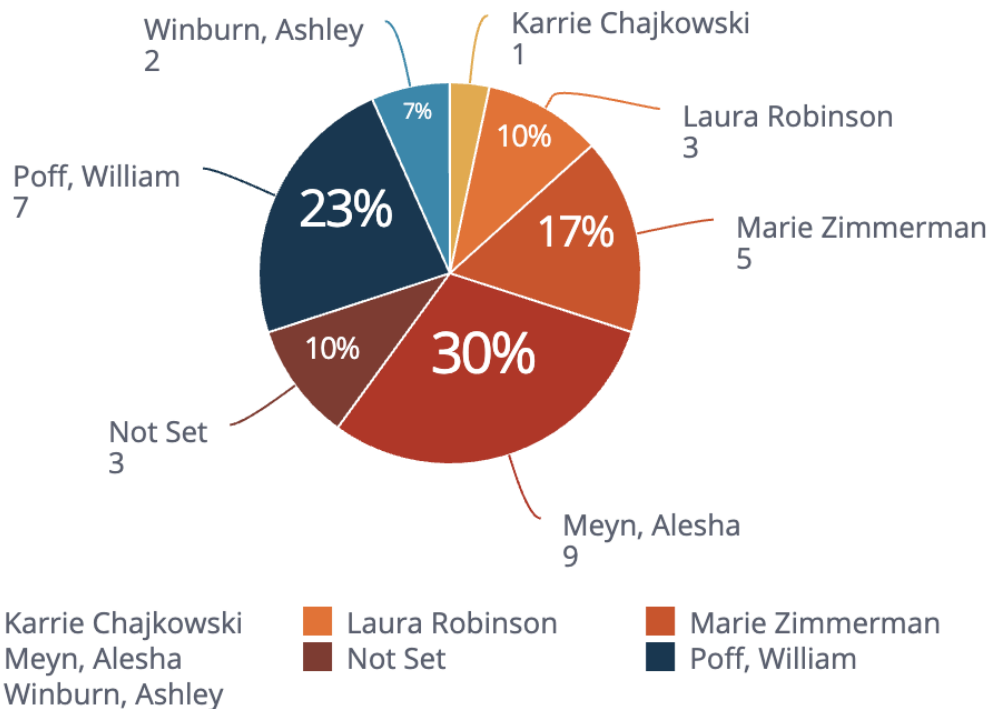
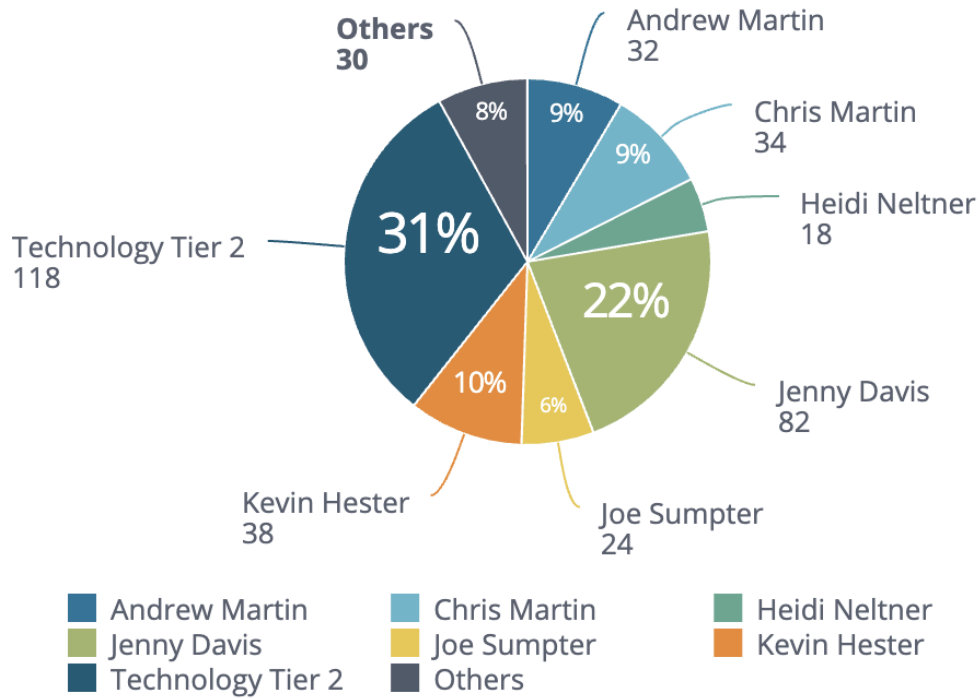


Work Requests



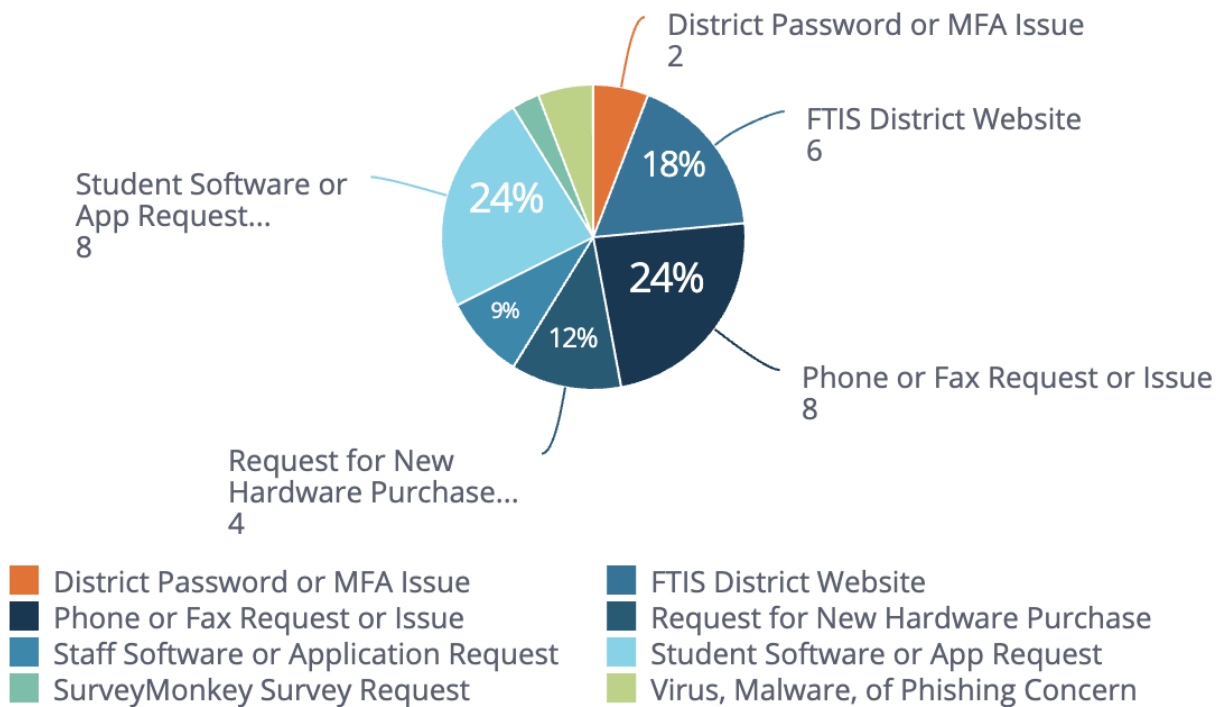
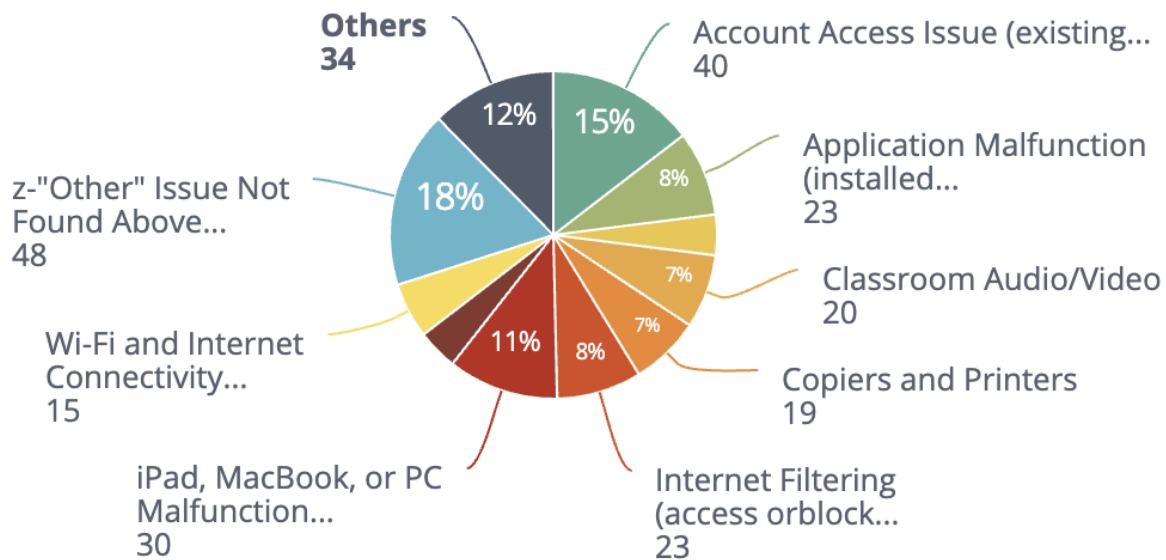
Technology Work Orders from **Staff** Members

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
HHS	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
HHS Total		103
HMS	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
HMS Total		217
Grand Total		320*
<p>* 48 Devices sent to AppleCare for repair - all other issues resolved internally by Help Desk students or Technology Department.</p>		

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