Gallatin County School District

Technology Department

Annual Report

1203 service requests have been submitted since July 1, 2010 and June 13, 2011. 1202 service requests have been closed during that same time period. Currently, there is one service request open. The average length of time for an open ticket for the 2010-2011 school year was 2 days.

Summer Projects Include:

* Replacement of defective wireless access points in the MS, UE and LE
* Cleaning the MDF and IDF rooms at each school
* Image and deploy new laptops for UE staff
* Migrate from ISA proxy server to TMG proxy server
* Facilitate patron data import/export from Infinite Campus to Destiny and food service
* Launch eRate projects as they are funded by USAC
* Order, image, deliver and install 28 student workstations in the second HS Business Lab

2010-2011 Completed Projects:

* Completed all outstanding work orders prior to Opening Day
* Reimaged all teacher laptops (District-wide) with Windows 7 and Office 2010
* Provided support during the LE renovation/construction process
	+ Reinstalled network closet at the Lower Elementary
	+ Reinstalled wireless access points at the Lower Elementary
	+ Installed line machines in Lower Elementary cafeteria
	+ Reformatted and imaged "old" LE laptops
	+ Wired, reconfigured and delivered laptop cart and wireless access point to LR for temporary use
	+ Secured, cleaned, configured, delivered and set up temporary projectors in LE classrooms
	+ Distributed new laptops to Lower Elementary teachers
	+ Developed projector and wireless access point layout for LE contractor at the LE
	+ Imaged, delivered and installed 12 computers in LE library with wireless capability
	+ Completed walkthroughs with electrical/data contractors at LE to determine drop, projector and interactive board placement at the LE
	+ Delivered student workstations to classrooms in LE
	+ Delivered and installed 30 student workstations in the LE lab
	+ Relocated computers and printers for LE office staff during transition
	+ Worked with Head Start during their transition to the LE building
	+ Removed old network in Lower Elementary
	+ Installed new network in the Lower Elementary
* Purchased and installed new batteries for backup power supply
* Purchased, configured, and installed backup server for off-site disaster recovery
* Installed and configured Interactive Classroom equipment at the UE addition
* Secured, imaged and delivered laptops for instructional coaches
* Adjusted/Corrected user permissions for network security settings
* Attended team meetings at each school to discuss technology needs with teachers
* Initiated Alternate Survey process for eRate
	+ Designed and populated student database for e-rate surveys
	+ Created, printed and distributed the e-rate surveys to schools
	+ Entered data from returned e-rate surveys into the database by hand
	+ Filed 7 Form 470s (RFPs) for erate services for 2011-2012
	+ Met with vendors/service providers in reference to filed 470s
	+ Completed eRate 479 forms for all seven 470 forms (RFPs)
* Developed and implemented plan for HS computer lab renovation
* Met with STLP coaches at all four schools to develop plan for their STLP for 2010-2011
	+ Held Saturday robotics workshop for HS, MS, and UE STLP students and coaches
	+ Worked with STLP coaches in the collection, posting and registration of STLP student products for State STLP Competition
	+ Worked with STLP coaches in the development and completion of STLP Gold School applications
* Planned and facilitated District Technology Committee meetings
* Reimaged and repaired laptop cart computers at the MS—Windows 7 and Office 2010
* Deployed 8 mini laptops for the Ag Lab
* Worked with LE librarian and students to develop a series of videos and eBooks
* Installed Geometer’s Sketchpad on MS laptop carts
* Ordered, imaged, delivered and installed 30 student workstations in one HS Business Lab
* Reimaged and added memory to 15 student workstations removed from the HS Business Lab for the Alternative School
* Imaged 30 UE mini laptops
* Removed, reimaged, and reinstalled 30 student workstations in the MS and UE Labs—Windows 7 and Office 2010
* Opened *Gallatin iDevices* network for apple devices and personal devices
* Imaged and installed 4 new workstations for HS and UE office personnel