Board Report for Technology

February 2020

1. **E-Rate Funding**

We will be filing for WAN reimbursement the amount to be received is $14,580.00. We can wait until next year for further Category 1 and Category 2 upgrades.

**Technology work Orders**

Since January 29, 2020 there have been 236 work orders submitted and completed into the Technology Helpdesk. These mainly fall in the categories of issues with computer software; reset student login passwords, and computer hardware issues software issues, laptop issues, Chromebook issues, printer issues, and some projector and Smart Board issues. The requests are broken down as follows:

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| BOE | CES | DES | PES | SES | WCMS | WCHS | ATC | Food | Trans | Chromebooks |
| 5 | 12 | 26 | 19 | 32 | 18 | 43 | 9 | 6 | 8 | 58 |

1. **Clay Elementary**

Will continue to replace staff workstations with new Apple iMac computers. Continue to support students and staff with the best possible customer service.

1. **Dixon Elementary**

Will continue to replace staff workstations with new Apple iMac computers. Continue to support students and staff with the best possible customer service. Will be installing Outdoor WIFI Access Points.

1. **Sebree Elementary**

Will continue to replace staff workstations with new Apple iMac computers. Continue to support students and staff with the best possible customer service. Will be installing Outdoor WIFI Access Points.

1. **Providence Elementary**

Will continue to replace staff workstations with new Apple iMac computers. Continue to support students and staff with the best possible customer service.

1. **WCMS**

Will continue to replace staff workstations with new Apple iMac computers. Continue to support students and staff with the best possible customer service. Have replace all indoor security cameras. Will be installing outdoor Security Cameras as well as outdoor WIFI Access Points.

1. **WCHS**

Will continue to replace staff workstations with new Apple iMac computers. Continue to support students and staff with the best possible customer service. Have replace all indoor security cameras. Will be installing outdoor Security Cameras as well as outdoor WIFI Access Points.