

## **2023-2024 | Quarter 1 | Summer Technology Report for *July 1 - September 30, 2023***

### **Completed Projects**

- Moyer/Central Office Wireless Access Point replacements and upgrades
- PSAT and ACT software updates and upgrades
- New student and staff account creations and device distributions
- IC/ClassLink/Clever integrations for new subscriptions
- Updates and configurations for Lightspeed filtering
- Updates for GoTo VOIP location changes
- Computer replacements for 55 classified and certified staff members
- Apple TV refresh at Woodfill Elementary School
- Subscription documentation for GSB 96 compliance
- Technology Activity Readiness (TAR) report for KDE
- Digital Readiness Survey (DRS) report for KDE
- eWaste recycling agreement with Blair Tech
- Schoology parent account roll-over

### **Ongoing Projects**

- Account creation workflow revisions through Frontline Central
- Student MacBook operating system updates
- Virtualization and move from local shares to cloud-based storage
- ClassLink group and application cleanup
- District subscription and application dashboard
- District solution for data backups and security
- Facilities and Technology Long-Range Planning
- Network security audits
- Implementation of student Help Desk software
- Implementation of student device repair lockers
- Service and subscription vendor agreement reviews
- Wireless upgrades to Moyer Woodfill Elementary School
- Network switch updates to Woodfill Elementary School
- Migration to Next Generation Kentucky Network from AT&T
- Classroom display replacements

- LAVEC Grant upgrades at Highlands High School
- GoTo application rollout to district faculty and staff
- Special Education Classroom upgrades for Highlands Middle School

**Emerging Projects** (Initial Planning)

- RUP revisions and eRate compliance documentation
- Highlands Middle School network wiring project
- Help Desk ticketing interface updates
- Implementation of Jamf Teacher/Parent device monitoring solution
- Update photos in Infinite Campus, Schoology, and Destiny
- E-Rate bids for fabric switches
- Migration from FinalSite for district web and communication services
- Long-Term Substitute procedure
- Conversion from copper for fire, elevator, and security lines
- POS device upgrade plan
- UPS upgrade schedule
- 2024-2025 technology budget
- 2024-2026 District Technology Plan
- Conversion of Infinite Campus Message Builder messages to Messenger 2.0

**Work Orders**

**2023-2024 / Quarter 1 - Work Order Summary**

<p><b>Tickets Opened</b> July – September 2023</p>	<p><b>313</b></p>	<ul style="list-style-type: none"> <li>• 84 opened @ Highlands High School</li> <li>• 70 opened @ Woodfill Elementary</li> <li>• 58 opened @ Highlands Middle School</li> <li>• 51 opened @ Johnson Elementary</li> <li>• 34 opened @ Moyer Elementary</li> <li>• 16 opened @ Central Office</li> </ul>
<p><b>Tickets Closed</b> July – September 2023</p>	<p><b>238</b></p>	<ul style="list-style-type: none"> <li>• 182 closed by Technology Department</li> <li>• 33 closed by School Tech Coordinators</li> <li>• 23 closed by Digital Learning Coach</li> </ul>