

## **2023-2024 | Quarter 3 | Winter Technology Report for *January 1 - March 31, 2024***

### **Completed Projects**

- Supported NAEP, ACCESS, and ACT digital assessments
- Completed 2024FY E-Rate funding applications for network upgrades
- Completed 2024-2026 District Technology Plan

### **Ongoing Projects**

- Agreeing to new district copier contract
- Agreeing to new VoIP phone contract
- Preparing for AP and KSA assessment
- Revising account creation workflows through Frontline Central
- Upgrading all student MacBooks to macOS 12 or higher
- Moving file shares from local servers to cloud-based storage solutions
- Creating district subscription and application dashboard
- Upgrading district backup solutions
- Auditing network security policies, hardware, and software
- Implementing TDT-Help Desk at the Highlands Help Desk
- Implementing repair lockers for broken screen repairs
- Reviewing service and subscription vendor agreements
- Upgrading network switches at Woodfill Elementary School
- Upgrading designated classroom displays at HHS and Woodfill
- Upgrading HHS classrooms for LAVEC Grant
- Implementing GoTo application accounts for all district phone users
- Upgrading Special Education Classrooms at HMS with adaptive technology
- Transitioning from FinalSite to different vendor for district web and communication services
- Upgrading Woodfill security camera system
- Upgrading Performing Arts Center (PAC) audio/video components

**Emerging Projects** (Initial Planning)

- Planning for the distribution of fiber connections to Tower Park project
- Implementation of FMX Technology Request Work Order system
- Revision of Responsible Use Policy and CIPA compliance documentation
- Updating of Highlands Middle School network wiring
- Development of long-Term substitute, substitute, and practicum students in Frontline Central
- Development of staff name change procedure in Frontline Central
- Preparing for the updating of fire, elevator, and security lines
- Development of Uninterruptable Power Supply (UPS) upgrade schedule
- Conversion of Infinite Campus Message Builder messages to Messenger 2.0

**Work Orders**

**2023-2024 / Quarter 3 - Work Order Summary**

<b>Tickets Opened</b> January – March 2024	<b>234</b>	<ul style="list-style-type: none"><li>• 69 opened @ Highlands High School</li><li>• 54 opened @ Highlands Middle School</li><li>• 36 opened @ Woodfill Elementary</li><li>• 33 opened @ Johnson Elementary</li><li>• 26 opened @ Moyer Elementary</li><li>• 16 opened @ Central Office</li></ul>
<b>Tickets Closed</b> January – March 2024	<b>177</b>	<ul style="list-style-type: none"><li>• 136 closed by Technology Department</li><li>• 38 closed by School Tech Coordinators</li><li>• 3 closed by Digital Learning Coach</li></ul>
<b>Total Open Tickets Carried Over</b> (from all quarters)	<b>170</b>	<ul style="list-style-type: none"><li>• 47 remaining from this quarter</li><li>• 123 remaining from previous quarters</li></ul>