

2023-2024 | Quarter 4 | Spring Technology Report for *April 1 - June 30, 2024**

Completed Projects

- Prepared devices and assisted with AP and KSA assessments
- Implemented FMX Technology Request Work Order system
- Collected 5th Grade iPads and 12th Grade MacBooks
- Implemented Infinite Campus “School Store” for Summer Enrichment sign-ups and payment
- Distributed and collected SBDM parent election ballots
- Implemented district “Canva for EDU” licensing
- Implemented data sharing with new curriculum vendors

Ongoing Projects

- Negotiating new district copier contract
- Negotiating new VoIP phone contract
- 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
- 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
- Development of Assessments module in Infinite Campus for Insights dashboard
- Student Data Tracker module in Student Clearinghouse for graduate data

Work Orders

2023-2024 / Quarter 4 - Work Order Summary (tickets collected in Spiceworks through June 4, 2024)*

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|--|---|---|
| Tickets Opened April – June 4, 2024 | 110 Spiceworks tickets | <ul style="list-style-type: none">• 34 opened @ Highlands High School• 21 opened @ Highlands Middle School• 19 opened @ Johnson Elementary• 17 opened @ Woodfill Elementary• 12 opened @ Moyer Elementary• 7 opened @ Central Office |
| Tickets Closed April– June 4, 2024 | 77 Spiceworks tickets | <ul style="list-style-type: none">• 60 closed by Technology Department• 17 closed by School Tech Coordinators• 0 closed by Digital Learning Coach |
| Total Open Tickets Carried Over (from Spiceworks software) | 154 Spiceworks tickets | <ul style="list-style-type: none">• 33 remaining from this quarter• 121 remaining from previous quarters |

***Technology Work Order requests transitioned from Spiceworks software on June 5, 2024 to FMX software. The 2024-2025 Quarter 1 report will contain remaining June work orders collected in FMX as reporting will change.**