2024-2025 | Quarter 1 | Fall
Technology Report for July 1 -September 30, 2024

Project-Based Work

Completed Projects

- District-wide printing/copying contract (5-year) completed with Toshiba
- District-wide phone service contract (3-year) completed with GoTo
- HMS and HHS student MacBooks to upgraded to macOS 12 or higher
- Summer Help Desk Kiosk for summer device repairs
- Woodfill upgrade of 5 classroom displays
- Woodfil installation of 2 hallway displays
- HHS Business Computer Lab upgrade with config and install of 30 new Lenovos
- HHS Engineering Computer Lab upgraded to all SSD drives
- HMS Strings Room Display Upgraded
- Woodfill security camera upgraded
- Infinite Campus Message Builder messages rebuilt in IC Messenger 2.0
- 101 new FTIS Students (not including grade K) - Prepared accounts and devices
- 28 new Staff Members - Prepared accounts and devices
- 190 Kindergarten Students - Prepared accounts and iPads
- 222 students in 6th Grade - Prepared MacBooks and completed onboarding
- 7 new instructional/curricular SaaS applications - Rostering and assignments
- Technology Activity Report (TAR) completed and submitted to KDE
- Digital Readiness Survey (DRS) completed and submitted to KDE
- Centegix Visitor Management Kiosks at all schools upgraded
- CISA Network Vulnerability Audit completed
- Point of Sale Device Upgrades
- Summer AppleCare Repairs: 161 MacBooks / 76 iPads / 119 cables
- Pre-ACT Assessment digital delivery prepared and administration assistance

Ongoing Projects

- ACT and PSAT Assessment digital delivery preparations
- WIDA Assessment digital delivery preparations
- Frontline Central account workflow revisions
- File share moves from local servers to cloud storage and management
- District subscription and application dashboard
- District backup solutions
- Network security policies, hardware, and software audits
- FUYL Locker repair kiosks
- Woodfill network switch upgrades
- GoTo application account rollouts
- HMS Special Education Classrooms classroom upgrades
- HHS Special Education Classroom upgrade
- District website hosting and CMS transitions
- Performing Arts Center (PAC) audio/video component upgrades
- Tower Park project

Emerging Projects (Initial Planning)

- Responsible Use Policy and CIPA compliance documentation
- Highlands Middle School network wiring
- Frontline Central workflow for substitutes and long term subs
- District-wide updating of fire, elevator, and security lines
- Uninterruptible Power Supply (UPS) upgrade schedule
- Assessments module in Infinite Campus for Insights dashboard
- Rapid Identity implementation
- Highlands Middle School switch upgrades
- 2025-2026 Technology Budgeting
- 2025-2035 Technology Plan

2024-2025 Quarter 1 Technology Report
July 1 2024 - September 30, 2024

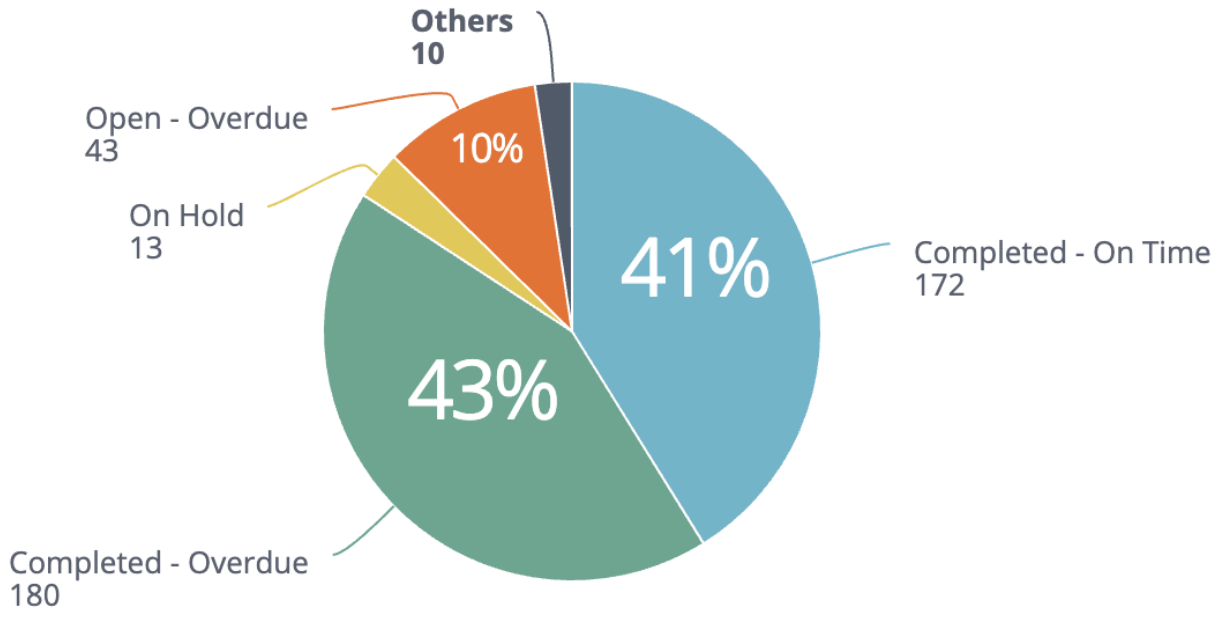
***Information generated from FMX data**

Technology Work Orders from **Staff** Members

Request **Submissions** & **Completions** during this time period

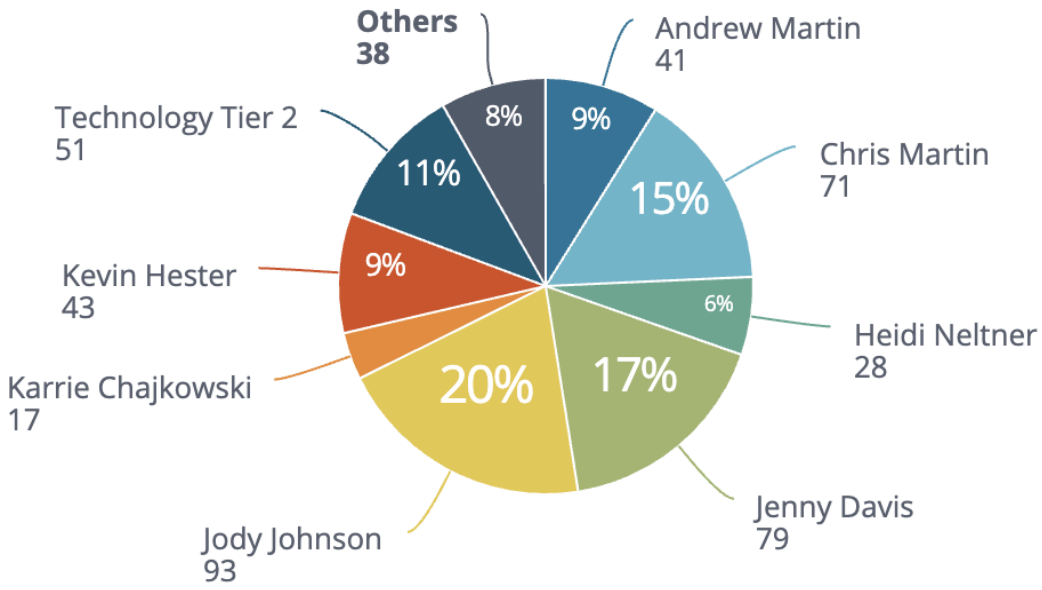
Work Requests	Work Requests	Work Requests
Created	Pending Assignment	Open - Overdue
418	3	43

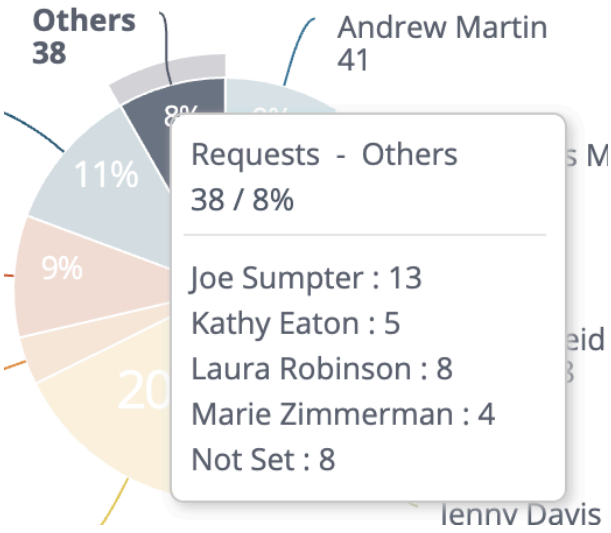
Work Requests	Work Requests	Work Requests
Open - On Time	On Hold	Completed
10	13	352



Technology Work Orders from **Staff** Members

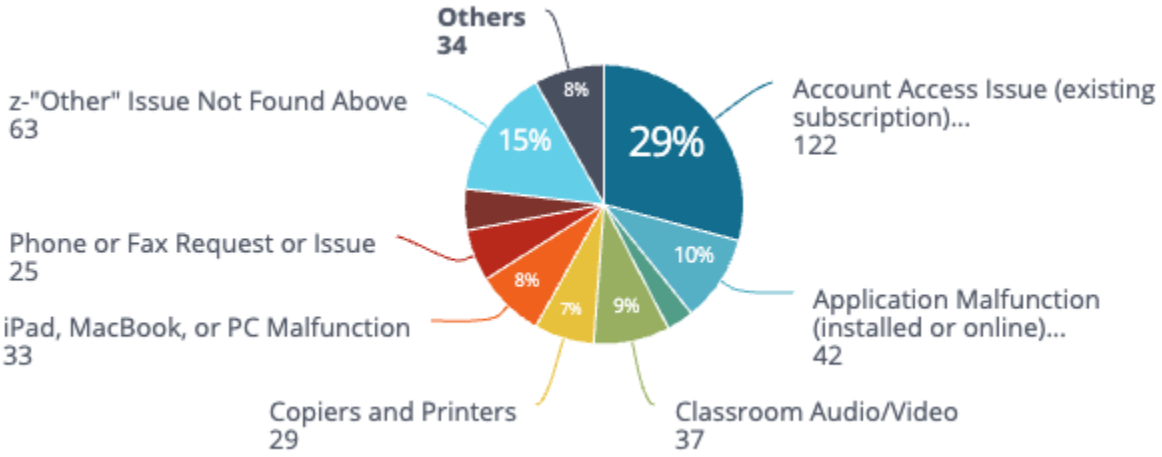
Request **Assignments** during this time period

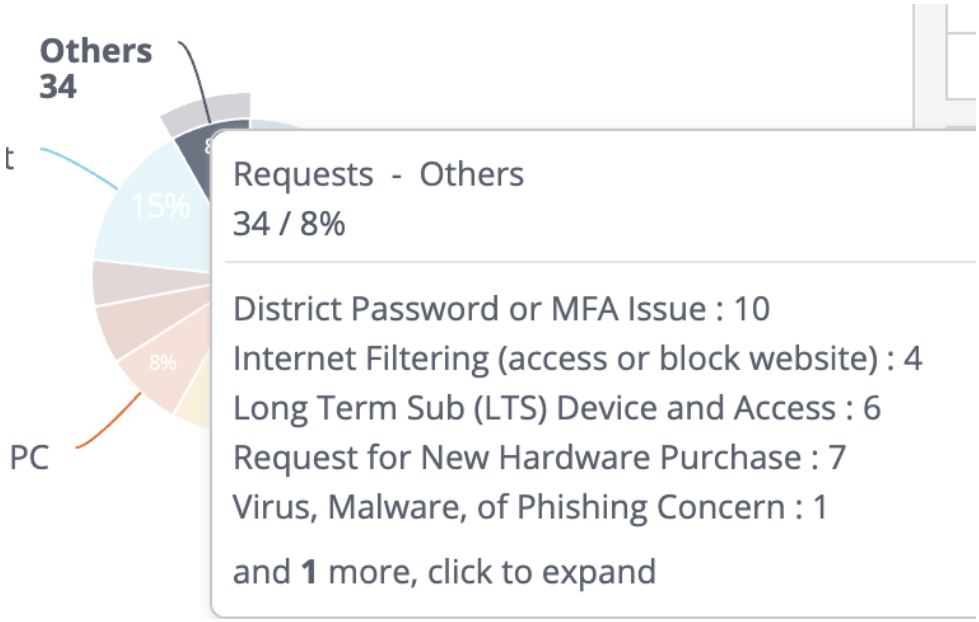




Technology Work Orders from **Staff** Members

Request **Types** during this time period


Others
34
8%
z-"Other" Issue Not Found Above
63
15%
29%
Account Access Issue (existing subscription)...
122
Phone or Fax Request or Issue
25
10%
8%
7%
9%
iPad, MacBook, or PC Malfunction
33
Application Malfunction (installed or online)...
42
Copiers and Printers
29
Classroom Audio/Video
37


Others
34
t
15%
8%
PC
Requests - Others
34 / 8%
District Password or MFA Issue : 10
Internet Filtering (access or block website) : 4
Long Term Sub (LTS) Device and Access : 6
Request for New Hardware Purchase : 7
Virus, Malware, of Phishing Concern : 1
and 1 more, click to expand

2024-2025 Quarter 1 Technology Report
July 1 2024 - September 30, 2024

***Information generated from TDT-Asset and Apple GSX data**

Highlands Help Desk visits from **HMS/HHS Students**

Submissions & comparison of repairs

Building	*Issues*	Total Instances
HHS	Application related	46
	Broken Screen	26
	Lost Device	4
	Power related	4
	Broken Keyboard	3
	Wifi	2
	Broken TrackPad	1
HHS Total		**86**
HMS	Application related	98
	Broken Screen	41
	Power related	8
	Broken Keyboard	6
	Lost Device	4
	Port Damage	2
	Wifi	2
	Forgot Device	1
HMS Total		**162**
Grand Total		**248***

* 78 Devices sent to AppleCare for repair - all other issues resolved internally by Help Desk students or Technology Department.

“Application related” items include issues such as LockDown Browser issues, storage issues, testing application issues, update issues, and browser issues.