

2025-2026 | Quarter 1 | Fall

Technology Report for July 1 - September 30, 2025

TECHNOLOGY PROJECTS

Completed Projects

- K12 student device refresh and distribution
- Lightspeed filtering removal / GoGuardian Admin filter installations
- HMS Engineering PC Lab
- Technology Activity Report (TAR) completed and submitted to KDE
- Digital Readiness Survey (DRS) completed and submitted to KDE
- District website hosting and CMS transitions
- Preparation for Fall ACT and PSAT administrations
- Updated Wireless Access Point configuration in HMS Gym
- Updated rostering information for 60+ different curricular digital resources district wide

Ongoing Projects

- Implementing Intune Windows device management platform
- Connected User Experience System (CUES) implementation
- Rapid Identity implementation
- File share moves from local servers to cloud storage and management
- District subscription and application dashboard
- Elementary automated messaging to parents regarding device repairs
- District backup solutions
- Network security policies, hardware, and software audits
- FUYL Locker repair kiosks
- Woodfill network switch upgrades
- GoTo application account rollouts
- Elementary IA device upgrades

- Inventory and Surplus unused equipment
- HHS Media Lab Backup and Distribution solution
- Updated Data Sharing Agreements with vendors
- HHS/WES Classroom A/V upgrades
- Tower Park data connection project
- Frontline Central workflow for substitutes and long term subs

Emerging Projects (Initial Planning)

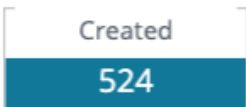
- Responsible Use Policy and CIPA compliance documentation
- Highlands Middle School network wiring
- District-wide updating of fire, elevator, and security lines
- Assessments module in Infinite Campus for Insights dashboard
- Highlands Middle School switch upgrades
- District Wide Classroom A/V Audit and Life Cycle Planning
- Teacher/Staff MacBook assessment/replacement for Spring 2026
- Teacher/Staff iPad assessment/replacement for Spring 2026
- 2026-2027 Technology Budgeting
- 2025-2035 Technology Plan

2025-2026 Quarter 1 Technology Report
July 1 2025 - September 30, 2025

*Information generated from FMX data

Technology Work Orders from **Staff** Members
Request **Submissions** & **Completions** during this time period

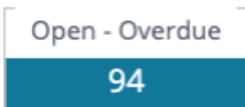
Work Requests



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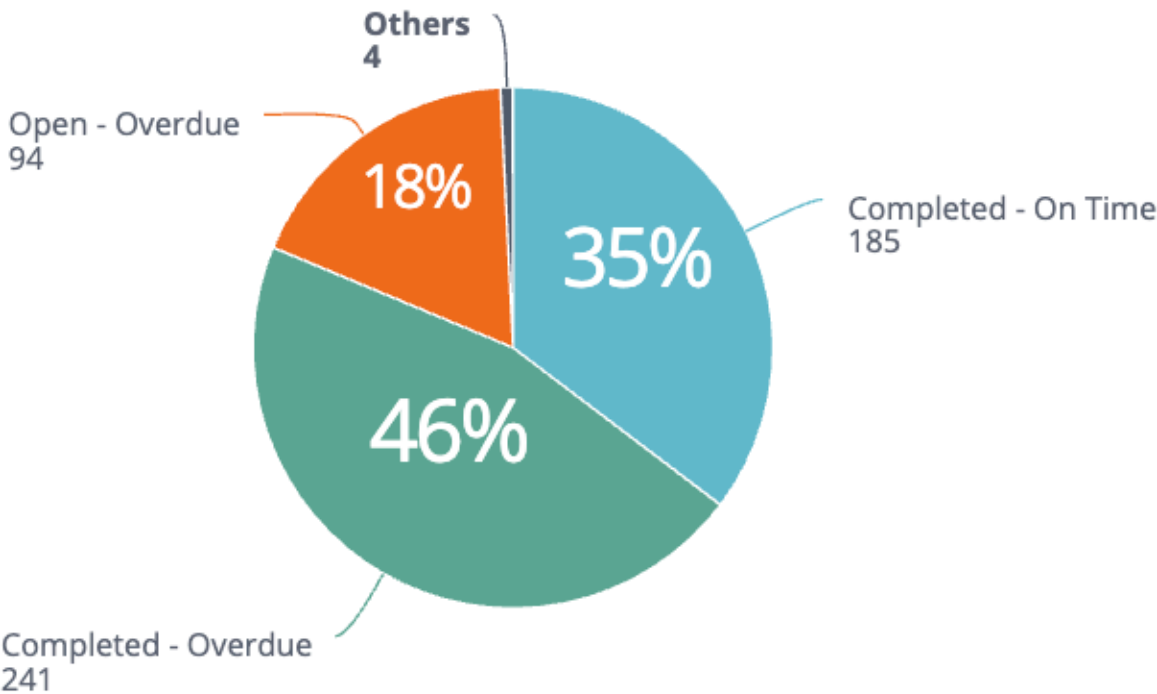
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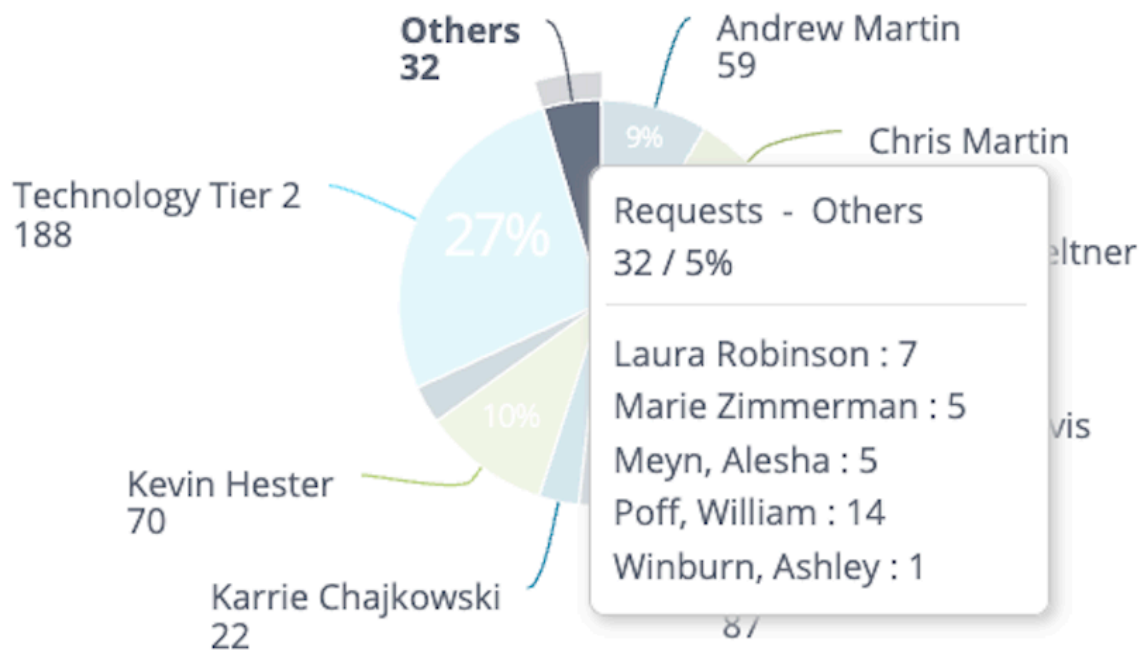
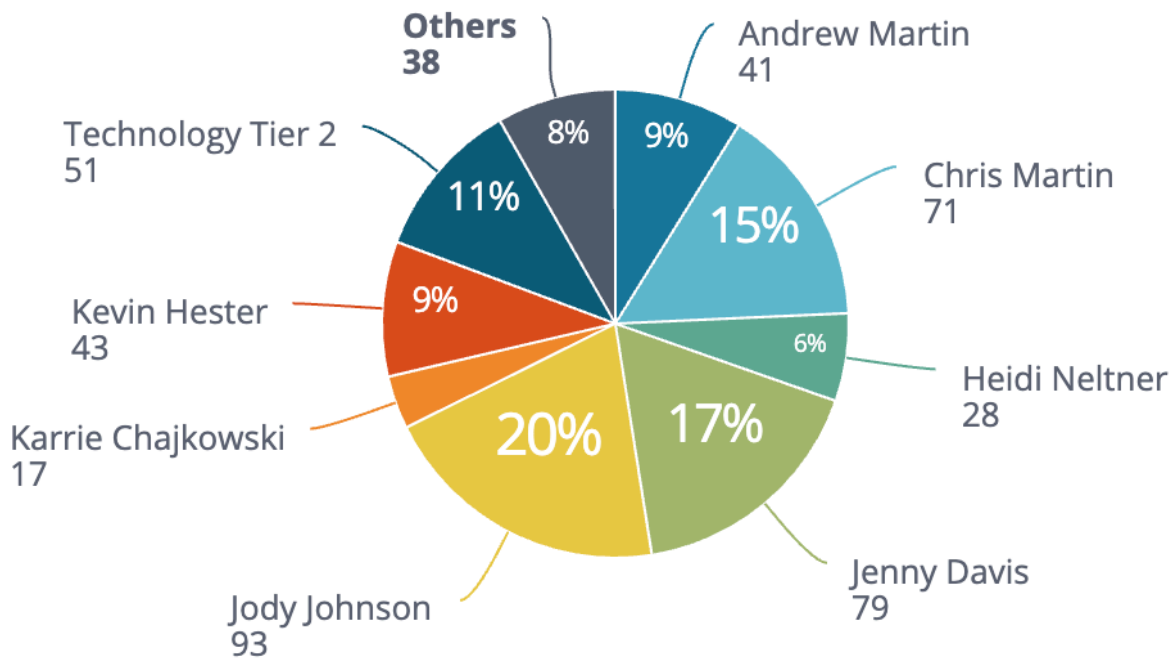


Work Requests



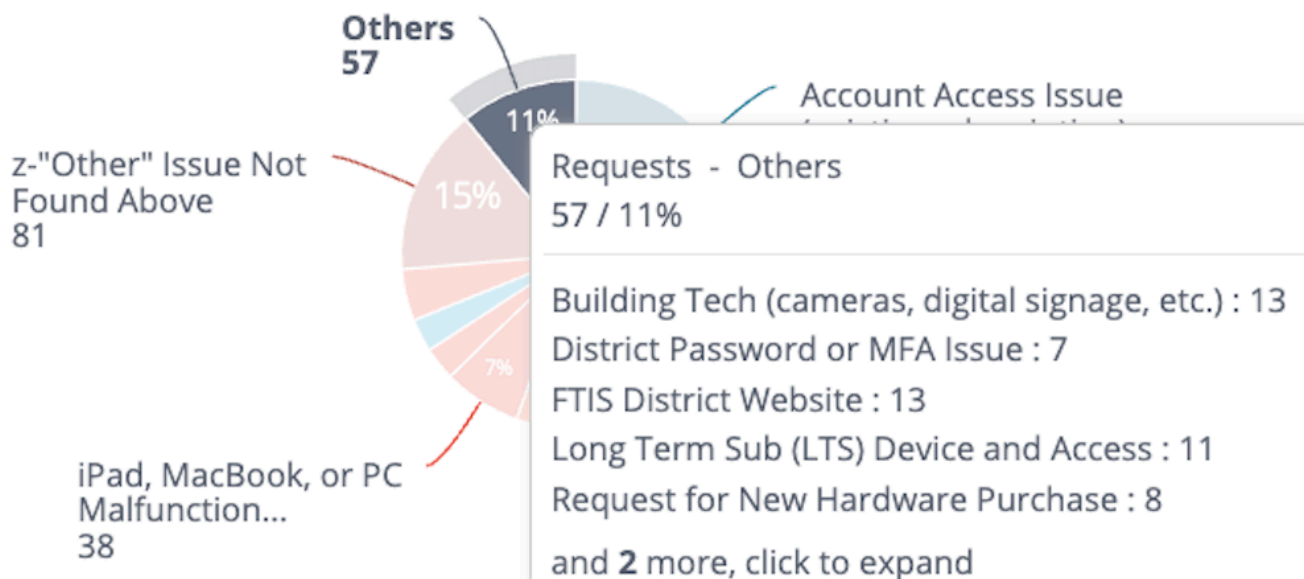
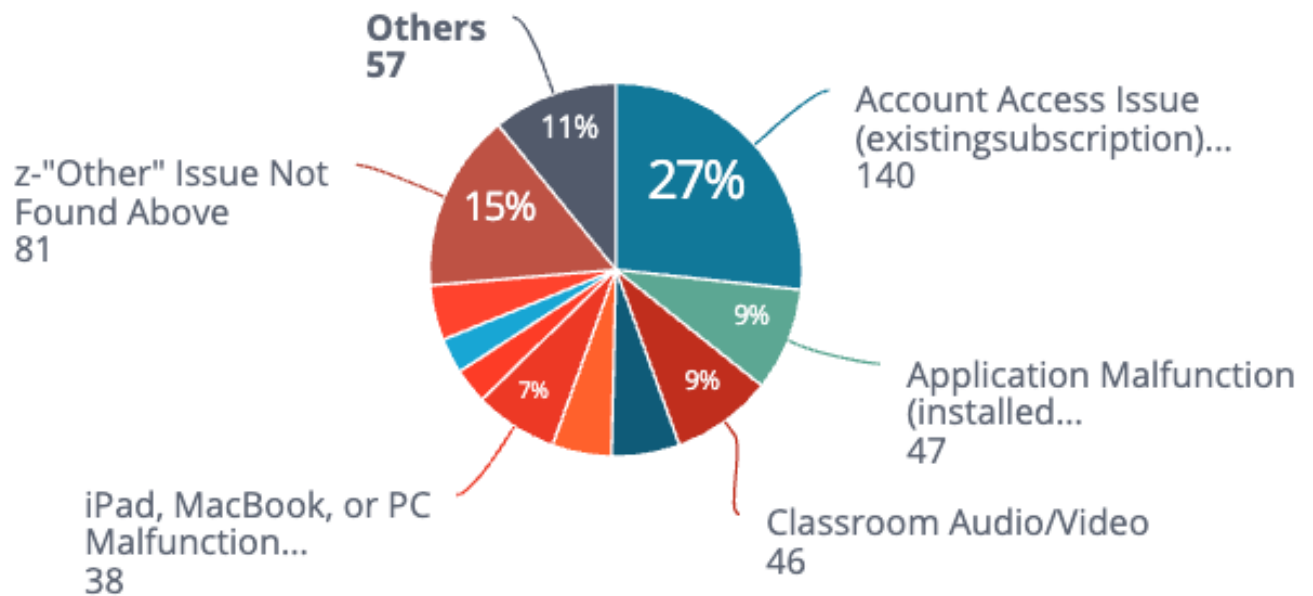
Technology Work Orders from **Staff** Members

Request **Assignments** during this time period



Technology Work Orders from **Staff** Members

Request **Types** during this time period



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

<i>Building</i>	<i>Issues</i>	Total Instances
HHS	Application related	84
	Software	43
	Wifi	18
	Broken Screen	16
	Power	5
	Software OTHER	3
	Power OTHER	1
	Port Damage Liquid Damage	1
	Port Damage	1
	Liquid Damage Broken Screen	1
	Broken TrackPad Software	1
	Broken Keyboard Software	1
	Broken Keyboard Broken TrackPad Software	1
	Black Screen Power	1
	Black Screen Broken Screen	1
	Black Screen	1
HHS Total		179
HMS	Application related	57
	Wifi	22
	Software	19
	Broken Screen	12
	Power	3
	Wifi OTHER	2
	Wifi Software	1
	Software Wifi	1

	Software OTHER	1
	Port Damage	1
	OTHER Wifi	1
	OTHER Software	1
	Broken Keyboard	1
	Black Screen Power	1
HMS Total		123
Grand Total		302*
<p>* 66 Devices sent to AppleCare for repair - all other issues resolved internally by Help Desk students or Technology Department.</p>		

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