

Technology Department Report

Software

We have completed the upgrade of the Commercial Arts Lab. We increased the number of computers in this lab to 24. The image contains Windows XP, Office XP, Adobe Creative Suite and other standard image software. This lab also contains the custom lockdown configuration to secure the local workstation.

As an organization, we are continuing to work with SchoolDESX, our student information management software company, to resolve minor issues and assist in creating reports.

We have completed the gathering of data for our food service solution. This involved recording the biometric prints of about 800 individuals. This data will be imported into our food service software allowing students to use biometrics in place of pin numbers and ID badges through our lunch line.

Working with Jan Kennerknecht and Scantron, we are assisting in the deployment of online math testing for our 10th grade students. This involves the importing of students, classes and home school groupings.

Network

We have completed the segmentation of our network. The Skill Center and High School networks have been broken down into two separate networks. This segmentation will give us the ability to add additional devices to both the Skill Center and the High School networks. The process of network segmentation involved the placement and configuration of two Cisco routers and the configuration of a routing protocol. We are considering further segmentation of the High School network to alleviate network congestion.

In addition to adding workstation to our network configuration, we have also added two new HP 4050 network printers. Both these printers are located in the Skill Center. Working with Paul Fritz and Kubinski Business Systems, we are making a recommendation to place a copier in the Skill Center main office.

Maintenance

As usual, the month of September has proven to be one of our busiest. We recorded a record 185 requests with an average of 8.8 requests a day. Our average weekday response time was 1.4 days.

We are in the process of updating our patch management solution. Our current solution, Software Update Service, has an updated version that will provide our department with reporting features and grouping abilities. This will allow us to better verify a successful patch deployment.

Training

Using Element K, an online web based training organization, the IT Department will have the opportunity to be trained on various topics including Cisco networking, Microsoft operating platforms and application development. The training will be provided to the IT staff for a one-year term.

ISO

As a department, we are currently in the process of creating work instructions for many of our procedures. We will be using these work instructions for both training and reference material. As we create our work instructions they will be added to our ISO system.

It was a recommendation from the ISO auditor as an opportunity for improvement that we look into disaster recovery solutions. At this time, we do not have a written solution in place. We will be addressing this issue and providing monthly updates as to our progress.