

Technology Board Report

Desktop Systems

Encountered a crypto locker (ransomware) situation on a single computer, which resulted in an abundance of network shared files getting encrypted, and held ransom. We recovered 40 gigabytes of user files that were impacted from our backup systems.

Working with Apple and Dell to quote systems for summer rotations. We are investigating options to repurpose or surplus the 5 year old ADS iMacs that will be decommissioned in the process. We requested a trade-in option with Apple; but the responses were not very attractive. I have concerns with the repurpose option largely due to the compatibility, learning curve, and additional support they may require, as Apple products are not used anywhere else in the school currently. The business office is investigating our surplus options. We hope to have a plan by May, so we can transition quickly in June.

Applications and Database

Working on a roster report, that includes student pictures. After successfully developing the student ID badge report; we have the method to display photos from Infinite Campus on our reports. This report is being developed to help us identify mistakes in our photo import process, and after discussion there appears to be even more value to this report for other processes.

With the launch of our website earlier this year; many services that were on our old website remain there, and need to be transitioned somewhere new. I am trying to migrate these internal data services to new web-servers, and transition them to an easily accessible interface. While Infinite Campus is great; there were some services developed to overcome limitations in SchoolDESX that work really well even with Infinite Campus information.

Network and Server Systems

We reviewed the backup server. We have a backup storage of 3TB, with a 2 month retention. Some systems backup hourly, others daily, and some weekly. We do not backup our camera systems, IT software repository, or workstations. The crypto locker event, in addition to the 40GB of other data, ransomed Prosoft, our financial system. Unfortunately, this backup was riddled with failures. Those backup issues have been resolved, however, the Business Office spent several days recovering several weeks of database records via manual reconciliation. Additionally, notifications have now been setup to improve oversight with our backups.

Contacted a Sonicwall Engineer to help assist with ensuring we are using the features of Sonicwall to their best potential, and efficiency. We anticipate working with them over the next month to consider options.

Our Ruckus Wireless controller, the critical central management system for our Wireless network failed. It occurred mid school day. We were able to get things to limp through the day; but ultimately needed to replace the controller after hours. Luckily, we had another controller on-site. It was given to us several years ago to resolve an issue that was ultimately resolved with a software update, resulting in the extra controller remaining on a shelf.