

Technology Board Report

Desktop Systems

Worked with the entire Perkins Grant team to clarify financial resources, and have since submitted requisitions for 16-17 computer rotation units for ADS, and several laptops. I reviewed specification with the Danielle Wilber, ADS Instructor, regarding the replacements Apple iMac computers for ADS; whom further invited suggestions from her OAC.

HelpDesk was down to only 10 open tickets as of 5/11. This is a milestone for me. Helpdesk tickets in general have declined from an annual peak in 2010-2011 of 1072; which was consistent from 2008 thru 2011. In some ways the decline is influenced by improved systems and services, like the faculty portal for resetting student passwords launched in 2011. However, in most cases the scope of helpdesk tickets today are much greater in magnitude and labor demand. They are more complicated, and often require collaboration and escalation; which increases the difficulty to resolve.

Applications and Database

Working on a report for a student count based on Perkins eligibility. Working on a report for Class Rank by CTE Program, currently as previously stated, Infinite Campus reports cannot group, sort, or report CTE specific, or sending District specific information in their pre-defined reports.

Working on the Admissions to Enrollment process in the new Applications/Admissions database system. Since implementing Infinite Campus, we continue to have address and contact duplication when importing students from the Admissions database, due to the nature of siblings, and family households. While this was never an issue in SchoolDESX, as the student record was always the parent record of information, in Infinite Campus, the household is the parent record, and new students must be aligned to existing households if they already exist.

Network and Server Systems

Encountered a small network outage with a few phones after a long weekend. The cause of the outage was a power supply failure in a Power over Ethernet (POE) switch that was resolved after a reboot. This switch is nearly 10 years old, and its replacement has already been purchased, and is slated to be installed this summer.

Submitted a requisition for a Security Camera recording system upgrade, to position the school to be compatible with newer camera upgrades in the future; while supporting the entire existing camera infrastructure. The current DVR system lacks storage capacity, flexibility, compatibility, and ease of use today. While it was decent over 8 years ago when it was purchased, it has not been able to be kept current with software updates, and such, due to the class of device it was at the time.

Rebooting the System Center Configuration Manager project aimed at automating software delivery and updates on our computers at the school. We worked heavily on this project last summer; but were unsuccessful in getting it production worthy. We aim to have it fully implemented this summer.

Staff

Worked with Patrick Holland and Susan Tatalone to complete internal ISO Audits per our ISO System requirements.