

General Information:

In terms of General Information, the following tasks have taken place this month:

- Working with PIMS counterparts in Sending Schools to obtain FRAM and Economic data for 2024-2025 year.
- Providing Technology Assistance every other Tuesday at lunchtime for ECTS staff on various technology topics.
- Started the process of loading new student and staff photos into the various locations.
- Serving as the Computer Networking Teacher of Record while school searches for a new Computer Networking Instructor replacement. This includes providing materials, brief lessons, and guiding students in learning. This also included coordinating the Fall CMN OAC Advisory Board Meeting and planning the budget requests.
- Assisting as the Admin Support for ECTS Student Organizations (NTHS and SkillsUSA). This includes participating in the SkillsUSA Advisors Meeting at ECTS. In addition, with helping to coordinate the upcoming ROVA Leadership Camp opportunity for some of our students.

Renovation:

In terms of the ECTS Renovation, the following tasks have taken place this month:

- Working with ECS on resolving issues with cell phone boosters and cellular signal coverage in the building.
- Working with Stark Tech on resolving issues with intercom system and tie-in to Avaya phone system.
- Working through technology punch list of items needed completed this school year between the ECTS IT Department and all outstanding renovation vendors and contracts.
- Started the process of linking building utility software systems to utilize centralized username credentials.

PIMS:

In terms of PIMS, the following tasks have taken place this month:

- Resolved issue with RCTC Student PIMS submission conflicts from the 2023-2024 school year.
- Submitted the initial C1 Student Submission.
- Worked with Cat Doty and submitted the initial C1 Staff Submission, Staff Vacancy, and Act 35 Staff Submissions.
- Working on a long-term solution for better record transferring between sending schools and our school.
- Reviewing the 2024-2025 PIMS Manual and recent updates.
- Setting up the Internal PIMS Monthly Meetings for more accurate data for the 2024-2025 school year.

Data and Information Processing:

In terms of Data and Information Processing, the following tasks have taken place this month:

- Resolving SSO Integrations with Classlink and Other Vendors (Cengage, CareerSafe, SchoolMint, SchoolPass).
- Resolving issues with SSO Integration with Infinite Campus and Other Vendors and Classlink.
- Completing finalization of new updated SchoolMint backend platform for November 1st starting enrollment.
- Working with a Developer Consultant to help map and adjust existing SQL based reports.

Servers and Network Elements:

In terms of Server and Network Elements, the following tasks have taken place this month:

- Began the process of MFA implementation on ECTS Staff user accounts.
- Setup Group Phone Line Extensions (8622 – Custodians; iPads and Loading Dock AND 8670 – Aides Room).
- Complete OneRoster integration to create and link multiple SSO platform integrations to streamline student account creation and removal.
- Setup MFA based VPN connection for external vendor contractors and limited users at our school.
- Working on fixing and resolving issues with Internet firewall and filtering rules.

Hardware and Software Applications:

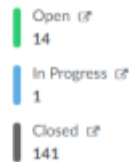
In terms of Hardware and Software Applications, the following tasks have taken place this month:

- Implemented JAMF school for Apple iPad management and control.
- Setup new iPads for Custodians, iPads for Transition Center, and existing iPads linked to JAMF School.
- Trying to replace Faculty laptops with new laptops and then recycle returned laptops for other reasons.
- Working on a plan to resolve remaining Windows 10 deployed machines to be upgraded to Windows 11 before Windows 10 ends its life cycle.
- Fine tuning the Genuity Ticket system views, reports, and filters.
- Andy Fair is working through ongoing problems with remaining camera issues, door control modifications, and various help desk tickets.
- Cole Emerick is working through specific IT post summer not completed tasks and various help desk tickets.
- Mike Miller is working on reviewing the Technology Rotation plan to begin planning for the 2024-2025 technology replacements, working on updating IT needs, and various help desk tickets.
- The technology department continues to prioritize and repair problems as all return to school and start to use network or network resources.

Ticket Responses

(August 23rd through October 24th):

Tickets by status



Admin background

Employee	Open	In Progress	Closed
 Andrew Fair	2	1	34
 Cole Emerick	1	0	33
 Michael Miller	4	0	66