

**General Information:**

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

- Continuing to work on all required documentation and completing implementation materials necessary for our Cyber Security Insurance.
- Andy Fair is continuing to updating documentation on IT systems and processes.
- Assisting with a few Cooperative Education opportunities for our CMN students including one possibly at ECTS.
- Continue to lead “Tech Talk Tuesday’s” which are every other Tuesday lunch and learn meetings for staff on various IT topics.
- Attending and participating in the Senior Award Ceremony committee meetings.
- Assisting and helping students prepare for the upcoming SkillsUSA State Competition at Hershey in April and the T-Shirt Business Partners fundraiser.
- Assisting as the Student Activities Administrator for ECTS Student Organizations (NTHS and SkillsUSA). This includes participating in the SkillsUSA Advisors Meeting at ECTS.
- The technology department continues to work through various IT tickets put into the Genuity ticket system.

**Renovation:**

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

- Attending with Frank Kimmel the Pre-Bid and Bid Opening Meeting for the Health Assistant lab space.
- Working with Jessica Garnica on reconciling a few last-minute renovation issues.
- Monitoring the two outstanding renovation technology issues (intercom and cell boosters) to ensure all issues are finally resolved and areas can be closed.
- Working with Frank Kimmel and Andy Fair on issues with various building utility software issues and planning for future maintenance of technology associated with renovation software utilities.

**PIMS:**

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

- Reviewing and Preparing to Upload the C6 Course Updates and the new April C6 Staff Vacancy Submission.
- Submitted with Jessica Garnica the C6 ESSER Submission.
- Submitted the C6 Safe-Schools (AED and BUS) Submissions.
- Submitted C6 March Student and Staff updates (not required) to reduce errors between PIMS submissions.
- Setting up Eileen Rosa with PDE portals access to various RCTC portals for PIMS.
- 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:*

- Working with the staff on onboarding additional forms and processes in the Genuity General workspace.
- Working with Pam Pence and Infinite Campus at last minute tweaking of DEU and flag automation repairs.
- Working on adding additional resources to ClassLink (VisibleBody, EPS Resources, etc).
- Continuing to work with Brittany Howell and Julie Aiken on all the needed training, reports, and other tools and troubleshooting necessary to the recent update of SchoolMint to SchoolMint Enroll.
- Working on resolving issues with the ClassLink portal including password reset and access to resources tools.
- Reviewing weekly PHIN Cyber Security training reports to ensure we are within Cyber Security compliance.
- Working with Sandy Carr, Pam Pence, and Infinite Campus team on integrating NOCTI scores and graduation materials into the Infinite Campus system.

**Servers and Network Elements:**

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

- Meeting with Dell Server and Network Representatives to discuss options for the upcoming end of life contracts for our Unity SAN storage system for our infrastructure.
- Resolved issue with TechSchool Wireless Network digital certificate issue causing wireless to go temporarily offline for some devices for a portion of the morning.
- Continuing to work with our Avaya Cloud Office representative to restore our SMS texting ability.
- Onboarding and training our staff with MFA Implementation and other cyber security tools implemented as part of the Velocity Network Revised Titan Agreement.

**Hardware and Software Applications:**

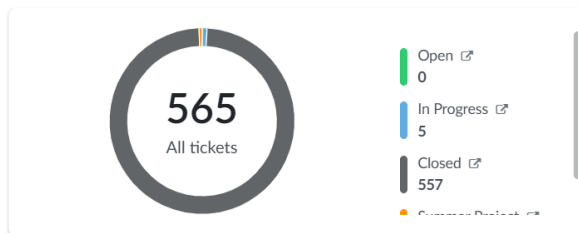
*In terms of Hardware and Software Applications, the following tasks have taken place this month:*

- Trying to resolve copy/paste issue with AutoCad and Inventor in Drafting & Design Engineering.
- Assisting with various computer issues as found before the upcoming NOCTI testing window.
- Preparing to set up the Perkins 2024-2025 laptop replacements per the Technology Department rotation plan. These are tentatively planned to be installed in: PMT and THM.
- Meeting with Renee Heberle and Eileen Rosa to discuss various access and roles for RCTC.
- Andy Fair is working on completing ThreatLocker training which will allow both of us to resolve issues.
- Andy Fair and I have resolved issues with some network printers on campus printing excessive copies of web-based documents.
- Met with Jason Klins regarding a student who accidentally set off a cyber security issue with our Velocity Network Cyber Security ecosystem.
- Upgrading the remaining Windows 10 computers to Windows 11 prior to the end of life for Windows 10.
- Reviewing what student computers are missing, Dell Command firmware deployment tool installed on them from the mass redeployment that occurred over summer.
- Reviewing new additional software tools (Automate and MyGlue) provided as part of the Titan Agreement.

**Ticket Responses**

**(August 23<sup>rd</sup> through March 19<sup>th</sup>):**

Tickets by status

Admin background 

| Employee                                                                                           | Open | In Progress | Closed | Time Spent     |
|----------------------------------------------------------------------------------------------------|------|-------------|--------|----------------|
|  Andrew Fair    | 0    | 3           | 206    | 31 mins        |
|  Cole Emerick   | 0    | 0           | 60     | 24 hrs 27 mins |
|  Michael Miller | 0    | 2           | 274    | 0 hr 0 min     |