

General Information:

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

- Attended the LAC meeting to present a quick state of the technology message and provide any other responses during the meeting.
- Continuing to be the Instructor of Record for Computer Networking and assist the team supporting the course in the absence and hiring of another instructor. In addition, working with OAC to attempt to resolve the issue.
- Attended the ROVA Leadership Camp as a chaperone along with seven ECTS students along with Hanni Nazario and Allison Marendt.
- Continuing to educate/provide opportunity for Daymon Irvine the IT Department cooperative education student
- Assisting with training on various software products to all of the new secretarial staff.
- Continuing to compile Summer Help technology needs list.
- Attending and participating in the Senior Award Ceremony committee meetings.
- 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.
- Continue to lead "Tech Talk Tuesday's" which are every other Tuesday lunch and learn meetings for staff on various IT topics.
- 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.

PIMS:

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

- Submitted the C6 Course Updates and the new April C6 Staff Vacancy Submission.
- Submitted non-CTE but still required C6 PIMS submissions (i.e. C6 – Keystone Exemption).
- Preparing to create materials for end of year C5 submissions for our school and sending school partners.
- Submitted C6 May Student and Staff updates (not required) to reduce errors between PIMS submissions.
- 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:

- Continuing on with the conversion of SchoolMint students to Infinite Campus for the 2025-2026 school year.
- Working on additional Infinite Campus integration with other software systems (i.e. SchoolPass).
- 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 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:

- Developing the summer plan for outside wireless coverage on our campus.
- Setup the initial new SharePoint site to replace the existing “shares” drive which will begin this summer.
- Determining how to synchronize all of the various clocks and resources to a central time source.
- Continuing to work 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.
- 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.
- 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.

Hardware and Software Applications:

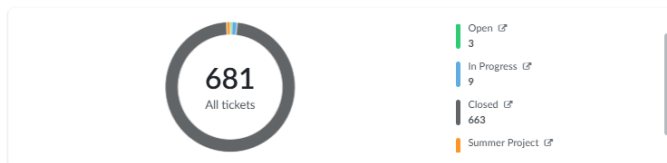
In terms of Hardware and Software Applications, the following tasks have taken place this month:

- Working through issues with our cyber security tools and the Wacom drawing tablets used by Art & Design and Graphic Media classes.
- Provided wiring and account information for the new experimental vending machine setup in the lobby.
- Working through additional troubleshooting and diagnosing for the reoccurring printer excessive printing issue.
- Attempting to look into resolving issue with connecting to hibernating computers on network with network equipment tools.
- Andy Fair and I are working on the camera system for proper recording and plans for additional camera coverage setup this summer.
- Trying to resolve copy/paste issue with AutoCad and Inventor in Drafting & Design Engineering.
- 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 her replacement 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.
- 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.

Ticket Responses

(August 23rd through May 14th):

Tickets by status



Admin background

Employee	Open	In Progress	Closed
AF Andrew Fair	1	6	259
DI Daymon Irvine	1	0	8
MM Michael Miller	0	2	318