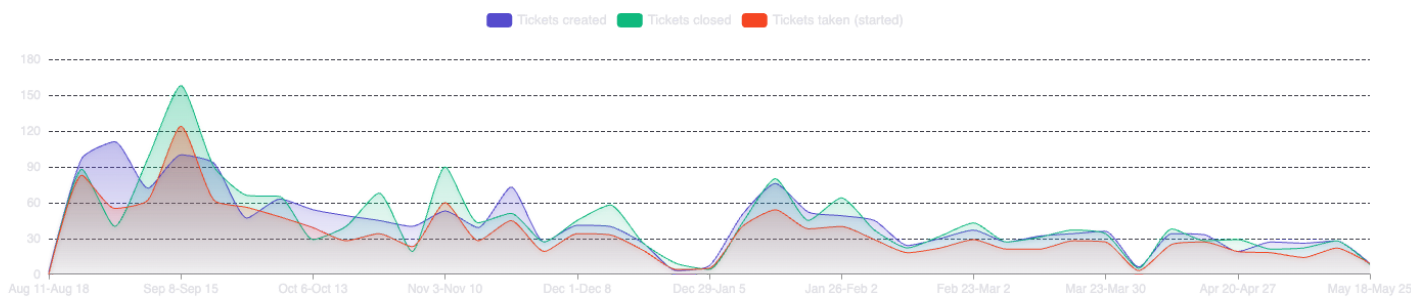


May 26th Technology Board Report

This month has been quieter on the helpdesk side, with our team focused on closing out testing season, coordinating end-of-year device collection with each building, and working through power-related issues. With the spring server migration behind us, we have also been tuning the new environment, validating backups, and clearing out the old hardware. This report covers the period since our April 28th board meeting.

Helpdesk Tickets:



May ticket volume is at the low end of the school year. Tickets created, closed, and started are tracking closely together, so turnaround has stayed steady heading into summer.

Current Affairs:

Post-Migration Tuning and Backup Validation: With the spring server migration complete, our team has been tuning resource allocation on the new virtual machines, documenting the setup, and confirming backups are complete and restorable.

End-of-Year Device Collection: Our team has been coordinating with each building on the schedule for pulling student devices ahead of summer. Devices are coming back in waves matched to each school's calendar and moving directly into the summer imaging and repair queue.

Power Issues and Battery Backup Allocation: We have worked through power-related issues across several buildings, including outages, brownouts, and equipment that came back online cleanly versus equipment that did not. We are using what we learned to decide where to allocate the battery backup units we secured through our E-Rate funding (the federal program that reimburses schools for network and internet equipment), prioritizing equipment whose failure would have the largest impact on a building's operation.

Surplus & Cleanup: With the migration finished, we have begun pulling the old physical servers and rack equipment out of the server room and staging them for surplus. This continues alongside the broader surplus work across buildings — outdated computers, monitors, and cables. Our pace is set largely by e-waste pickup availability.

Looking Ahead:

Our department priorities for the coming months include:

- **Summer Device Refresh:** A building-by-building schedule for collection, imaging, and redeployment that spreads work across the summer rather than compressing it into one push.
- **E-Rate Switch Installs:** Moving from vendor selection into the physical install window for our network switch refresh over the summer break.
- **High School Camera Expansion:** Installing roughly twenty additional Verkada cameras at the high school to improve coverage in areas with current blind spots.
- **Battery Backup Deployment:** Standing up the battery backup units in the locations identified by the power-issue review.