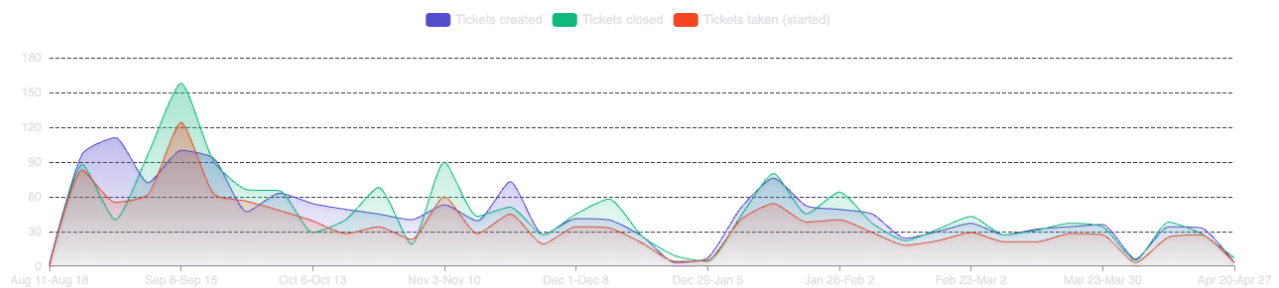


April 28th Technology Board Report

A lot has happened since our last department board report — it has been two months rather than the usual one, so this update covers ground from both March and April. The headline item is that we completed the district's core server migration with minimal disruption to daily operations. Alongside that, our team has continued to support spring testing, devices, printers, and staff onboarding and exiting our systems. We have begun preparing for end-of-year device collection and summer projects.

Helpdesk Tickets:



Ticket volume in April has been consistent with recent months, with a mix of classroom technology support (macbook, ipad, owlcam), testing preparation, and peripheral device issues (cameras, printers, access points). Common themes this period included Apple Classroom troubleshooting, Benchmark and WIDA testing readiness. Our team has worked to keep turnaround times short so that testing windows and classroom instruction are not disrupted.

Current Affairs:

Server Migration Complete: The district's core server infrastructure migration is complete. We moved from our aging VMware ESXi hosts to a modern virtualization platform on two new physical servers. By reusing existing IP addresses, we avoided having to reconfigure switches, printers, and endpoint devices — which kept the cutover quiet and minimized disruption across buildings. As part of this project we also fully decommissioned our legacy Active Directory environment, which had been carrying a lot of unused accounts and outdated group structure from previous years. By completing this project in-house, we saved the district both money and future headaches. Our team was able to tailor the solution to our specific hardware and environment without having to

manage an outside contractor, and we came out of it with a better understanding of our network infrastructure than before.

High School Camera Expansion: We are looking to add roughly 20 additional Verkada cameras at the high school to improve coverage in areas that previously had blind spots. Better camera coverage supports both day-to-day safety and after-the-fact incident review, and it gives administration more complete visibility into high-traffic areas of the building. This work is part of our continuing effort to keep our physical security infrastructure current across the district.

Printer Infrastructure Changes: Our team has been working through a round of printer infrastructure updates across several buildings. This has included reconfiguring print queues, adjusting how certain printers are deployed to staff, and addressing aging equipment. These changes help reduce recurring printer-related helpdesk tickets which is no small chunk of overall tickets.

Surplus & Cleanup: Surplus work has been an area we have been buried in, and our pace is largely constrained by e-waste pickup availability. We are making steady progress clearing outdated equipment from buildings; this effort is expected to continue for some time.

Testing Season Support: Our team has supported spring testing through Chromebook configuration for WIDA, Benchmark testing logistics, and coordination with Instructional Coaches to catch issues before testing windows.

E-Rate Network Upgrades: Our E-Rate Form 470 for Category 2 equipment was submitted, and we are now working through vendor responses for the planned network switch refresh. This is an important step in keeping our wired infrastructure current across all ten buildings.

Looking Ahead:

Our department priorities for the coming months include:

- **End-of-Year Device Collection & Summer Refresh:** Preparing to collect student devices at the end of the school year, then using the summer window to image, repair, and redeploy devices ahead of fall.
- **E-Rate Execution:** Moving from vendor evaluation into ordering and scheduling for the switch upgrade project so that installs can happen during summer break with minimal impact.
- **Post-Migration Follow-Up:** Continuing to refine the new Server environment, including documentation, backup validation, and monitoring.