

Glenwood Community School District Technology Department Board Report for December 9, 2019

Help Desk Tickets:

For the month of November the technology department has received 106 requests for assistance. That does not include problems that were fixed from walk-up and email traffic.

Chromebook update:

We are still sending in between 10 - 20 Chromebooks per week for repair. As I had stated before this is all done at no charge to us. My hope is that we are getting to the bottom of the barrel on these repairs and that they will be behind us soon. Our vendor has received a stock of repair parts and we have received 2 large shipments of repaired units. We now have most of our devices back except for the 20 - 30 that we just sent out for repair.

Athletic Complex:

We are on hold to install the external wifi antennas, pulling the remaining cable out into the field boxes and to restore network access to the baseball and softball fields until the contractor completes some items.

State Reporting:

The next round will open in January with the test servers going online in December.

Systems updating:

We are currently in the process of upgrading all of our classroom laptops to Windows 10. Official support for Windows 7 will end in January 2020. We will also be upgrading our Windows 2008 servers to a newer version as the support for that operating system will also be unsupported after January 2020.

If you should have any questions, please feel free to contact me.

Todd Steckelberg
Director of Information Technology