Glenwood Community School District Technology Department
Board Report for January 13, 2020

Help Desk Tickets:
For the month of December the technology department has received 112 requests for assistance. That does not include problems that were fixed from walk-up and email traffic.

Chromebook update:
The number of Chromebooks being sent in for repair is finally starting to slow a bit as we continue to cycle through units that experience problems. This may be in part to the holiday break.

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 window for reporting opened on January 7th.

Systems updating:
Most of our systems were updated over the break. We still have approximately 20 Windows 7 computers to upgrade and less than 5 servers to update.

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

Todd Steckelberg
Director of Information Technology