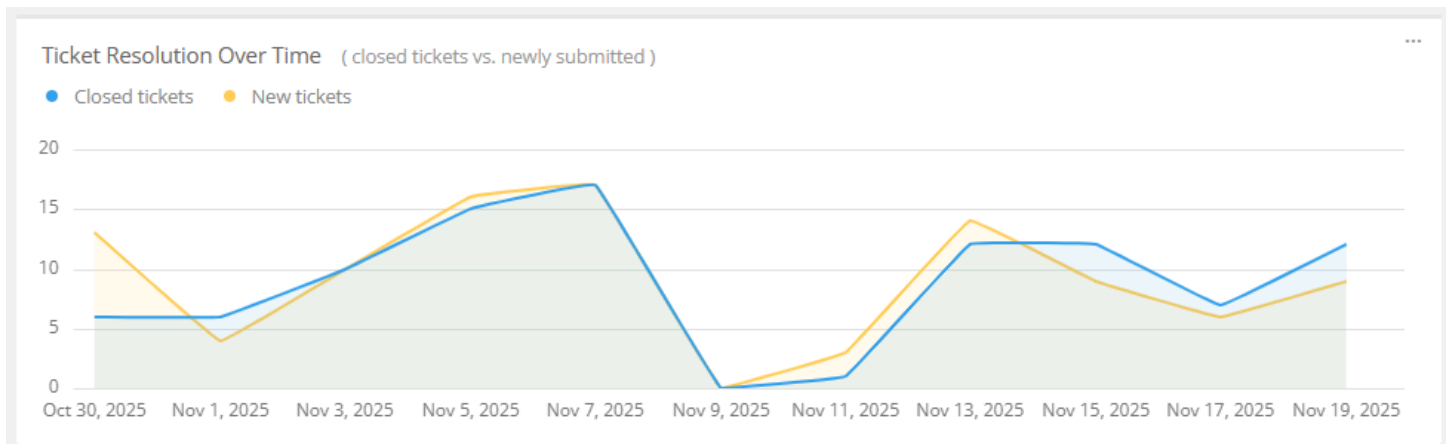




In the last 30 days, we have opened one hundred and nine help desk tickets and closed one hundred and four. We have five help desk tickets open at this time. On average, tickets have been solved over half a day after creation. The tickets only show what was requested through the help desk but only include some staff and student walk-ins during the day.

Last week, I sent a phishing campaign to all staff at RSU #74. I am happy to report that out of 150 staff, only eight clicked on links in the emails and were informed that the email was part of the campaign. Twenty-four staff members accurately reported the email as phishing.

After Thanksgiving, I will send out the December Technology Quarterly newsletter. To preview the newsletter, you can find it at this URL: bit.ly/3XFGtIl

We have been working with TDS to replace old copper lines used for the phone systems with new fiber lines. This will be a small cost savings to the district and TDS is now moving away from copper lines and so this will allow the schools within the TDS limits to be using well-maintained communication lines.

If you have any questions or concerns, please feel free to contact me at shall@carrabec.org or 207 635-3237.