

Glenwood Community School District Technology Department Board Report for October 14, 2019

Help Desk Tickets:

Since the beginning of the school year the technology department has received 344 requests for assistance. That does not include problems that were fixed from walk-up and email traffic.

Chromebook update:

There has been a lot of extra work generated with the Chromebooks this year due to a manufacturing problem. This defect can cause the keyboard to suddenly stop working days or even weeks after the Chromebook has been deployed. There is also a lesser issue with some units that can cause them to stop charging and not turn on. These problems are common in manufacturing and are nothing to be concerned about. Our vendor picks up and repairs these units weekly at no charge to us. Fortunately, we ordered enough spare Chromebooks so that the students are not without a computer while these units are out for repair.

Athletic Complex:

Network access has been restored to the athletic complex.

All security cameras are online and fully operational.

Data access has been restored to the press box.

We have completed all parts of the networking that we can at this time as we are waiting on contractors to complete some items so that we can finish up.

These items include the public wifi antennas at the grandstand as well as some cabling for the timing systems for the track.

There may be other additions that present themselves as we move forward.

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

Todd Steckelberg

Director of Information Technology