

Glenwood Community School District Technology Department Board Report for November 13th, 2017

The technology department and Spiral Communications have been very busy this month keeping student and staff technology up and working.

We continue to focus on closing open tickets in our ticket system. The open tickets are for repairs that need to be done to teacher/student machines. The technology department goal is to have fewer than ten tickets in the ticket system at all times. This past month we closed 148 tickets to bring our total tickets closed for the year (July-present) to 561. The average number of days to close a ticket in October was 1.07 days. We will continue to work on closing tickets and keeping the ticket system under our goal of ten, it currently sits at 1 open tickets.

School Year	Number of Tickets Closed	Average Days to Close Tickets
2011-2012 (partial data)	543	7.52
2012-2013	1033	6.83
2013-2014	1534	5.59
2014-2015	1352	2.38
2015-2016	980	1.59
2016-2017	1423	1.33
2017-2018 (partial data)	561	1.18

During the month of October the technology department worked on several things in the district:

- Student Reporting in Iowa
 - Data was certified on October 13th
- Erate Funding (Program provides discounts to assist schools/libraries in the United States to obtain affordable telecommunications and Internet access.)
 - Waiting to hear about our Category 1 Funding
 - The district has been approved for Category 2 Funding
 - Our Request was for
 - Cabling
 - Access Points
 - Routers
 - Switches
 - Battery Backups
 - We plan to order these items and start installing them over the Winter Break
- Public Wi-Fi Sponsors
 - The district is asking local businesses if they want their logo featured on the login screen of the public wi-fi
 - There is a cost associated with sponsoring a season for the businesses
 - Any profit would be used to continually update the public wi-fi systems at our venues

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