

## **Glenwood Community School District Technology Department Board Report for November 11, 2019**

### **Help Desk Tickets:**

For the month of October the technology department has received 113 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. HP has a shortage of repair parts so we are sending out more than we are receiving back at this time. Fortunately, we have spares to loan to students so that they are not without a device.

### **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 first round has been completed.

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

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

Todd Steckelberg  
Director of Information Technology