

Annual Technology Update 2024



Technology Services Team

The Technology Services Team provides administrative and instructional technology services to support the district's mission to ensure ALL students become lifelong learners, caring individuals and responsible citizens.

Katie Krueger

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Nathan Paulson

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Google Suite Statistics for Student & Staff Use



2022
2023
2024

4,324

850,954

466

76,616

13.15 TB

4,156

833,061

490

110,639

13.95 TB

4,745

806,140

478

126,948

12.86 TB

Active District Google Accounts

Emails Sent & Received in One Month

Active Google Classrooms

Google Drive Files Created in One Month

Total Storage in Google Accounts



Device Access

- Staff Devices:
 - ▷ 203 Chromebooks
 - ▷ 356 Macs
 - ▷ 68 Windows
 - ▷ 55 iPads
- Student Devices:
 - ▷ 3,565 Chromebooks
 - ▷ 81 iPads
 - ▷ 153 Lab Computers
- Hotspots:
 - ▷ Districtwide: 6 hotspots



Help Desk Statistics

409
Student Tickets
2021-2022 School Year

416
Student Tickets
2022-2023 School Year

311
Student Tickets
2023-2024 School Year



3,031
Staff Tickets
2021-2022 School Year

3,202
Staff Tickets
2022-2023 School Year

2,870
Staff Tickets
2023-2024 School Year



Building Technology Coaches

- HS - 4
- MS - 3
- Downsville - 1
- Knapp - 1
- Oaklawn - 2
- River Heights - 2
- Wakanda - 2

We also have one coach with a focus on Adaptive Technology & Special Education.





Cybersecurity Staff Training

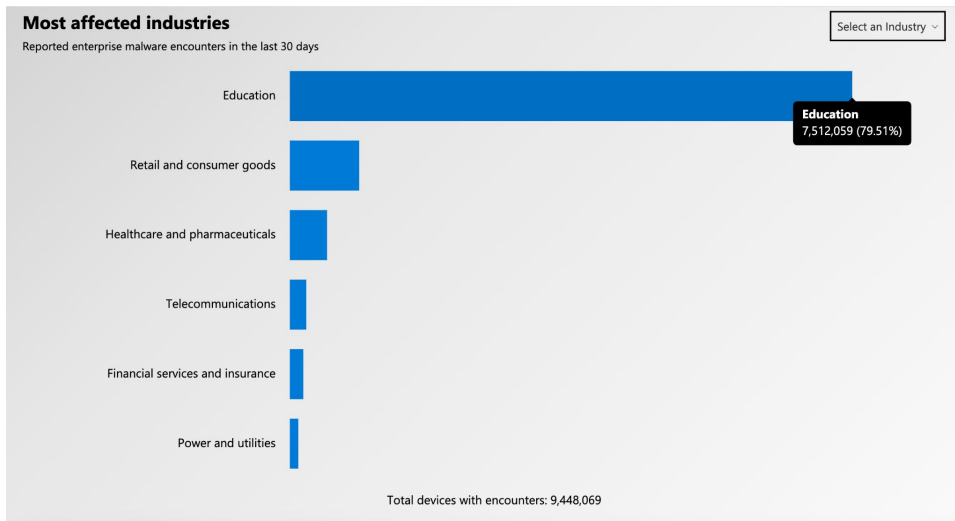
March 2022 8.3% Phish-prone		
445 Recipients	9% 40 Clicked	1.3% 6 Reported
March 2023 .6% Phish-prone		
477 Recipients	.6% 3 Clicked	8.8% 42 Reported
March 2024 3% Phish-prone		
476 Recipients	3.4% 16 Clicked	37.81% 180 Reported
	Risk Impact	Positive Impact

According to KnowBe4, the average educational institution our size is 5.4% Phish-prone
All staff members are required to complete an annual staff training



Education Cybersecurity Threat Landscape

According to the Microsoft threat tracker, over 79.5% of malware attacks consistently target Education worldwide. Data displayed represents attacks over 30 days.



<https://www.microsoft.com/en-us/wdsi/threats>



2023-2024 Highlights

- Switched to GuideStar and Rapid 7 for internal threat scanning
- Created a family and staff guide to translation tools
- In process of completing an audit of the district webpage and creating benchmarks for keeping it updated
- In process of updating switches at Downsville and High School
- In process of refreshing staff Macbooks and desktops
- In process of refreshing middle school classroom interactive displays



Technology Goals & Upcoming Projects

- Continue work on disaster recovery planning and network redundancy
- Increase cybersecurity awareness and practices
- Move to Nutanix AHV hypervisor (software that allows us to view virtual servers)
- Promote effective technology integration in the curriculum
- Provide flexible professional development opportunities
- Refresh switches at Oaklawn and High School