

Wilton-Lyndeborough Cooperative School District-SAU #63
Technology Director

192 Forest Road Lyndeborough, NH 03082
603-654-8088

Kevin P. Verratti, Director of Technology

Technology School Board Report
01/08/2019

- On 12/12/18 I attended an informational meeting sponsored by NHSBA and the NHCTO Council regarding HB1612. HB1612 (now RSA189:66(v)) addresses data collection and privacy in schools. This new law requires all schools to adopt a Data Governance and Security Policy and create a procedure for when a breach occurs. Part of the process for creating the procedural document will need to include a review of all software used in the district, policies and procedures for access to protected data, and all hardware and third party vendors that may hold Personally Identifiable Information (PII).
- On 12/18/18-12/19/18 the district experienced an outage with our phone system. During this time we were not able to make calls through that system. Our emergency procedure during an outage such as this is to fail over to hard lines that are located in every office for external calls and radio use for internal calls. These lines allow us to make emergency calls such as 911 or contact parents and are part of our response procedures for an outage such as the one we experienced. This process is explained to office staff at the start of every school year and at the beginning of every event that causes us to fail over. While this has been explained verbally in the past and at the start of an outage I will ensure it is in writing and appropriate signage is in place. This outage was related to an upstream carrier issue Mitel had with their T1 circuits at AT&T. Per our SLA we are guaranteed 99.99% uptime of the system, failure to meet this SLA will result in a credit on our bill.
- 12/21/18 I ordered a 911 audit of our phone system after reports of issues making the call from FRES. This audit involved the Department of Safety Bureau of Emergency Communications Public Safety Answering Point and Operations (911 PSAP Command). PSAP Command scheduled the audit to take place on 12/27/18. Every phone in every office of the district was tested as well as phones on every floor and wing in the district. Every location and every phone passed the tests. It took approximately 6 hours to complete the audit. Police recommended a sticker instructing how to dial 911 in an emergency be placed on every phone handset. It was later reported that there may have been confusion with how to dial 911 inside the district and an email was sent to all staff instructing them how to do so.
- In response to comments made on the 1/8/19 board meeting. A question was brought up as to whether our internet service and phone lines are connected. Our internet lines and our phones lines are separate technologies, come from different vendors and in some instances enter the building in different locations, they are not connected to each other.

Respectfully,

Kevin P. Verratti
Director of Technology
SAU #63