

Technology Director

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# May 2022 SAU63 Technology Report

Jonathan Bouley

Director of Technology

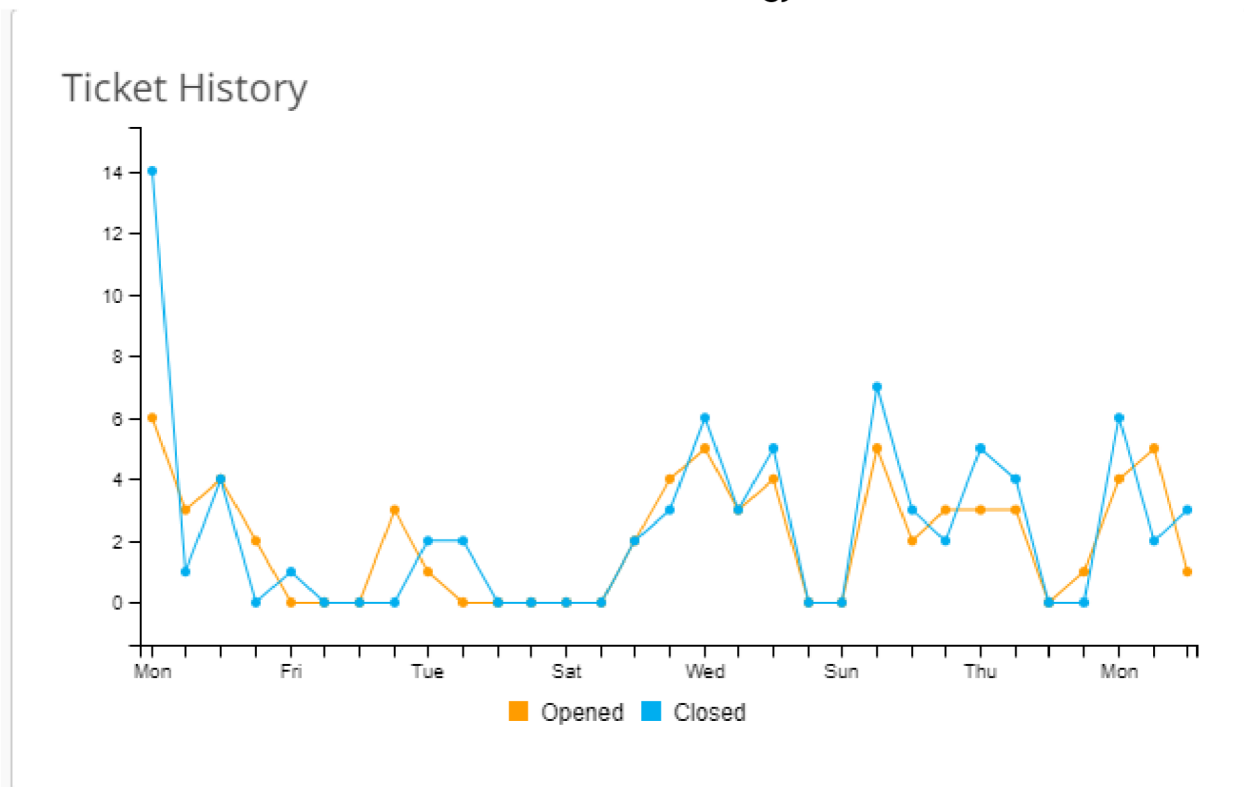


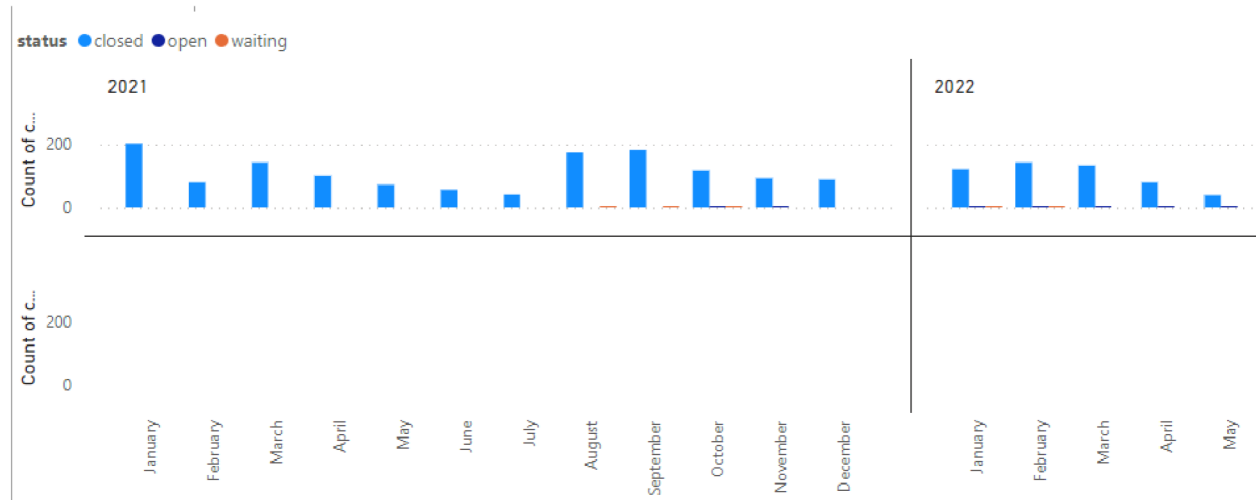
Figure 1 Last 30 days

**Support:**

In the last 30 days, we had 64 new tickets created, a decrease of 56 tickets from the previous 30 days, and we are hovering around 20 open tickets, which is down by 10 from last month. Tickets numbers are down because of vacation week. We continue to drive down are number of open tickets each month. With my departure and the new DOT coming on board I would like to ask the board to consider using essar funds to extend Dimitris as a support tech till the end of summer to help with intake and inventory of our chromebooks at the end of this year and

the prep and updating for next school year along with the many summer projects coming down the pipe like the network replacement.

Figure 2 Monthly stats



Year	closed	open	waiting
April	101		
May	73		
June	57		
July	42		
August	175		1
September	183		2
October	118	1	1
November	93	2	
December	89		
<b>2022</b>			
January	122	2	1
February	143	3	2
March	134	2	
April	80	1	
May	40	4	

We continued focused this month on closing old tickets and keeping up with new tickets. We have started to intake all of our new chromebooks for next year, asset tagging and entering them into our system as well as enrolling them into our google MD so that they will be ready to be upgraded and assigned to students for the fall.

I have been spending time with Nickolas to make sure we have a smooth transition with the DOT roll and will continue to provide support and information as we transition to make sure as little as possible slips thru the cracks. I am extremely confident in our choice and believe he will make a positive impact to WLCSD.

We continue to work out our Technology plan and I have shared our draft with Nickolas so that he can review it and provide any input as well so that it will be as much his plan as it is ours.

We continue to move forward with our cybersecurity work to secure our networks from threats both internal and external. We are working on a way to be able to track and show progress on this work so the board can be better informed without allowing the sensitive nature of the work being known to threat actors.

Best Regards,

Jonathan Bouley  
*Jonathan Bouley*