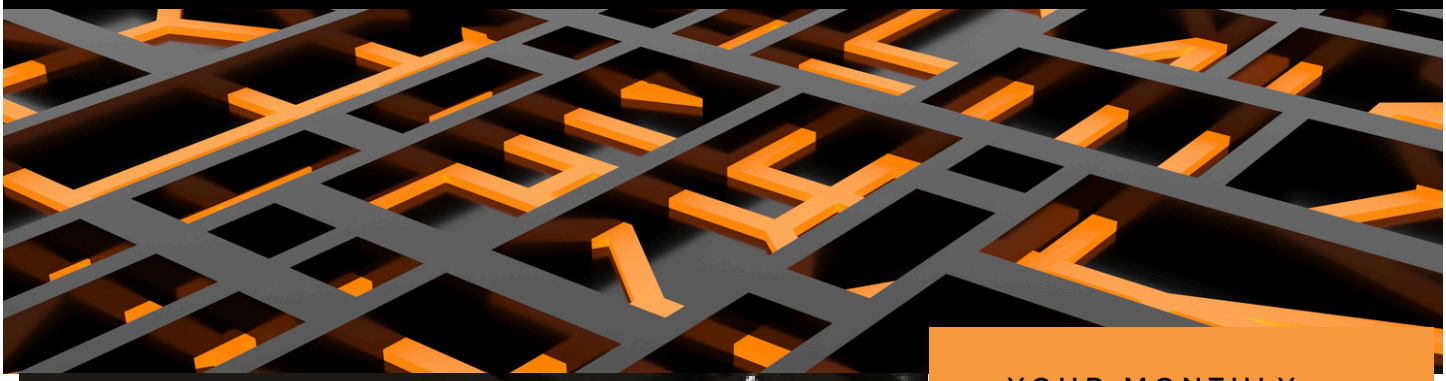
Bengal Bytes

NEW YEAR NEW ISSUE

Issue 5 • January 2025



YOUR MONTHLY DOWNLOAD FROM THE DIMAN IT DEPT

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New Year, New Issue!

IT is very excited for the New Year and all of the projects in the pipeline to improve our network and provide critical resources to our Faculty.

Mass Notifications

Diman Leveling Up Ability to Communicate

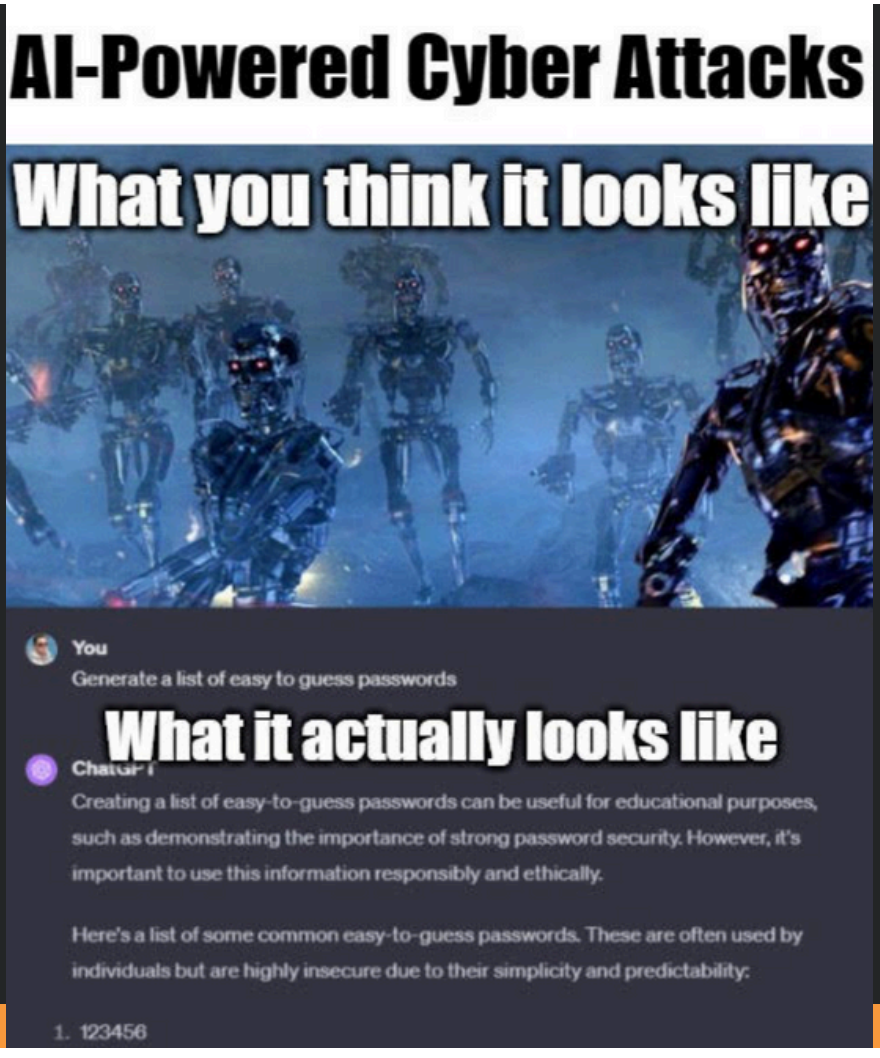
By Eric Benoit

While Diman has used a product called BlackBoard Connect to handle emergency notifications in the past, that system has become depreciated and left a lot to be desired.

Many of you should have received test notifications from our new system, which will give our district the ability to streamline notifications and provide updates to our parents, students and staff via multiple methods. It will also give our district the ability to centralize these types of communications and push updates to multiple locations with a single click!

Mass Communication

- Allows for updates via robo-call, SMS, email and social!
- IT working with vendor to finalize implementation



AI Powered Phishing

AI Phishing scams are just the latest in the world of ever-emerging Cyber Threats. AI is being used to create more convincing and sophisticated scams aimed at tricking people into revealing sensitive information.

As many as 90% of all cyber crimes are tracked to originate from a phishing email. As a reminder:

- No one in the district will ask for money...no matter how real it sounds.
- NEVER give your password to a substitue, colleague or student

Edited By Marc Rebello

DIMANREGIONAL.ORG/STATUS

By Eric Benoit

Have you ever tried to access a resource just to find the service is down?

Ever try accessing your Yahoo email and you're led to downdetector.com showing users experiencing the same problems as we find the service is down, degraded or under maintenance?

To help alleviate this problem and provide the most up to date information to our Students, Staff and Families we have dimanregional.org/status

Navigating to this URL will provide you with an overview of Diman's current network services and their status.
Users also have the ability to subscribe to email alerts for status updates!

Holiday Break

Help Desk & IT Projects

We hope everyone enjoyed a restful holiday break and had an enjoyable new year! While you were away IT worked diligently to ensure everything is ready for our educator's return. To the left are just some of the highlights of the many tasks completed over the break. While IT has several projects running in addition to day to day support duties, we just want to include a few reminders to start the calendar year off:

- **Please email all support and data service requests to helpdesk@dimanregional.org**
- **Please email all website corrections, updates or postings needed to webmaster@dimanregional.org**
- **Dedicated Chromebook repair hours are 3rd period Tuesdays and Thursdays within the Library. A member of IT will be stationed there to assist students with any Chromebook issues**
- **No students should be sent to the IT office or library outside of those times without communicating with someone in the office and submitting a helpdesk request prior. This is to prevent students from wandering the halls or reporting to an office that is empty.**

Notables

- New Devices deployed to AT
- Laptop Cart refreshed and Chromebook Sign Out Kiosk in BT
- 22 Chromebook Insurance claims filed
- New Copiers provisioned in both Teacher rooms