# TECHNOLOGY DEPARTMENT UPDATE

OCTOBER, 2025

# A MESSAGE FROM THE ESD TECHNOLOGY DEPARTMENT.

Dear K-12 Staff,

Thank you for everything you do every day. We in the Tech Department understand that reliable technology is essential for teaching and learning, and our top priority is keeping your tools running smoothly. We are sending this quick note as an important reminder about our official procedure for reporting technical issues: always submit a Helpdesk Ticket.

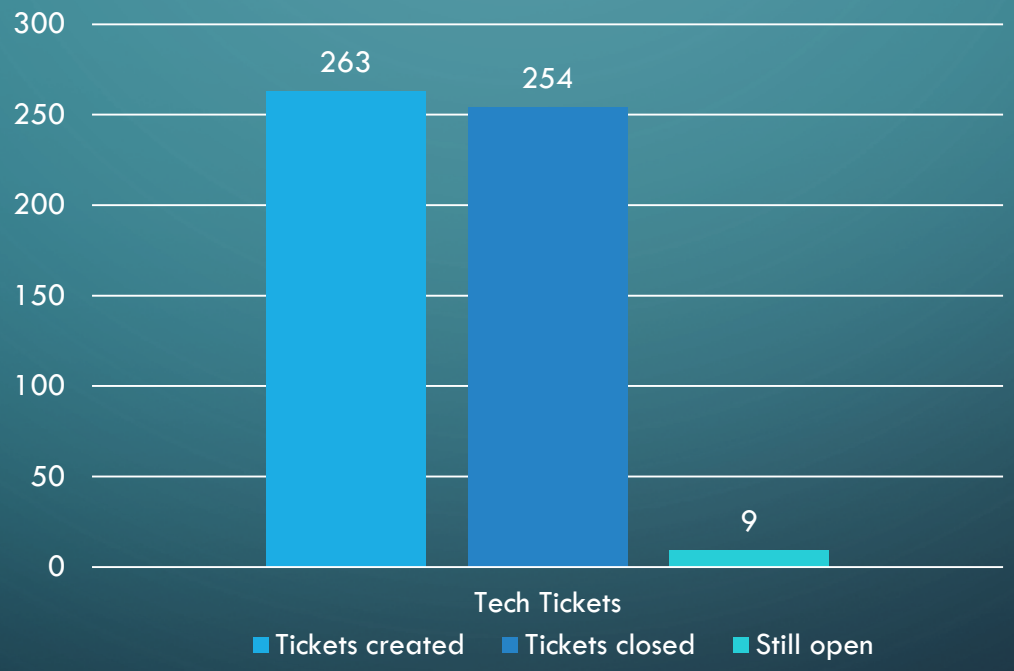
We often receive support requests via direct email, phone calls, or even quick chats in the hallway. While we appreciate you reaching out, these informal methods create a major gap in our workflow. The hard truth is: If an issue isn't logged in the helpdesk system, it doesn't officially exist for our team. A helpdesk ticket is not just a formality—it is the only way we can effectively operate: Prioritization & Assignment: The system automatically sorts and assigns the issue to the right specialist based on urgency and type (e.g., network, software, hardware).Tracking & Accountability: It creates an official log of the problem, ensuring it is tracked from the moment you report it until it is fully resolved. This guarantees nothing falls through the cracks. Data for Future Planning: The data collected helps us spot recurring issues, identify failure patterns, and plan necessary equipment upgrades for the entire district. If you tell us about a broken device via email, but don't submit a ticket, we can't formally track its repair or assign a technician to the job, resulting in significant delays.

Sincerely,

The Technology Department

# TICKET STATISTICS

9/1/25 – 9/30/25



# PROJECTS COMPLETED

- Finished installing air quality sensors.
- Added two new cameras to Butte View Complex.
- Upgraded the Wi-Fi on the outside of the EHS press box.
- Reinstalled wireless connectivity to the EHS snack shack.
- Installed a TV in the EMS SRO office to view camera footage better.
- EHS gym sound system upgrade completed.