TECHNOLOGY DEPARTMENT UPDATE

NOVEMBER, 2025

A MESSAGE FROM THE ESD TECHNOLOGY DEPARTMENT.

- Dear Staff,

- We in the **Technology Department** want to remind everyone that we are here to support you in all your technical needs!

- Please know that there is truly **no such thing as a "stupid question"** when it comes to technology. If you're struggling with a device, software, or a process, please reach out. We'd much rather help you quickly resolve an issue than have you spend hours frustrated.

- 💻 **Need Training or Support?**

- If you or your team would like **training** on a specific piece of software, a new tool, or even just some tech tips to make your work easier, please let us know! We are happy to **schedule a time** to come to your location and provide dedicated assistance or training.

- ✉@ **A Note on Email Security**

- We're glad to report that our updated email filter is working hard and has **significantly reduced** the amount of spam and phishing emails reaching your inboxes compared to before.

- However, even with the best filters, a few malicious emails can still slip through occasionally. Please continue to practice **email safety**—always be cautious with unexpected attachments, strange links, or requests for personal information, even if they appear to come from a familiar source. If you are ever in doubt about an email, please contact us **before** clicking anything.

- We look forward to helping you have a smooth and productive school year!

- Best regards,

- The Technology Department

TICKET STATISTICS

10/1/25 – 10/30/25
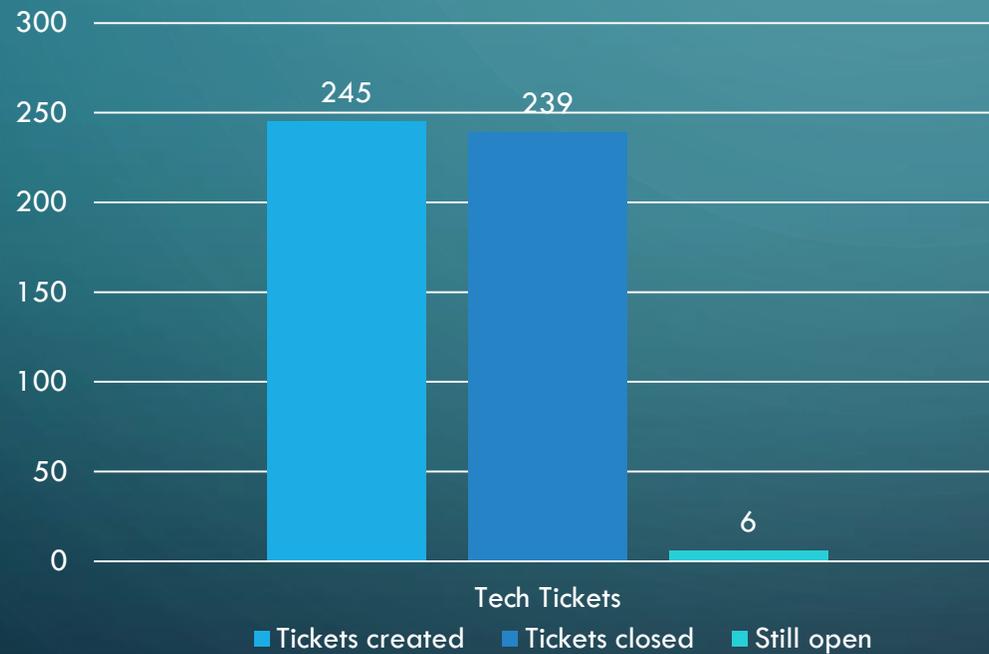
Tickets that were reopened: **40 (Most are from a thank you reply)**
Average time spent: **21m 35s**
Average response time: **3h 30m 35s**
Average duration: **8h 45m 25s**

PROJECTS COMPLETED

- Upgraded Emmett High School and Butte View Complex camera servers.

- Installed a camera in the Emmett Middle School foyer.

- Upgraded camera outside of Navigation Point hallway.

- Gave tech support during PSAT testing.