



TECHNOLOGY DEPARTMENT UPDATE

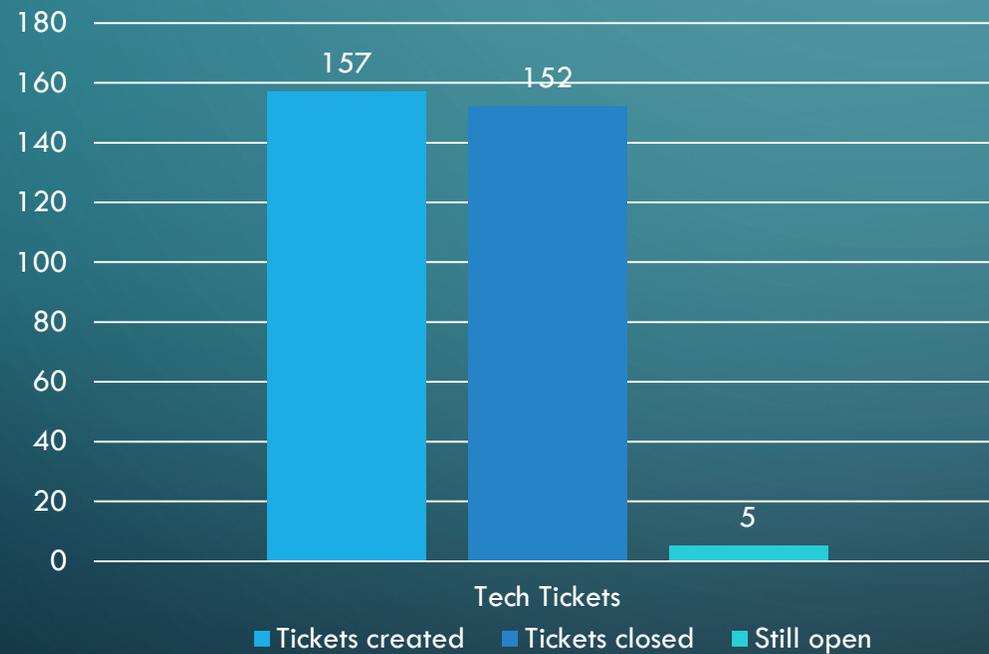
DECEMBER, 2025

A MESSAGE FROM THE ESD TECHNOLOGY DEPARTMENT.

- Dear Team,
- We've checked the diagnostics, and the results are clear: **Your internal batteries are running low, and you are in urgent need of a system reboot.**
- As we head into the holiday break, the Technology Department wants to wish you a wonderful, glitch-free holiday season. We know you spend a lot of time staring at screens and teaching our future leaders of America, so our prescription for the next few weeks is simple:
 - **Disconnect:** We give you full permission to go into "Airplane Mode."
 - **Recharge:** Plug into friends, family, and good food.
 - **Do Not Disturb:** Let those notifications wait until January.
 - Thank you for being such an awesome staff to support. Enjoy your time "offline"!
- **The Tech Team**

TICKET STATISTICS

11/1/25 – 11/30/25



Tickets that were reopened: **12 (Most are from a thank you reply)**

Average time spent: **14m 26s**

Average response time: **2h 28m 28s**

Average duration: **5h 46m 32s**

PROJECTS COMPLETED

- Installed vape sensor for navigation point bathroom.
- Upgraded 12 desktops with brand new ones.
- Upgraded 77 computers from windows 10/11 to a supported version of windows 11.



FROM THE TECHNOLOGY DEPARTMENT: WE'RE ALL IN THIS TOGETHER (AND WE HAVE THE EXTRA CABLES)!