



# TECHNOLOGY DEPARTMENT UPDATE

MARCH, 2026

# A MESSAGE FROM THE ESD TECHNOLOGY DEPARTMENT.

- Hi Team,
- As part of our ongoing commitment to keeping our school's data and systems secure, the Technology Department recently conducted a **phishing simulation**.
- We sent out a mock "suspicious" email to see how our internal defenses—and our collective awareness—held up. Now that the trial is complete, we wanted to share the results and a few quick tips.
- **The Results**
- During this simulation, **43% of staff clicked the link** within the test email.
- While these tests can feel a bit like a "gotcha," the goal is actually the opposite. We want to provide a safe environment to make mistakes now so that we are better prepared for the real thing later. In a real-world scenario, that 43% could have led to compromised credentials, data breaches, or a total system lockout.

- **Why It Matters**

- Phishing remains the #1 way that ransomware and malware enter professional networks. Cybercriminals are no longer just "Nigerian Princes"—they are sophisticated, often posing as HR, IT support, or even colleagues.

- **Remember these "Red Flags" before you click:**

- **The Sender:** Does the "From" address match the name? (e.g., *it-support@gmail.com* instead of our official domain).
- **The Urgency:** Does the email demand "immediate action" or threaten to close your account?
- **The Link:** Hover your mouse over any link (without clicking!) to see the actual destination URL in the bottom corner of your browser.
- **The Request:** Be wary of any email asking for your password, MFA codes, or financial information. **IT will never ask for your password.**

- **Moving Forward**

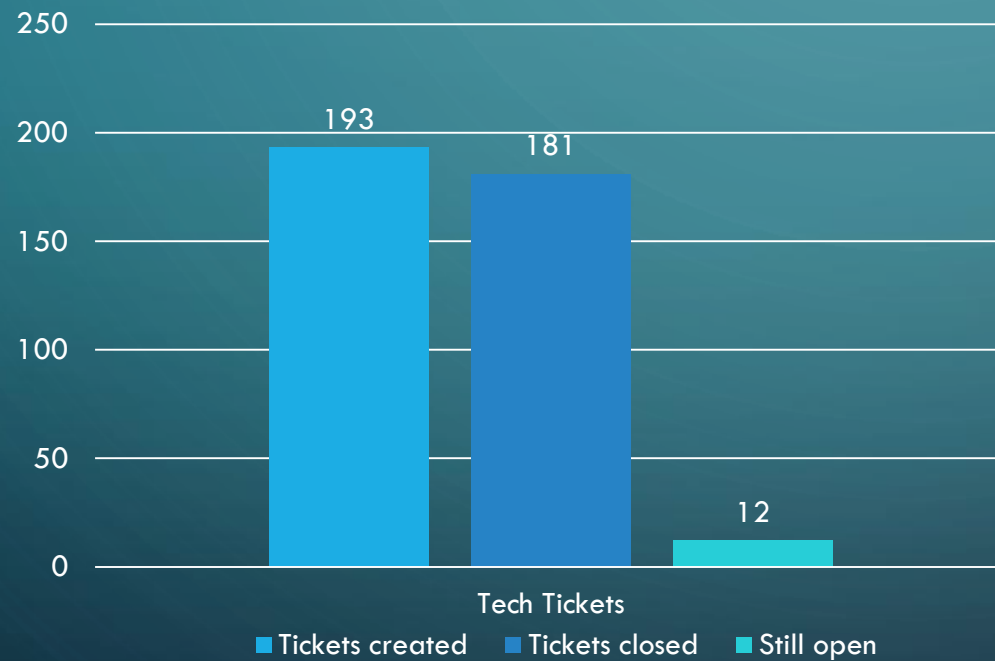
- If you ever receive an email that feels "off," please don't click anything. Instead, email it to [tech@isd221.net](mailto:tech@isd221.net).
- We're all in this together. Staying vigilant is the best firewall we have!

- Best regards,

- **The Technology Department**

# TICKET STATISTICS

2/1/26 – 2/28/26



Tickets that were reopened: **23 (Most are from a thank you reply)**

Average time spent: **38m 28s**

Average response time: **4h 52m 2s**

Average duration: **8h 58m 43s**

# COMPLETED PROJECTS

- Added a security camera to the Emmett Middle School cafeteria serving line.
- Swapped out the viewboard in the board room.

# UPCOMING PROJECTS

- Upgrade security camera server at Emmett High School.
- Upgrade one security camera outside Shadow Butte Elementary.

