





TECHNOLOGY DEPARTMENT UPDATE

APRIL, 2026

A MESSAGE FROM THE ESD TECHNOLOGY DEPARTMENT.

- Hi Team, As we continue through the term, we wanted to share a quick "behind-the-scenes" look at the digital ecosystem our Technology Department maintains. Whether it's a software patch or a hardware fix, our goal is to keep your tools running so you can focus on what you do best. To give you an idea of the scale we're working with, here is a breakdown of the primary hardware currently under our care:

Device Type	Total Count	Primary Use
Desktops	600	Administrative offices, computer labs, and high-performance workstations.
Chromebooks	3,800	Student 1:1 initiatives and mobile classroom learning.

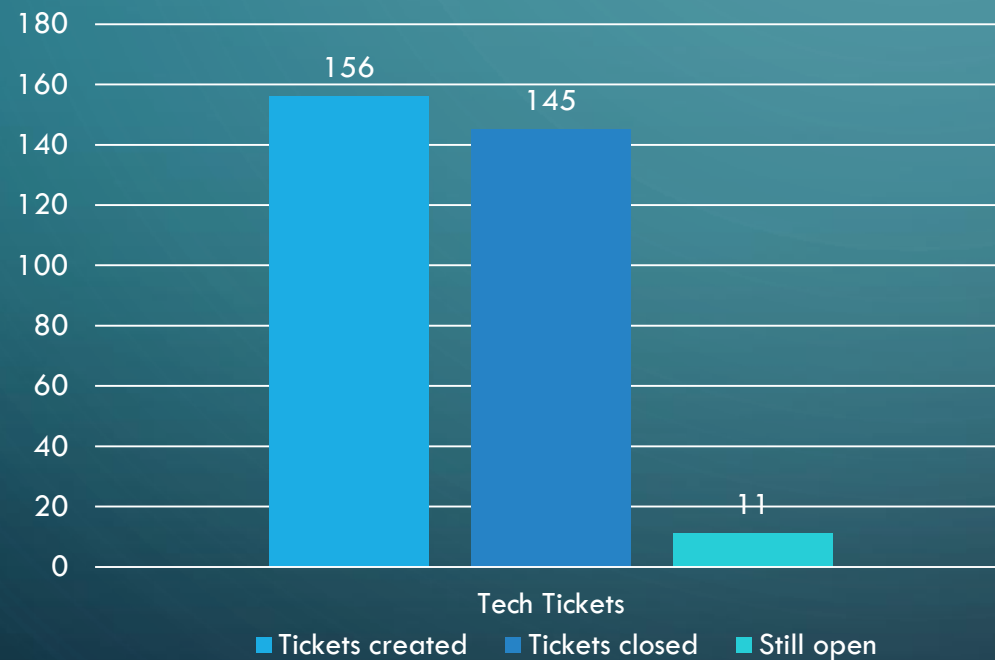
- 
- 
- With over 4,400 active endpoints across our network, things can get pretty lively in the IT shop. We appreciate your patience and your partnership—and a huge thank you for those of you who remember that a quick "restart" solves about 50% of the world's problems! Need Support? If one of these 4,400 devices decides to take an unscheduled nap, please reach out via the Help Desk Portal. Best regards,



The Technology Department

TICKET STATISTICS

3/1/26 – 3/31/26



Tickets that were reopened: **17 (Most are from a thank you reply)**

Average time spent: **1 h 32m 30s**

Average response time: **6h 5m 6s**

Average duration: **12h 3m 43s**

COMPLETED PROJECTS

- Upgraded security camera server at Emmett High School.
- Ran data cables at the new True North Prep office.
- Upgraded main network equipment at Emmett High School.

UPCOMING PROJECTS

- Upgrade one security camera outside Shadow Butte Elementary.
- Add a network switch to Emmett High main stack.
- Upgrade network switch in Emmett High gym.



