# Technology Report
October 2024

Powerschool/Classlink Updates: Thanks to Lindsay Greenberg, all school schedules were created and finalized in early August. Students were rostered into their classes and subsequently rostered into the various learning apps in use in SAU 50 via Classlink. Her work and attention to detail have made the start of school a breeze for administrators, teachers, and students. Most learning apps that students/teachers interface with have now been connected to Classlink, making sign-on as simple as scanning a QR code for iPad users, and signing in to the Chromebook for Chromebook users.

Screenshot of a 3rd Graders Chromebook New tab page. All apps needed by the student are 1 click away, and the student is automatically signed in.
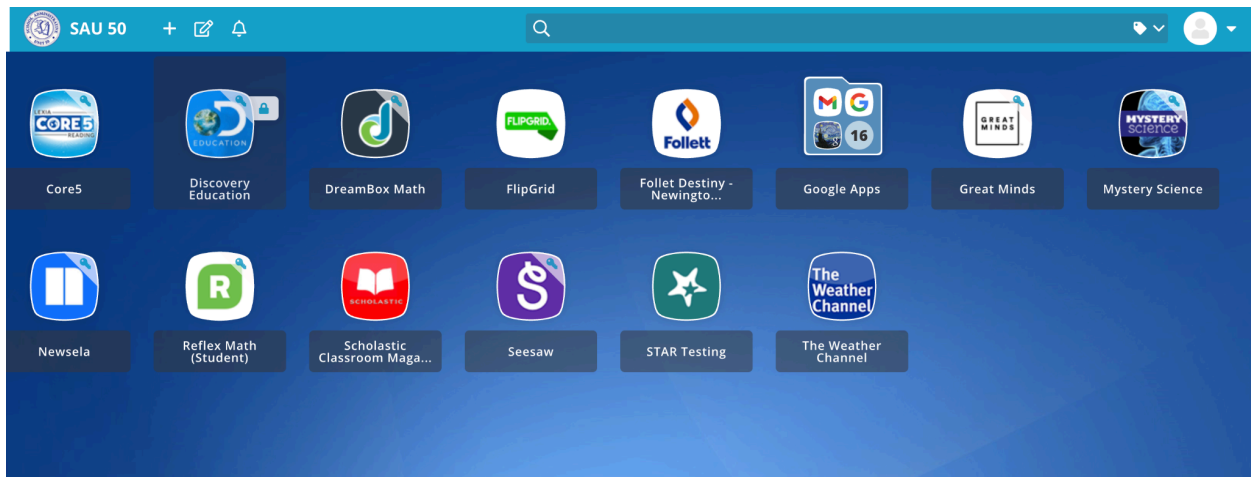
 Lindsay and Diane have also been paying close attention to the new reporting system being implemented by the NHDOE called iNHDEX (Index). This fall, the Beginning of Year (B.O.Y.) update is being exported from powerschool and uploaded into the States' new system for testing. In January we will only be able to upload to the New system.

Key Dates	Milestones			We are here.		
	Dec 2023	Jan 2024	March 2024	Aug 2024	Jan 2025	May 2025
24/25 New and changes to compliance report requirement	24/25 new Submission definitions (new files and changes) *published proposed* 12/18 -	*District feedback* of 24/25 changes (12-19 - 1/18) *Publish final requirements*	24/25 file validations *testing harness* available (via iNHDEX)	*Alma SIS districts* migrated to new files (via iNHDEX)	*All districts* must be migrated to new 24/25 reports	
	Trainings: District and Vendor, Office Hours Q&A, Vendor Check-ins on status					
iNHDEX platform		All Alma SIS: MOY reports	All Alma SIS: EOY reports	Available Non Alma (new submission format only)	All district: MOY reports with 24/25 (new) files requirements	All district: EOY reports, anomalies, certification
Legacy Submissions 23/24 format				Available i4see (*non Alma only*)	No longer accepted	
i4see platform					No longer accepting state submissions	

Disaster Planning:

Firewall fail-over test - Tested firewall High Availability on Friday Oct 11th, 7:30 PM. Forced failover to Firewall 2. The district internet connection was down for 9 seconds, while the High Availability Pair switched over.   Failed back over to Firewall 1, the connection was restored after 8 seconds.

Back-ups - Regularly scheduled testing to restore servers from Backups is in process.

Server Patches / Updates- These have been downloaded and installed monthly after Microsoft's update Tuesday - Second Tuesday of the every month. Process includes taking a snapshot of the virtual server, then downloading and installing updates, reboot server, start corresponding services (eg- Print, DHCP, file) then delete the snapshot once update is installed and server is running.

Frontline Time & Attendance:

The last payroll cycle was done completely online.   Hooray!!

Custom reports have been generated for the payroll department as a backup for auditors. These are automatically emailed each week.

Rye District & the SAU Office have been completely set up with Tyler SchoolERPPro so that .txt file can be exported from Time & Attendance, and uploaded to SchoolERPPro. The other 3 districts are in the works!

Cyber Security Month:
October is cybersecurity month. We have taken several steps to advertise this and bring peoples' attention towards cybersecurity.
Faculty:
- Weekly email with supporting documents: Week 1 - CISA Secure our World AI Infographic.

Week Two Email - I detailed the story of a cyber security researcher / author who was almost fooled by a sophisticated AI hack. Here is the article : https://sammitrovic.com/infosec/gmail-account-takeover-super-realistic-ai-scam-call/

Students: We pushed out a cyber security Wall paper to all student chromebooks with some basics on keeping safe online, using some of the CISA graphics (5-8) and CommonSense Media graphics in grades 2-4.

MHT:

2 additional Newline boards purchased for STEM and Art / Multipurpose
Scheduled Teacher training on Nov. 5th focused on utilizing the Newline Boards.

2 Additional ipads were purchased and set up for K-1 Students

2 Additional Chromebooks purchased and on backorder for additional 2-3 students. We are using loaners from another school in the meantime.

NPS:

Purchased and installed a new shelving unit in Technology MDF.   Bins to organize parts, cables, etc.

Troubleshooting student iPads for Classlink / Lexia Integration. Spent several hours troubleshooting why students were unable to access Lexia from the Classlink app. Working with

Lexia support, classlink support, and the rest of the SAU50 Tech team, we were able to isolate the problem and fix it.

GCS:

Student Devices: Summer preparation made it possible to have student devices ready on day one of school. This is no small feat. Thank you Jeff!

Tickets: Jeff had a great conversation with the faculty around the use of ticketing system to help organize and prioritize technology work in the building.   He showed the group how to create a ticket right from their email. As a result, GCS currently has 45 tickets that are open.

Newline Boards: We opened the year with lots of learning around our new interactive whiteboards. Initial Training Videos and basic how two's were custom created by Jeff and sent to faculty at the beginning of the year. Jeff also did many 1 on 1 sessions with teachers to get them connected and comfortable doing the basics on their boards. Training was offered & recorded on September 10th.   Additional training will be provided as we go through the year.

"Good morning,

Thank you for providing time for your teachers to learn more about their Newline panels today! Below you will find the recording of our first session, along with several other helpful resources.
Please feel free to share! I will share the recording of the afternoon session later today. 😊

[Here](#) *is the link to the recording of our training session this morning.*
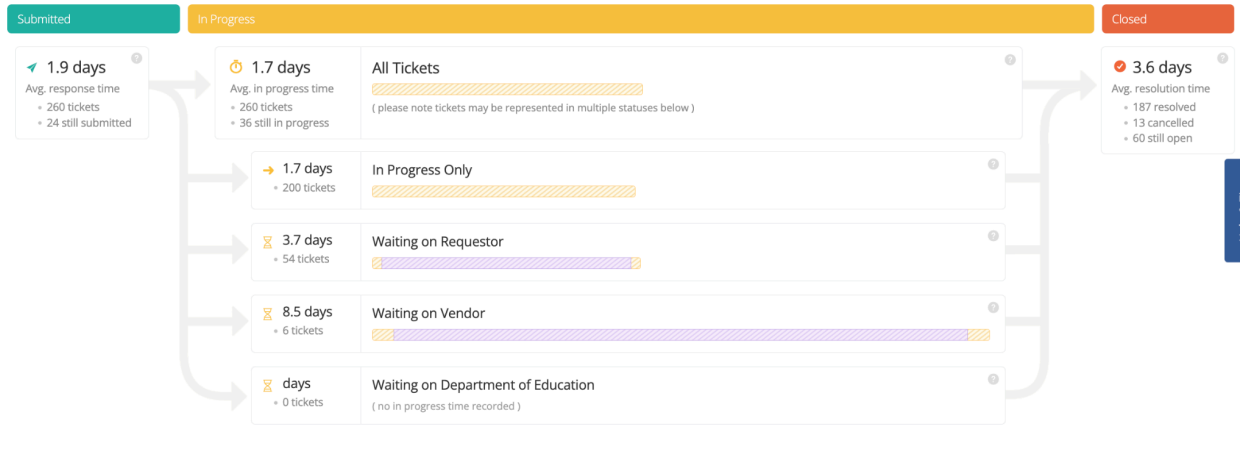[Here](#) *is the link to the recording of the second session.* 😊

RYE:

Student Devices: Summer preparation made it possible to have student devices ready on day one of school. This is no small feat. Thank you Chris Cooney!

Newline Boards: All staff participated in Training on August 23rd.   Chris Cooney put out several days worth of Appointment Slots for staff to pick a time for 1 on 1 assistance. He also did many impromptu training sessions. Faculty were up and running quickly, and are now ready for more training. We are looking at Newline Engage (free resource provided by Newline) to augment and truely get faculty and students interacting using technology. More exciting work to come!

Ipad App review - K-1 Ipads were erased and re-imaged with baseline apps for K-1 students. Some ipads had residual profiles that were installed by previous tech staff. They were not set to remove when the profile was deleted.   This preceeded a school wide conversation about technology use including when / where / how much time was spent of technology. Kate

Morrision and Michelle introduced faculty to the SAMR model of technology integration as a framework for looking at lessons involving technology. More work to come on this topic!

Ticket Pipeline Analysis (shows time spent in each status, along with ticket routing for all workflows)

Submitted

In Progress

Closed

1.9 days
Avg. response time
- 260 tickets
- 24 still submitted

1.7 days
Avg. in progress time
- 260 tickets
- 36 still in progress

All Tickets

(please note tickets may be represented in multiple statuses below)

3.6 days
Avg. resolution time
- 187 resolved
- 13 cancelled
- 60 still open

1.7 days
- 200 tickets

In Progress Only

3.7 days
- 54 tickets

Waiting on Requestor

8.5 days
- 6 tickets

Waiting on Vendor

days
- 0 tickets

Waiting on Department of Education

(no in progress time recorded)

STAY SAFE ONLINE WHEN USING AI

While AI might offer valuable capabilities, always remember to stay proactive and educated about the risks. Here are essential tips to ensure you stay secure while using generative AI.

1. Mind Your Inputs

AI systems learn from user inputs, so refrain from sharing anything you want to keep private, like your workplace's company data or your personal details.

TIP: *Avoid sharing sensitive or confidential information with AI models – if you wouldn't post it on social media, don't share it with AI.*

2. Be Privacy Aware

Since AI models often scrape data from the web, what you share publicly online may be copied, in whole or in part, by AI tools.

TIP: *Think about what you share with a wide audience – would you want an AI to have it?*

3. How Hackers Use AI

Cybercriminals may use AI to fool you. Public tools can mimic a person's voice or image (this is sometimes called a "deepfake"). Criminals can make a voice call to mimic a trusted person and steal money or to harass people by posting fake or modified images and videos.

TIP: *Stay updated on cybersecurity best practices. Criminals using AI as a tool makes it more important that everyone protect themselves using the core 4 behaviors: strong passwords, MFA, software updates, and reporting phishing.*

4. AI is a Tool

While AI can assist with tasks, it's important to maintain your expertise and not rely solely on AI-generated content. Prompting isn't the same as creating!

TIP: *Treat AI as a helpful tool rather than a replacement for your skills.*

Remember: Follow the Core 4

As generative AI increases in popularity, adopting the "Core 4" cybersecurity behaviors is paramount for all of us. Use strong, unique passwords (and a password manager!), turn on multifactor authentication for all accounts, keep software updated and watch for phishing.

Use strong passwords
Learn More

Turn on MFA
Learn More

Keep software updated
Learn More

Watch for phishing
Learn More