



East
Hartford
Public
Schools

TECHNOLOGY UPDATE

VISION

Schools that are the
Pride of our Community

MISSION

To deliver a high quality
learning experience for
Every Child, Every Day



Schools that are the Pride of the Community

CORE BELIEFS



East
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Technology Update
2022-2023



- Seize new technology opportunities to enhance structures for learning and working
- Students and staff will benefit from the unlimited advantages that these new technologies provide



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**Technology Update
2022-2023**

Portfolio Stats



Network:	
Routers	20
Firewalls	4
Server Hosts	6 Hyper-V
Servers	67 Virtual
Storage for Servers	3 Network Storage Devices
Wireless Controllers	2
Wireless Access Points	413
Content Filter	2
Spam Filter	2
Phones	1,273

17 buildings



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Technology Update
2022-2023

Portfolio Stats

	Devices 2022
Staff Devices	3,800
ChromeBook/Clever Carts K-12	655
ChromeBooks	6500
iPads	200
Webcams	900
SmartBoards	675
Total Devices	12,730



17 buildings



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**Technology Update
2022-2023**

Portfolio Stats



Help Desk Tickets	6,397
Managed Miles of Fiber	42
Network Closets	48

17 buildings



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**Technology Update
2022-2023**

Technology Staff

- 1 CIO
- 1 IT Manager
- 3 DevOps Staff
- 3 Network Administrative Staff
- 8.5 Building Technicians
- .5 Web Master
- Summer Interns



Family and Staff Supports

- Open hours at MS and HS tech offices for student device issues
- Assisting school staff with parent access to the portal for form signatures
- Assisted with ParentSquare implementation
- Assisted with CT-SEDS for Pupil Personnel Services
- Assist with School Based Health Centers



Projects

- Worked with Science Department on virtual reality goggles for Nursing program
- Implemented Multi Factor Authentication for Email
- Awarded RFP for Battery Backups
- Awarded RFP for Routers
- Assisted with copier project
- WiFi project at the schools
- Worked with RFP awardee to create a data warehouse



Vulnerability Test



- Commissioned independent Pen test
- Test occurred during first 2 weeks of February
- Tested from external and internal addresses
- Overall, our network is in very good shape
- Remediated all external issues
- Many internal issues are related to copiers and printers

Technology Summer Projects

- Assisted with collection of devices at the end of school
- Assisted with distribution of devices at the beginning of school
- Over 6,500 Chromebooks and 1200 laptops were repaired, cleaned and documented
- Delivered more than 800 devices for ESY and Summer School within 2 weeks
- Repaired, cleaned and documented the 500 summer school devices a second time
- Set up all district classrooms with technology for the start of school



Technology Since June

- Developed an asset inventory data base that is using a scanning method to increase efficiency
- Worked with Ellen Delgado to make sure SBAC testing was ready to go on all devices
- Worked with the HS on Wireless access for parents and students for FASFA
- Worked with the HS on access for SAT testing
- Increased our security infrastructure



Emerging Priorities and Challenges

Devices

- Developing processes that will allow the 1:1 initiative after federal funding is no longer available
- Working with EHPS staff to understand the importance of monitoring device damage/loss

Network

- Continue to monitor the WiFi network for any areas that do not have adequate coverage
- Security remains a priority for our department. We continue to monitor our systems and network traffic for security issues.

Support

- Help Desk is available for every person in the East Hartford School District. Parents, students and staff can submit tickets and interact with the tech department.
- Working with families that do not speak English

Federal Funding

- Erate funding has become an important opportunity for the district to apply for Federal funding for Internet Access from within the district. Erate could offset our connection and network equipment costs between 85%-90% when applied for and managed efficiently.

Funding

- COVID relief funds were utilized to implement a 1:1 initiative. Looking past FY24 it is important to create a sustainable refresh cycle for the network and devices



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**Technology Update
2022-2023**

Recap

- ✓ The technology department continues to support staff and student technology needs
- ✓ We completed a vulnerability test and addressed issues
- ✓ We continue to improve our WiFi coverage
- ✓ We implemented a new asset management system that tracks accountabilities, damages and device assignments.
- ✓ We continue to work with buildings on unique needs



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Thank you for your time!