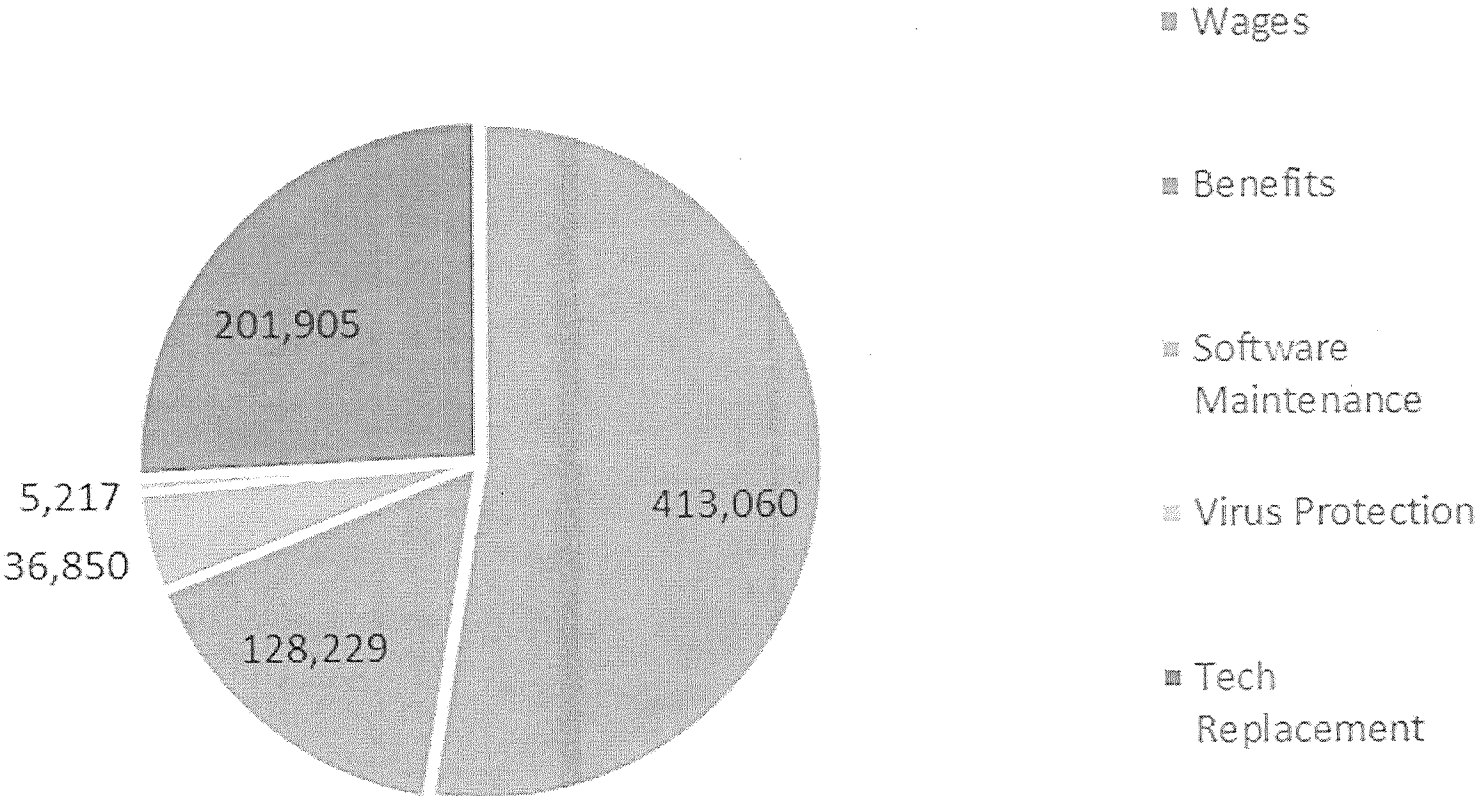


# Information Technology

# Technology 15/16



## **SD8 IT Scope**

We take care of computers, networks, wifi, printers, faxes, email, websites, bus radios, cell phones, BCESIS, phone systems, voicemail, L4U (library software), backups, security, software licensing, network and communication wiring and radio links, PA's, video systems, security cameras, hardware and software procurement, copiers (print management), bell systems, special things (like sewage alarm at Blewett, and heating controller boards),

We support remote DDC connections, Troubleshooting software issues, allocating computer resources, managing computer accounts, researching new technology,

We design and implement new systems, strategies, and server software related to management of the ever growing demands on the IT information structure,

Perform board level repairs on a variety of electronic equipment, train the end users, and we shovel snow.

## SD8 IT Scope

26 sites: each site has a file server and L4U server (some have terminal servers). Almost all sites are now virtual servers and we are on single windows domain. District servers: web, email, root, SDS, eserve, bridgit, Appassure (2), Syncrify, laserfiche, replica servers, moodle, radius.

1750 computers in the district (estimate)

600 iPads/tablets in the district (estimate)

Everything is inventoried but just a list so far. We are looking to organize it better by moving it to the work order system

In the 2013-14 school year we completed 1113 work orders and I'm sure that this is a small fraction. We are trying to be more accurate this year.

### Age groups for IT Staff

|         |   |
|---------|---|
| 30 - 39 | 1 |
| 40 - 49 | 2 |
| 50 - 59 | 2 |
| 60 - 69 | 1 |

# Service Desk

