Technology Update

East
Hartford
Public
Schools

Every Child Every Day

*Schools that are the
Pride of the Community*

VISION

Schools that are the Pride of our Community and technology rich for our students.

MISSION

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

CORE BELIEFS

East Hartford Public Schools
Every Child Every Day

- Expectations Matter
- Effort Matters
- Competence Matters
- Solutions Matter
- Relationships Matter
- Results Matter

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Portfolio Stats

Network:

Routers – 19

Firewalls - 4

Server Hosts – 7 Hyper-V

Servers - 38 Virtual

Storage for Servers 2 Network Storage Devices

Wireless Controller – 2

Wireless Access Points – 380

Content Filter (CEN hosted) 1

Spam Filter (Vendor Hosted) 1

17 buildings

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Portfolio Stats

Devices Pre COVID-19

Desktops – 4212

Laptops – 547

ChromeBooks – 97

iPads – 275

SmartBoards – 654

Total Devices – 5785

17 buildings

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Portfolio Stats

Devices After March 2020

Desktops – 3212

Laptops – 2088

ChromeBooks – 4817

iPads – 100

SmartBoards - 675

Total Devices =10,892

17 buildings

Technology Update
**March 2020 – October 2020**

Technology During DLP

- 365 iPads configured for K-5

- 375 Laptops configured for 6-12

- 124 Laptops configured for staff

- 97 ChromeBooks configured for 3-12

- Over 12,000 student/staff help desk tickets closed

Family and Staff Supports

- Created email for families and staff for tech support

- Created directions for variety of devices to access curriculum

- Assisted staff and students with Google Classroom
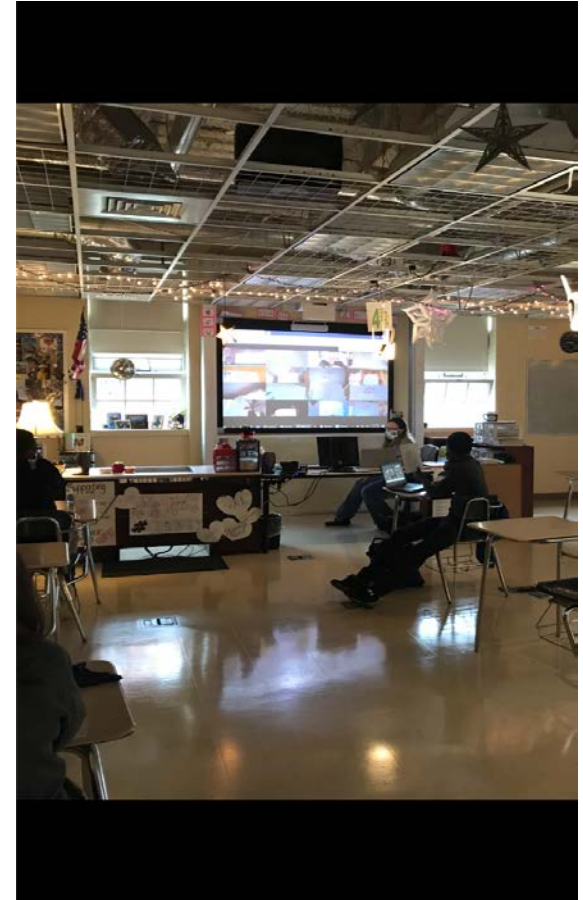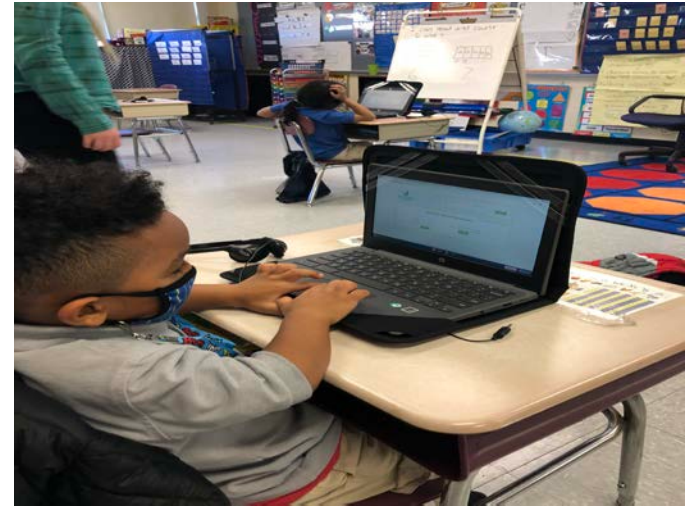
They Arrived

Technology Since August

- In 6 days we distributed over 1800 Chromebooks

- 100 iPads re-configured

- 2088 Laptops configured for 9-12

- 4117 ChromeBooks configured for Pre-k –5

- Over 7500 student/staff help desk tickets closed

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Technology Since August

- 482 Laptops configured for teachers

- All support staff will have a device by Thanksgiving

- We are working with classroom teachers to maximize and utilize technology
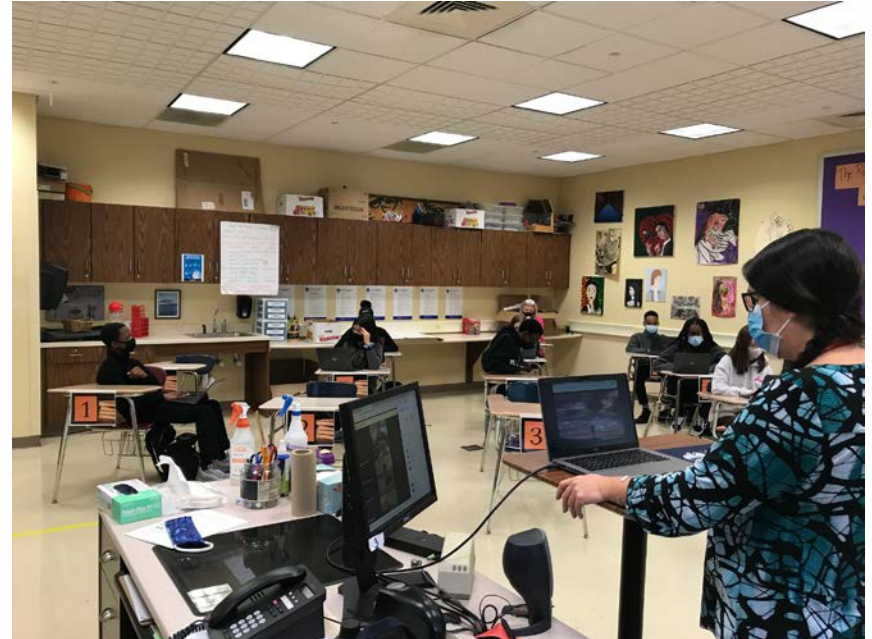
Family and Staff Supports

- Assigned several tech's and DevOps staff to monitor and assist families with tech support

- Customized directions for variety of devices to access curriculum

- Worked with the technology coach's to assist staff and students with Google Classroom

- Worked with the state to provide free Internet vouchers to families that qualified from Comcast

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School Year 2019-2020 Completed / In-Process Projects

Planned Technology Projects

Server Project	Completed	Replace routers at EHMS/EHHS	Completed
Backup Project	Completed	Electrical Wiring for Access Points	Completed
Router Upgrade and Replacement	Completed	Set up Microsoft AZURE for Laptops	Completed
Wireless Controller Upgrade	Completed	Wireless Access Points	Completed
Phone Project	Completed	Upgrade Fiber for EHHS/EHMS/CIBA	Completed
Security Information and Event Management	Completed	Network Alerts	Completed

Unplanned Technology Projects

Device distribution March-April for DLP	Completed	Re-do Website to support DLP, IPL and RLE	Completed
Support for Families and Remote Staff during DLP, IPL and RLE	Completed	Configure and support Zoom conferences for BOE and Admin	Completed
Image 2069 Laptops for 9-12 RLE and IPL	Completed	Configure and distribute 4817 Chromebooks for RLE/IPL and 2088 Laptops	Completed
Purchase/configuration of Google Classroom Enterprise	Completed	Upgrade Bandwidth from 1 Gig to 2 Gigs at 2 Sites	Completed

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**Technology Update
March 2020 – October 2020**

Emerging Priorities and Challenges

Devices
- ChromeBooks and Devices for Students and Staff are a district priority. With a combination of donations and Partnerships we are 1:1 as of November 9 at every school and grade Level. Supporting over 10,000 devices will become a Challenge in the coming month's and years.

Network
- The Wi-Fi network has emerged as a district priority for supporting the 10,000 devices we have distributed. Access to files, folders and the Internet is a priority. Utilizing Erate we were able to supplement our current system to expand and support the needs of the district. We will need to continue to improve our Network and Wi-Fi capabilities

Support
- Help Desk has become an important tool for staff, students and families. Finding ways to assist students and families continues to evolve. We are averaging over 500 tickets a week with Remote Learners that need support on their devices or their home Wi-Fi. Working with Remote Access tools presents its own set of challenges.

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 has the ability to offset our Connection and network equipment costs by 90% when applied for and managed efficiently.

Funding
- Covid relief funding allowed us to obtain technology for every student. This funding is limited in scope and a one time opportunity
- High dependency on donations and Grants. Donations will not sustain the need to replace devices and an infrastructure
- Moving forward there will be a high dependency on Capital Reserve. It will be hard to finance all of the needs with the uncertainty of CR

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March 2020 – October 2020

Funding

- ChromeBooks - $755,343 – Grants and CARES ACT

- Laptops - $45,267 - Grants

- Laptops – 2088 Donated for 9-12 grade students by the Partnership

- Laptops – 407 Donated by the State of Connecticut

- Web-Cams for RLE and IPL teachers – 350 – CARES Act

- SmartBoard replacement - 133 – CARES Act and Alliance Grant

- Remote Assist Software to work with RLE families – CARES Act

- Security Monitoring Tool – CARES Act

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Recap

- COVID funding was responsible for the majority of Technology purchasing, this is one time funding

- FY2020 was a year of technology and need which were fulfilled by donations, grants and one time funding, however funding opportunities will not be as easy to attain in years to come

- EHPS has infrastructure refresh needs that will have to be built into the Operations budget

- Predictability of funding will remain a challenge

- FY2021-2025 plan is being developed with sustainability in mind

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Thank You for your time!