

Review of Recent Technology Services Initiatives

Year of Implementation	Category	Activity
2015-16 Year	All	Resolved 2279 tickets (implementation year)
2015-16 Year	End-User Experience Enhancement	Annual Laptop Checkup process and check-out procedure updated for teachers to ensure that custom software, and printers were available on the computer at pickup time
2015-16 Year	End-User Experience Enhancement	Change from disparate, os-based remote management connection tools to TeamViewer increasing privacy via user initiated session and off-site Help Desk support
2015-16 Year	End-User Experience Enhancement	Facilitated a trial deployment of Epson interactive short-throw projectors in multiple classrooms, in conjunction with the initial furniture pilot
2015-16 Year	End-User Experience Enhancement	Facilitated a trial deployment of SMART Interactive Flat Panel displays
2015-16 Year	End-User Experience Enhancement	Renovation and installation of permanent AV equipment in multiple general use areas at both Glenbrook North and Glenbrook South
2015-16 Year	End-User Experience Enhancement	Configuration of LDAP Authentication for Mastery Manager
2015-16 Year	End-User Experience Enhancement	Configuration of the AVST voicemail system to provide users the ability to access messages using the AVST mobile app or web-based portal
2015-16 Year	End-User Experience Enhancement	Construction of the Professional Development and Public Meeting Rooms at the District Administration Building, complete with audio recording, presentation, and teleconference capabilities
2015-16 Year	End-User Experience Enhancement	Creation of new, automatically managed, Google Groups for staff collaboration and communication (e.g. allstaff@glenbrook225.org)
2015-16 Year	End-User Experience Enhancement	Deployed automated third-party software update retrieval and packaging for macOS systems allowing for immediate updates to approximately 70 software titles to be ready for testing and deployment every morning
2015-16 Year	End-User Experience Enhancement	Implementation of the FreshDesk hosted help desk solution with G Suite and phone integrations
2015-16 Year	End-User Experience Enhancement	Implementation of the Frontline Absence Management (Aesop) system for coordinating substitute needs
2015-16 Year	End-User Experience Enhancement	Implementation of the Self-Service Password Reset Manager Tool and Associated Password Reset Procedures
2015-16 Year	End-User Experience Enhancement	Implementation of the TalentEd Perform employee appraisal system for all certified staff members
2015-16 Year	End-User Experience Enhancement	Implementation of the UMRA Automation Solution for User Account Provisioning for staff and student account management
2015-16 Year	End-User Experience Enhancement	Retirement of the CAM Bookstore Management System
2015-16 Year	End-User Experience Enhancement	Transition of Skyward database support to the Technology Services team

2015-16 Year	End-User Experience Enhancement	Transition to SMART Learning Suite annual license (providing the most recent edition of SMART Notebook and other collaborative tools)
2015-16 Year	End-User Experience Enhancement	Transition to the Adobe Creative Cloud annual license (providing the most recent editions of Adobe products)
2015-16 Year	Information Security Enhancement	Facilitation of the "Sending Email is Easy: Reminders for School District Employees on Email Etiquette" presentation for all non-certified staff members
2015-16 Year	Information Security Enhancement	Follet inventory and labeling of all technology equipment District-Wide
2015-16 Year	Information Security Enhancement	Security Awareness Training Brown-Bag session offered by Help Desk technicians Peter Spero and Eric Meyer in cooperation with EdTech at both schools to raise awareness about phishing scams, social engineering etc
2015-16 Year	Lab and Computer Refresh	Replaced workstations based on the identified 2015-16 cycle
2015-16 Year	Network Enhancement	Addition of a second 10GB wide area network connection located at Glenbrook North, supporting the Northfield Township Technology Consortium
2015-16 Year	Network Enhancement	Implementation and Configuration Lightspeed Web Filtering
2015-16 Year	Network Enhancement	Implementation of Sophos Central End-Point Security System
2015-16 Year	Network Enhancement	Implementation of the HP 5900 series switch solution, and redesign of the Northfield Township Technology Consortium network backbone
2015-16 Year	Network Enhancement	Migration of the Microsoft Active Directory 2012 R2 Environment
2015-16 Year	Network Enhancement	Transition to an Hosted Website Provider (AmericanEagle.com) for the District's web presence (glenbrook225.org)
2015-16 Year	Network Enhancement	Updated Windows imaging to modular style consistent with current best practices
2015-16 Year	Organization Update	Recruitment of a new Director of Technology Services and restructuring of technology support personnel (e.g. database analysts, information systems trainer)
2015-16 Year	Plant Operations and Security Enhancement	Installation of proximity door access control at the Glenbrook Transition Center (Downtown Northbrook)
2015-16 Year	Plant Operations and Security Enhancement	Installation of Vanderbilt Bright Blue Door Access Control System @ GBA
2016-17 Year	All	Resolved 6978 tickets
2016-17 Year	End-User Experience Enhancement	Installed standardized wireless network equipment, and revised network connection configuration for the Glenbrook Transition Center (Downtown Northbrook)
2016-17 Year	End-User Experience Enhancements	Aligned imaging procedure for macOS and Windows so that technicians have consistent procedure for both operating systems deployments
2016-17 Year	End-User Experience Enhancement	Configuration of LDAP Authentication for AppliTrack

2016-17 Year	End-User Experience Enhancement	Configuration of the Office 365 and Microsoft Services Solution
2016-17 Year	End-User Experience Enhancement	Conversion of the Read180 Migrated to Hosted Solution
2016-17 Year	End-User Experience Enhancement	Design and Implementation of the InfoSnap-driven New Student Enrollment Process for Incoming Freshmen and Transfer Students, and the Bus Application Process
2016-17 Year	End-User Experience Enhancement	Distribution of Chromebooks or laptops to Instructional Assistants based on position responsibilities and need
2016-17 Year	End-User Experience Enhancement	Implementation of Aruba VIA Virtual Private Network Solution and Elimination of the Cisco VPN Solution
2016-17 Year	End-User Experience Enhancement	Implementation of Google Cloud Print to support special education classrooms and IAs using Chromebooks
2016-17 Year	End-User Experience Enhancement	Implementation of the Image / Zebra ID Printing Solution
2016-17 Year	End-User Experience Enhancement	Implementation of the KnowBe4 information security awareness and education system for all staff users
2016-17 Year	End-User Experience Enhancement	Implementation of the Lightspeed Mobile Device Manager Solution to Manage Special Education iOS Devices
2016-17 Year	End-User Experience Enhancement	Implementation of the MBA Alerts Plugin for PowerSchool
2016-17 Year	End-User Experience Enhancement	Implementation of the MBA Fee Plugin Solution and e-Funds for Schools Online Payment Portal Solution
2016-17 Year	End-User Experience Enhancement	Implemented a traveling technician role to better provide support for off-campus, transition, administration building and to provide on-demand coverage throughout the district as needed.
2016-17 Year	End-User Experience Enhancement	Implemented software monitoring for workstation diagnostic monitoring (e.g. battery life)
2016-17 Year	End-User Experience Enhancement	Provided macOS Certification training and testing to technicians to provide them with the knowledge they need to support end users and their devices
2016-17 Year	End-User Experience Enhancement	Reconfiguration of the GBN and GBS Technology Services offices to offer a more welcoming environment for users, including a conference table and chairs for individual, in-person trainings
2016-17 Year	End-User Experience Enhancement	Renovation and implementation of the Tightrope broadcasting solution to support the District's Cable TV and online streaming stations
2016-17 Year	End-User Experience Enhancement	Transition from numeric to identity-based usernames for all staff members to meet the growing needs of online application services
2016-17 Year	End-User Experience Enhancement	Transition office support personnel from legacy desktop workstations to laptops
2016-17 Year	End-User Experience Enhancement	Transition to a network license model for MasterCam at GBN allowing students to use mobile devices in the PLTW classrooms without being tied to a hardware based licensing device (e.g. hasp)

2016-17 Year	End-User Experience Enhancement	Upgrade from Windows 7 to Windows 10 to ensure the latest security updates and features are available to users
2016-17 Year	End-User Experience Enhancement	Wireless coverage for CPA @ GBN and Auditorium @ GBS
2016-17 Year	Information Security Enhancement	Implement firmware password management solution for macOS to secure devices against malicious external boot
2016-17 Year	Lab and Computer Refresh	Replaced workstations based on the identified 2016-17 cycle
2016-17 Year	Network Enhancement	Addition of Northbrook School District 27, Northbrook Park District, and the Northbrook Public Library to the Northfield Township Technology Consortium
2016-17 Year	Network Enhancement	Consolidation and Configuration of the Epson Projector Management Solution
2016-17 Year	Network Enhancement	Consolidation and Upgrade of the FileMaker Database Environment
2016-17 Year	Network Enhancement	Created a model IDF at GBA with SmartRate Ports for Access Points (2.5 GB)
2016-17 Year	Network Enhancement	Expansion of the District's primary file storage infrastructure (SAN) to virtualize multiple network services, previously assigned to stand-alone servers
2016-17 Year	Network Enhancement	Expansion of the Northfield Township Technology Consortium (Northbrook Public Library; Northbrook Park District)
2016-17 Year	Network Enhancement	Implemented an Aruba ClearPass failover configuration to ensure wireless services are maintained even if an individual data center is non-responsive
2016-17 Year	Network Enhancement	Installation and Configuration of Wave 2 Aruba Wireless Network
2016-17 Year	Network Enhancement	Installed additional fiber connections underground between GBA and GBS, as well as between GBN and GBS, and several internal connections in buildings
2016-17 Year	Network Enhancement	Upgraded Lightspeed Web Filtering to 3.x Long Horn
2016-17 Year	Network Enhancement	Virtualization of the AVST and Mitel ISS Servers
2016-17 Year	Organization Update	Transition of the Technology Services department to the supervision of the Assistant Superintendent for Business Services / CSBO
2016-17 Year	Organization Update	Transition to an Interim Technology Services Manager structure
2016-17 Year	Plant Operations and Security Enhancement	Construction of New Project Lead the Way Classrooms (GBN/GBS) and a Science Classroom (GBS)
2016-17 Year	Plant Operations and Security Enhancement	Elimination of multiple storage rooms, and centralization of technology supplies and assets to a single location in each building
2016-17 Year	Plant Operations and Security Enhancement	Installation of Vanderbilt Bright Blue Door Access Control System @ GBN & GBS

2016-17 Year	Plant Operations and Security Enhancement	Review and reconfiguration of existing security camera system; installation of security cameras at the District Administration Building; replacement of security camera system at Glenbrook Off-Campus
2016-17 Year	End-User Experience Enhancement	Implementation and facilitation of an annual Support Staff Fall Update to review changes in Business, Human Resources, and Technology processes
2016-17 Year	End-User Experience Enhancement	Implementation of a technology orientation session in conjunction with HR department for early access to technology and devices for all newly hired employees
2017-18 Year	All	Resolved 3290 tickets (YTD)
2017-18 Year	End-User Experience Enhancement	Check-out inventories made available in each school and the District office for immediate maintenance and repair support
2017-18 Year	End-User Experience Enhancement	Development and implementation of a substitute teacher technology orientation session, in partnership with the Human Resources department
2017-18 Year	End-User Experience Enhancement	Transitioned the GBS CTE computer lab from Windows PCs to new iMacs to support curricular updates
2017-18 Year	End-User Experience Enhancement	Distribution of Fujitsu ScanSnap desktop scanners for all office support personnel responsible for financial reporting and record management, to support transition to paperless workflows (e.g. invoice submissions)
2017-18 Year	End-User Experience Enhancement	Enhancement of internal processes to provide better documentation, training, and basic knowledge of school software systems to Help Desk personnel to better support teachers and parents
2017-18 Year	End-User Experience Enhancement	Hosted FileMaker training for programming team allowing for better support of the athletic and student services department needs
2017-18 Year	End-User Experience Enhancement	Implementation of AVST Auto Attendant with Voice Prompts
2017-18 Year	End-User Experience Enhancement	Implemented Help Desk support procedures for parents enrolling students in PowerSchool online, paying fees, and online bookstore
2017-18 Year	End-User Experience Enhancement	Made available Google Cloud Print and AirPrint queues to students at both schools for printing jobs from Chromebooks and mobile devices (e.g. smart phones, personal laptops)
2017-18 Year	End-User Experience Enhancement	Provided Windows 10 training to technicians to provide them with the knowledge they need to support end users and their devices
2017-18 Year	End-User Experience Enhancement	Redesign of the District's web presence (glenbrook225.org)
2017-18 Year	End-User Experience Enhancement	Testing and implementation of Follow-Me printing (secure print queue) and release stations for printing services
2017-18 Year	End-User Experience Enhancement	Transition of all software license management to the Technology Services department to provide a single point of contact, and ensure continuity in license management
2017-18 Year	Information Security Enhancement	Implementation and configuration of RF Protect to enhance intrusion prevention security of the wireless network

2017-18 Year	Lab and Computer Refresh	Replaced workstations based on the identified 2017-18 cycle
2017-18 Year	Network Enhancement	Expansion of the District's primary file storage infrastructure (SAN) to support the needs of the broadcasting curriculum at both schools
2017-18 Year	Network Enhancement	Implementation and Configuration Lightspeed ChromeBook Filtering (LightSpeed Relay)
2017-18 Year	Network Enhancement	Implementation of MRTG & PRTG to monitor and gauge Internet use of all Consortium agencies
2017-18 Year	Network Enhancement	Implementation of the Aruba Airwave system enabling enhanced reporting and analytical data reviews of the wireless network
2017-18 Year	Network Enhancement	Installation and Configuration of New Backup Solution (Dell Rapid Recovery)
2017-18 Year	Network Enhancement	Relocation of Data Center Equipment from the Landwehr Facility
2017-18 Year	Network Enhancement	Renovation of Department Shares Structure
2017-18 Year	Network Enhancement	Upgrade firmware on edge switch infrastructure (Layer2, All IDFs - QTY 50)
2017-18 Year	Network Enhancement	Upgrade HP IMC software for all IDF switches management
2017-18 Year	Network Enhancement	Upgrade of Aruba Wireless infrastructure, ClearPass Aruba Wireless Network, VMWare Environments for software compatibility and security enhancements
2017-18 Year	Organization Update	Transition to a Technology Services Manager structure with two leaders overseeing the day-to-day management and supervisor of Technology Services activities
2017-18 Year	Plant Operations and Security Enhancement	Installation of additional Security Cameras at the Glenbrook North, Glenbrook Off-Campus, and Glenbrook South