

May Board Report

April 15th – May 14th, 2026

1. Operational Highlights

- 1 Responded to and mitigated multiple phishing attempts throughout the month. Staff accounts were reviewed and restored after verification to ensure account security and minimize operational disruption.
- 2 Coordinated and planned student device collection efforts for East Minico, West Minico, Minidoka Junior High, Minico High School, and Mt. Harrison High School in preparation for end-of-year processing and summer maintenance.
- 3 Continued working with Canvas support regarding the Canvas Inbox instructor breach and ongoing restoration efforts for affected services and functionality.
- 4 Began planning PowerSchool trimester configurations for the alternative school to support scheduling and grading workflows for the upcoming school year.
- 5 Continued development of the district camera rollout gameplan and infrastructure planning for remaining district buildings.
- 6 Investigated and troubleshot widespread Google authentication and Chromebook sign-in issues affecting district services, including Clever, Google Workspace applications, and Chromebook login workflows. Extensive DNS testing and vendor coordination were performed with GoGuardian support to isolate intermittent DNS resolution failures impacting instructional access.
- 7 Continued ExacqVision camera server planning and storage allocation work for future district surveillance expansion projects.
- 8 Assisted schools with end-of-year technology support, device troubleshooting, account recovery, classroom technology requests, and infrastructure maintenance across multiple district sites.

2. Helpdesk & Support Metrics

Metric	Value
Total Support Tickets Submitted	267
Tickets Resolved	238
Average Response Time	7.1 Hours
Average Resolution Time	1 Day
Tickets Remaining Open	29

Technology staff continued prioritizing instructional continuity, account security, student device support, and infrastructure reliability throughout the month while preparing for summer projects and end-of-year operations.

3. Helpdesk Analytics Dashboard

