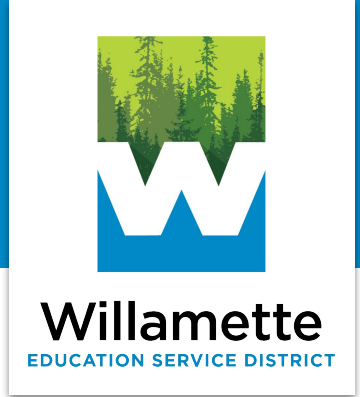


Technology Services

2020-2021 Department Achievements



2020-2021 Year End Summary. As with everyone, 2020-2021 was an exciting year with change, challenge and triumph. This year continued with an agency work from home policy due to the COVID-19 pandemic. Although work from home brought its challenges, it also provided for some major opportunities within the agency. The Technology Services Department had one resignation, one retirement, and three new positions. We saw advancement from within in two positions, one transfer from another department, and two new hires.

With challenge come strength. We continue our growth in employees, competency, and services to better serve our member districts.

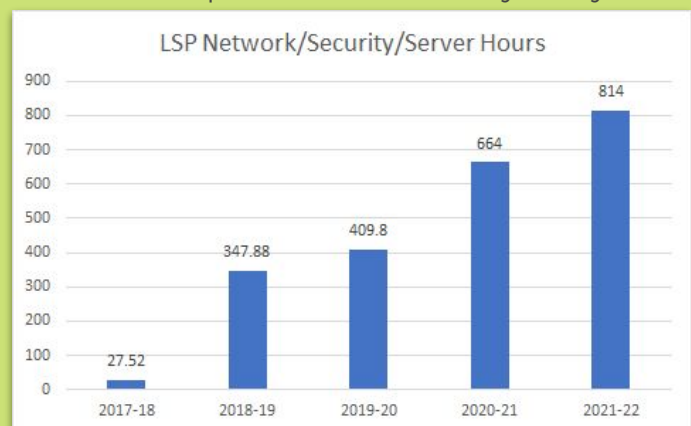


Network/Security/Server Services. Security continues to be the focus of most technology groups at the present time. With the ever increasing number of Ransomware attacks around the world, districts are working to security their networks and data.

For the 2021-22 year Antivirus licensing has increased over 100 percent, hardware and software inventory system has been adopted by eight districts, and Network/Security/Server hours have increased by 22 percent. A security baseline standard has been established so that continued improvement in each districts security posture can be tracked.

The WESD Security Analyst is continually working with districts to provide support and security recommendations and reviews for each district as requested. The Security Analyst Position has helped to established the security standards for the region and will continue to direct those standards.

For the upcoming year, we will continue to increase security within the agency and assist with improving district security with the reinforcement of base principals and the protection of agency resources with multi factor authentication,



1

Working Relationships. During the 2020-21 year the Technology Department of WESD continued to develop working relationships with additional ESD's in the State of Oregon. These working relationships have included Linn Benton Lincoln ESD, Lane ESD, and Southern Oregon ESD in addition to the established relationships with Multnomah ESD and Northwestern Regional ESD.

These working relationships allow WESD to provide services and expertise to other agencies while, at the same time, WESD is able to capitalize off of the strengths of the others. Through these efforts, was are able to offer more services to our districts while providing better quality of service.



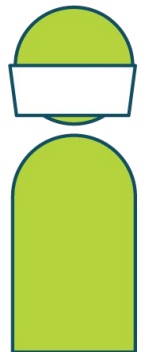
Working relationships will increase our strengths and offerings and allow us to better serve our districts.

2

Help Desk Support. The WESD help desk is comprised of 4.5 FTE including Kenneth Anderson, Darren Stormer, Troy Tyma, David Gibson, and Tyler Crawford. Through this pandemic year these individuals have worked in the office and provided services to not only WESD but districts and organizations within the region.

The Help Desk staff were consistently onsite at WESD to provide services to employees. While many employees were working from home, they traveled to Oregon State Hospital, Council of Governments, Willamina, Sheridan, St. Paul as well as other locations. Their professionalism and work ethic create a positive influence with our clients.

For 2021-22 we welcome three new employees to our ranks to replace two employees, who have been promoted from within our ranks, and one additional position to strengthen the team.



3

Internet Connection Costs. In the spring of 2021, WESD had the opportunity to rebid out the costs of Internet Last Mile services for the agency and districts that we serve. This process allowed us to encourage our vendors to be more aggressive in the services they are providing and the cost at which these services are being provided..

Savings for clients for last mile services were, in come cases, as high as 62 percent. These savings allowed our clients to have additional revenue to use on other LSP services or as the district needed. In addition to the savings, districts were able to significantly increase their bandwidth to pass more traffic to the Internet.



Public funds need to be respected and spent wisely. These funds will help to education our students and move us into the future.