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## In this issue:

- **WAN Progress**
- **Scheduled Power Outage**
- **Impact on Education Animated Video Contest**
- **Platt VoIP Phone Installation**
- **Spotlight On...**
- **Training Sessions**
- **Other News**

## Valuable IT Links

**Create a Support Request**  
*The quickest way to ask the Support Center for assistance!*

**IT Knowledge Base**  
*A great resource of information about many of the applications you use and common technical problems.*

**Teacher 2.0 Podcast**  
*Great teaching ideas using Web 2.0 tools from some of our own educators.*

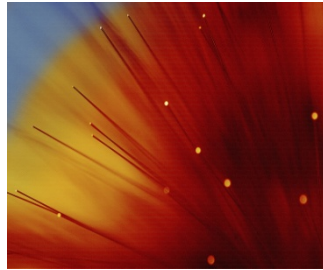
**SharePoint Help Page**  
*Tutorials to help the beginning SharePoint user.*

**Contact Us**  
Send Feedback to the IT Dept

**View Our Webpage**  
<http://www.bvsd.org/technology>

## IT Week in Review

### WAN Progress



It has been slow going and rough conditions as crews have been working between New Vista and University Hill this week. The conditions have been nearly impossible with solid rock and the complications of stolen 'no parking' signs and residential streets contributing to slow progress. It has been a much better situation for crews working near Superior and Eldorado K-8. They have placed over 8,500 feet of conduit in just

four days. Five and a half months of dogged determination finally paid off this week with the issuance of the railroad permits to cross the tracks on Arapahoe and at Jay Road and Hwy 119! You've never met bureaucracy until you've met the railroad.

### Scheduled Power Outage:

**\*WEBSITES, SERVERS, EMAIL UNAVAILABLE\***

The Division of Information Technology will be doing an upgrade to the power in the District server room during the weekend of November 22, 2008. This modernization will provide the necessary power to support the new equipment that is being installed as part of the WAN project.

**This will mean that all District technology will be unavailable during the weekend of November 22, 2008. This includes, but is not limited to, district email, district websites and servers, Infinite Campus, and Lawson.**

### Impact on Education Animated Video Contest

Impact on Education is hosting an animated video contest that runs between October 27, 2008 and January 6, 2009. The contest features an easy-to-use animation program called Kerpoof and is open to students between the ages of 5 and 18 years old. Visit the [Impact on Education website](#) for more information on how to enter and for the contest rules.

### Platt VoIP Telephone Installation

Several members of the Division of Information Technology installed 53 new voice-over-internet-protocol (VoIP) telephones at Platt Middle School last Friday and Saturday. The installation is the first in the District and was a great learning experience. Feedback from the school has been very positive and users are excited about the new equipment.

The telephones, which run over our new fiber optic system, feature an enhanced voice mail system offering many new capabilities previously unavailable.

## Spotlight on...Brittney Todd



Meet Brittney Todd, Support Center assistant with the Division of Information Technology. Brittney joined the District in August 2007, and has been assisting callers ever since. Brittney creates work orders that outline the difficulty a user may be experiencing. She is that friendly voice on the other end of the line!

In her spare time, Brittney enjoys teaching English to Spanish-speaking families. She holds her bachelor of arts degree in sociology from CU Boulder.

## Training Sessions



The following are recent training sessions conducted by the Department. For a catalog of available classes, visit our professional development website, [Avatar](#).

- Avaya VoIP Telephone & Voicemail Training

## Other News...

- The Division of Information Technology assisted the Bond Department this week in relocating equipment at Manhattan Middle, Boulder High, and Centaurus High. The schools, which are all having Bond construction work done, had their telephone and computer equipment moved to temporary locations while construction is completed.