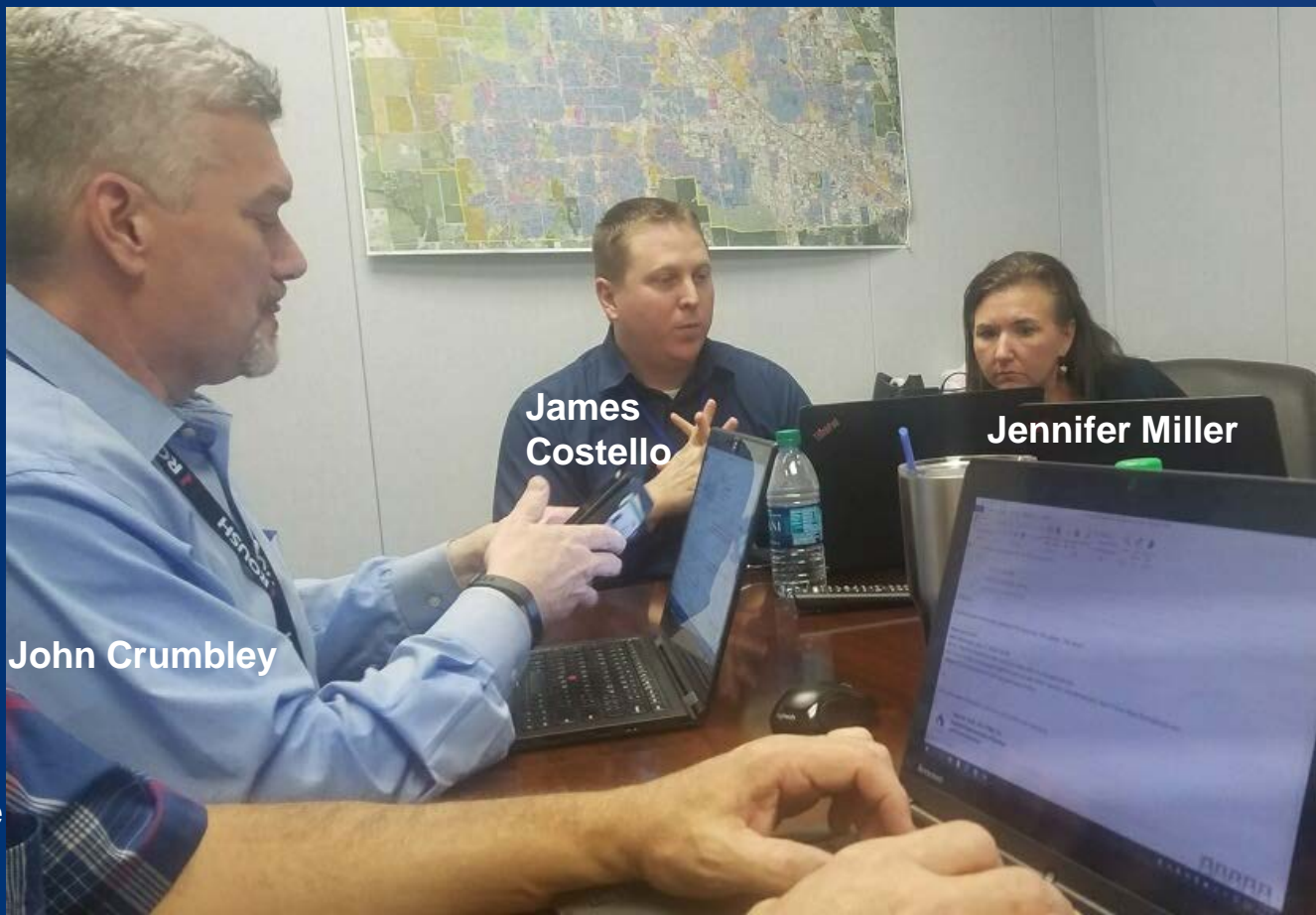




Cybersecurity Monday Meeting

On **Monday, September 10, 2018**, the first departmental Cybersecurity Leadership meeting was held. **James Costello** led the meeting as departmental leaders attended with their support staff. Those attending the first meeting included:

- **Frankie Jackson**
- **Eric Pina**
- **Jennifer Miller**
- **Paula Ross**
- **Greg Rhodes**
- **David Deitsch**
- **John Crumbley**
- **Eric May**
- **Rodney White**
- **Jay Johnson**
- **Larry Barrios**



John Crumbley

James Costello

Jennifer Miller

The team reviewed the current open initiatives. Key team members, action items were identified along with timeline schedules. Items discussed included the plans surrounding the Multi Factor Authentication (MFA) plan and process. The team also reviewed the Trusted Learning Environment application process. This meeting will provide the team an opportunity to meet regularly and plan the steps to ensure for a successful and secure cyber experience.

Performance Excellence



Cybersecurity Training and Staff Development Partnership

On **Tuesday, September 11, 2018**, **James Costello, Eric Pina, and Jennifer Miller** met with **Dr. Glenda Horner** and **Torine Champion** from the Staff Development office to discuss the Cybersecurity training distributed through the KnowBe4 system. The team met to discuss answers to questions **Dr. Horner** received regarding the training after the initial email distribution. The flyer shown to the right was distributed to principals and leaders attending the District Leadership Team Meeting on **Thursday, September 13, 2018**. In addition, the team discussed the ability to provide hour long training sessions through the Staff Development System. This will provide additional opportunities for staff members to attend and receive credit for training.



Dr. Glenda Horner

Torine Champion



****NEW Cybersecurity Training****

We are proud to announce that Cybersecurity training will be delivered to your E-Mail Inbox every 2 weeks. This training will take less than 15 minutes to complete. KnowBe4 is a third-party cybersecurity software used for security awareness training and simulated phishing attacks that helps us keep our electronic information safe.

Frequently Asked Questions

Why do employees even need this training?

- Cybercrime is moving at light speed. We want to give CFISD employees the knowledge and ability to protect their students, the district, and their families from cybercrime.

How long is the training?

- Most of the training will take less than 10 minutes, depending on your learning speed.

How often will we receive training?

- CFISD will send out different training every 2 weeks to ensure our employees receive as much useful knowledge as possible.

Do we receive credit for completing the training?

- Longer courses for credit will be offered through the Staff Development catalog.

Is the training mandatory?

- The training is optimal for helping you to protect your students, yourselves, and the district.

Still have questions or need support?

- Please contact the CFISD Customer Care Center at 281-897-4357.



New Technician Training

On **Wednesday, September 12, 2018**, **Jennifer Miller** met with Technicians new to the district to lead the New Technician Customer Support Training course. The training covered items essential to success in the district such as

- iSupport utilization
- Service Level Agreement categorization
- Customer Service skills
- CFISD Expectations and
- Provided Support

This is a great team of new Technicians already on their ways to excellent careers in CFISD.



Back row - Erik Avila, Lysette Logan, Jennifer Miller
Front row - Danny Paguaga, Mathew Wall, Richard Kurtz, Ron Rogers



Secret 6 for Great Service

- Know and exceed your customers' expectations
- Interruptions are opportunities
- Be Customer Focused
- Pretend it's you
- Smile and laugh
- Ask questions



Performance Excellence



Donors Choose Opportunities

On **Thursday, September 13, 2018**, **Jennifer Miller, Jay Johnson, Larry Barrios, and Kim Bowlin** met with **Lucinda Orr** regarding the Donor's Choose program. Several years ago, **Jennifer** met with **Lucinda** to iron out the processes and procedures for teachers to request hardware and software through the Donor's Choose program. Recently, Donor's Choose has created an opportunity for district's to provide their technology requirements and IT policy to help teachers remain in line with district specifications. **Kim Bowlin** will take the lead on this project and provide our district specifications to the Donor's Choose program to assist our teachers. This is one more way for teachers to continue to enrich their student's experiences.

Support a classroom. Build a future. Teachers all over the U.S. need your help to bring their classroom dreams to life. Choose a project that inspires you and give any amount.

District leaders and IT administrators can submit their technology guidelines via a [brief form](#). The district guidelines feature will only be seen by teachers if their district administrators have submitted their recommendations to DonorsChoose.org.

Are you a district administrator interested in submitting your district's technology guidelines? Fill out [this form](#), and learn more at www.donorschoose.org/administrators.



Share your district's technology policy so we can help teachers request compatible items. Whenever teachers in your district request devices like computers or tablets, we will display your district's guidelines and can link to your full IT policy.



Lucinda Orr

Kim Bowlin

Jay Johnson

Performance Excellence



Staff Development Liaisons



James Costello

On **Thursday, September 13, 2018** **James Costello** and **Jennifer Miller** attended the Staff Development Liaison meeting at the invitation of **Torine Champion**. **James Costello** presented to the packed room of liaisons regarding Cybersecurity and the steps the Technology Department has embarked upon to further secure our district's staff and students. **James** provided information regarding the KnowBe4 training and plans regarding additional training. Information was also provided regarding common traps people can easily fall into causing issues for their accounts.



K KEEP
E EDUCATING
Y YOURSELF



Great 8 Inventory Review



Leonard Chance

Jennifer Miller

On **Thursday, September 13, 2018** **Leonard Chance** and **Jennifer Miller** met to review and discuss modifications to the Inventory Expectations for Technicians while at the Berry Center. **Leonard** and **Jennifer** discussed the Inventory criteria and the best way to ensure expectations were measurable. Working with team members help all of us improve and ensure that we are all focused on verifying consistencies across all initiatives.

Performance Excellence

Posted by Jennifer Miller, Director of Performance Excellence and Cybersecurity Services September 14, 2018



Campus Visits – Smith Middle School and Campbell Middle School

On **Friday, September 14, 2018**, **Jennifer Miller** visited Smith Middle School and Campbell Middle School. While at the campuses, **Jennifer** met with the **Mr. Thomson** at Smith MS and **Ms. Lester** at Campbell MS. Librarians at both campuses. The Librarians are key members of each campus and have many responsibilities. One of these responsibilities includes helping students with their password utilization. If a student forgets their password, the Librarian is able to help them by resetting their password and helping them to set a new password that they will remember. The beginning of the year is a very busy time as all student passwords are reset to a new password during the summer. Once students initially login to the network they are required to change and set their password. Their password they select must be between 8 and 15 characters and must include 3 of the following characteristics:

- At least one capital letter
- At least one lower case letter
- At least one number
- At least one special character

Technology Services is very appreciative of all that our Librarians do to bring learning alive for our students.



Smith Middle School



Campbell Middle School



Mr. Thomson
Smith Middle School

Performance Excellence



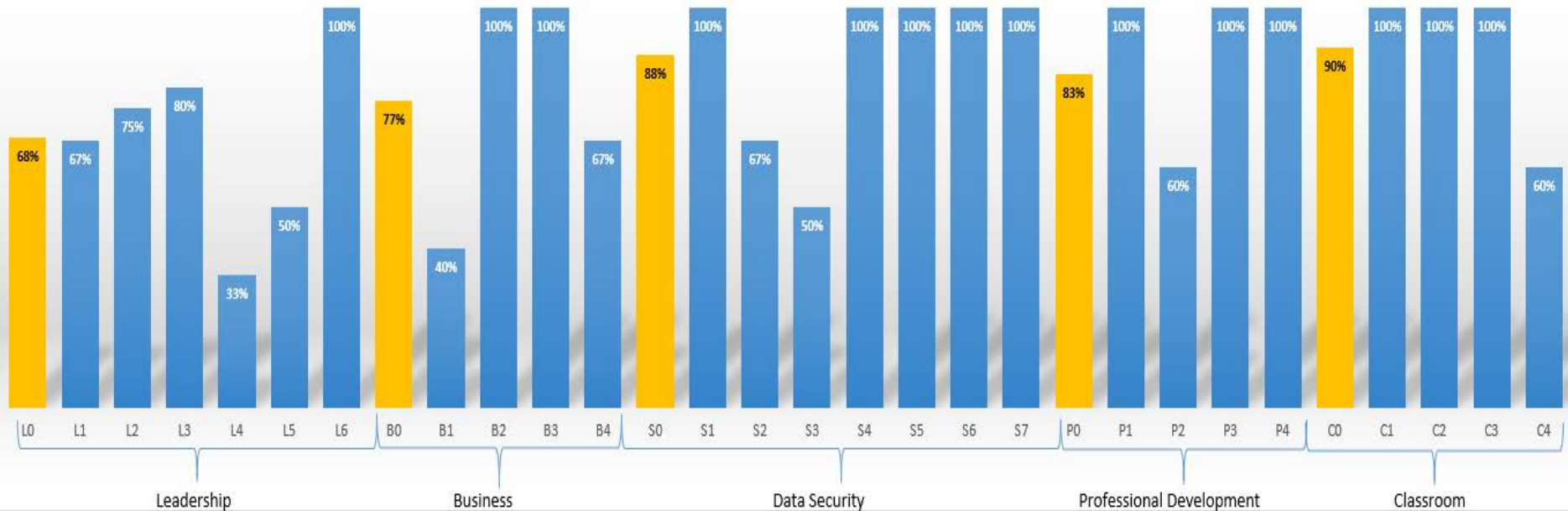
Trusted Learning Environment Application Status Review

The Cybersecurity Team continues to work towards the completion of the Trusted Learning Application. This week saw significant strides as 4 additional TLE Practice areas arrived at 100% completion. These areas include:

- **Data Security 1:** The school system website includes its data privacy and security policies and practices which are updated as-needed, but at least on an annual basis.
- **Professional Development 1:** Privacy and security of student data is embedded into training and professional development in all areas of school operations and academics.
- **Professional Development 4:** All staff members participate in annual student data privacy training related to applicable federal and/or state laws.
- **Classroom Practices 2:** Teachers are aware of and regularly use the school system's established process for vetting and procuring online services to be used in the classroom.

The district looks forward to participating in a peer review process during the last week of September to receive additional insight before submission.

Trusted Learning Environment Application Process



Performance Excellence



Performance Excellence Weekly Reflection



This was an incredible week. I had the opportunity to meet with our newest Technicians on Wednesday during the New Technician Training meeting. Seeing this team of new team members step forward, ask great questions, and share their plans to meet the needs of their campuses was very exciting. The future is bright for our new team members.

- Jennifer Miller