



Cybersecurity District Website Additions

On **Thursday, September 20, 2018**, **James Costello**, **Eric Pina**, and **Jennifer Miller** met with **Joel Weckerly** to discuss additional options to add to the website. Joel was very receptive to the need to add information regarding the steps the district is taking to ensure student information is safe and secure on our website. Two additional links have been added to the website this week.

1. A link to the **Student Data Privacy** information on the district homepage
2. A link to the **Student Data Privacy** information on each campus webpage.

STUDENT DATA PRIVACY



CFISD CYBERSECURITY MISSION STATEMENT

To help students and staff to succeed in their tasks in a secure manner, and to protect our CFISD community from cybercrime.



District Home Page

- Home
- News & Media
 - News
 - Ad Rates
 - CFTV – Channel 16 Programming
 - CFTV Online
 - CFISD Logo Style Guidelines
 - Community Newsletter
 - Student of the Week
 - Superintendent Messages
 - Privacy Policy
 - Student Data Privacy**
 - Accessibility Statement
 - Social Media

District Home Page

- Home
- School News
 - eNews Signup
 - School News
 - Calendar
 - Newsletters
 - Community Flyers
 - Accessibility Statement
 - Privacy Policy
 - Student Data Privacy**

Performance Excellence

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

September 21, 2018



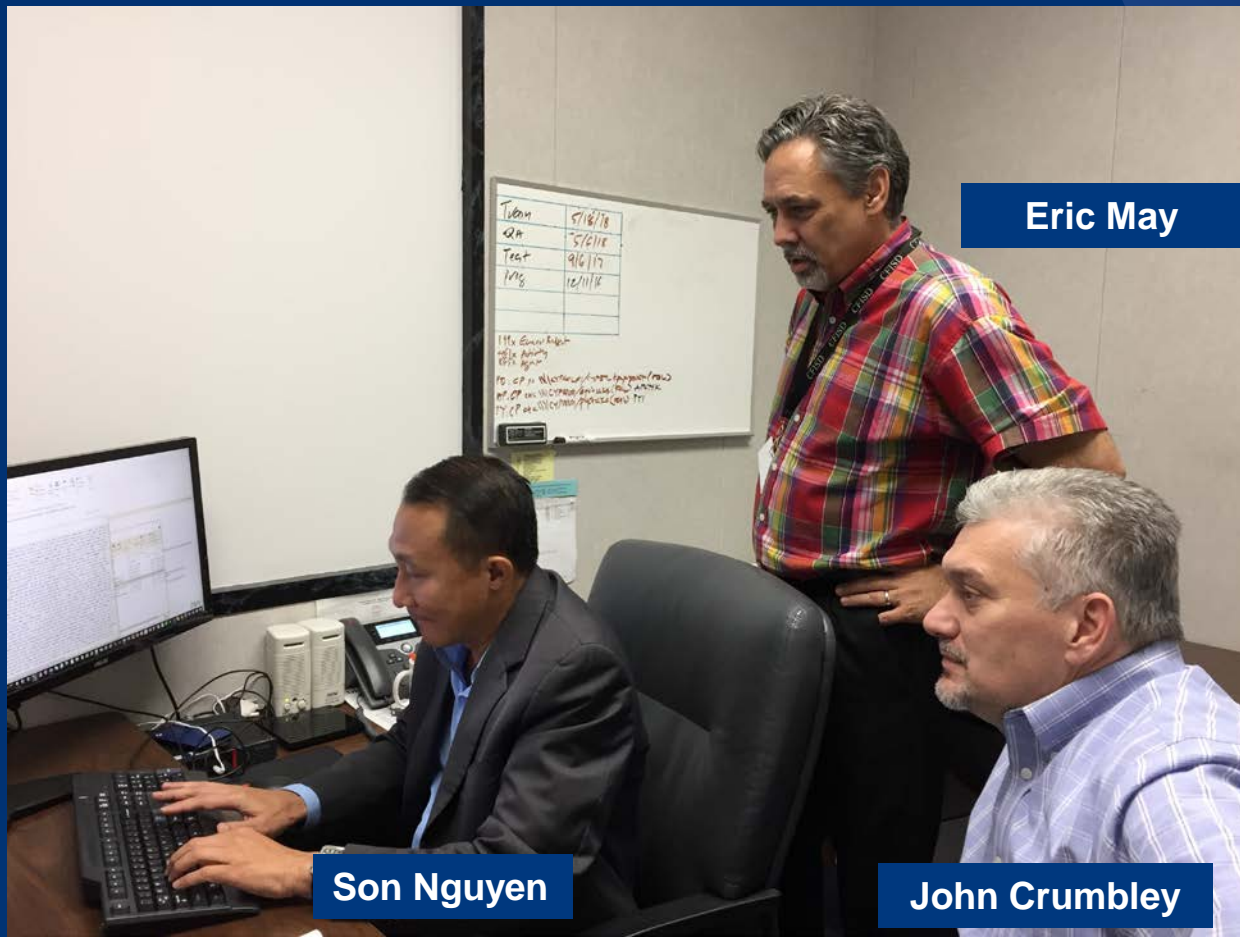
Programming Review for Employee Network Accounts

On **Thursday, September 20, 2018**, **Eric May**, **Son Nguyen**, and **Eric May** worked with **Jennifer Miller** to determine network account allocation for our Private Music Teachers. The Private Music Teachers are coded in a specific way in the Human Resource System. Over the last few weeks, we have identified that not all Private Music teachers were provided with a network account. With the recent changes in the Employee Access center, this was making it difficult for all to check their payroll information.

Son, Eric, and **John** were asked the reason for the differences in network account allocation. Within 1½ hours the team was able to determine the differences in the coding issue and resolve the issue. Accounts were provided for all during the next run of account allocations.

Jennifer will work with the Music Department over the next week to ensure all Music Teachers are able to access their network accounts and the Employee Access Center.

Programming is truly a gifted expertise. Our district is fortunate to have dedicated team members ensuring the programming is set correctly for all systems.



Eric May

Son Nguyen

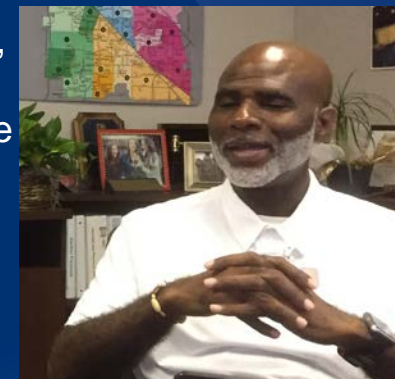
John Crumbley

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Technology Services Technician Meeting

On **Wednesday, September 19, 2018**, **Scottie Stevens** planned and hosted the September Technology Technician District meetings. **Scottie** worked with **Larry Barrios**, **Jay Johnson**, **Frank Adian**, **Doug Baker**, **Leonard Chance**, and **Jennifer Miller** to plan the agenda of the meeting. The Technology Department meets with the Technicians once a month to ensure information is shared throughout the district. This also gives the Technicians a chance to become acquainted with each other and those working at the Instructional Support Center. The meetings typically begin in a large group meeting during the first hour of the meeting. The second hour of the meeting is then spent in a small group meeting divided by campus level. All content is arranged by the Great 8 Expectations. Each department is provided the opportunity to present to the Technicians.



Large Group Meeting

- Welcome
- First Thing First – Frankie
- Innovation & Accountability
- Phish Alert Button Review- Cybersecurity
- Meeting Attendance – Jennifer Miller
- eSchool Plus Update
- Campus Network
- SolarWinds
- Training Updates
- Inventory
- Fall Trainings
- Software
- Random Icons

Go to www.menti.com
use the code 28 39 87

Small Group Meeting

- Software
- MFA- Larry Barrios
- Innovation & Accountability
- Training Modules- Eric Pina
- Data Drop Requests- Michelle Campos
- Engagement & Support
- Instructional Support- Becky Cook
- Hardware
- LightSpeed Review - Frank Adian



Meeting Information

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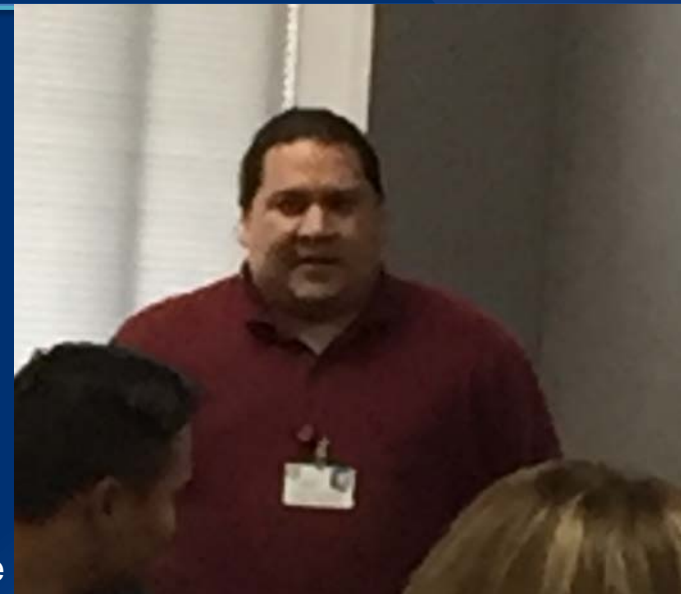
Posted by Jennifer Miller, Director of Performance Excellence and Cybersecurity Services

September 21, 2018



Performance Excellence Overdue Process Explained

On **Wednesday, September 19, 2018**, **Aaron Widrick** participated in the Technician Meeting in multiple ways. Before every meeting, **Aaron** ensures he is familiar with the content and has links active and ready to go for each presenter. **Aaron** also ensures that multiple Promethean panels are setup so that all Technicians can see the presentation. This week **Aaron** also helped answer the Technician submitted questions. **Aaron** has multiple years of experience as a campus Technician. Spending the last 6 months at the Customer Care Center has given an opportunity to see issues from all angles. At the core of all issues surrounding the Performance Excellence program is a commitment to excellence and customer satisfaction. Notices are sent to team members when SLA defined service requests have reached a Tier 4 status. Included in the service request are multiple pieces of documentation. This documentation is read and reviewed, however notes are still distributed to ensure the Technician with the most recent assignment is aware of the age of the request. **Aaron** helped explain this portion of the process in a very eloquent manner easily understood by all. Please reach out to Aaron at the Customer Care Center with additional questions regarding our Performance Excellence processes.

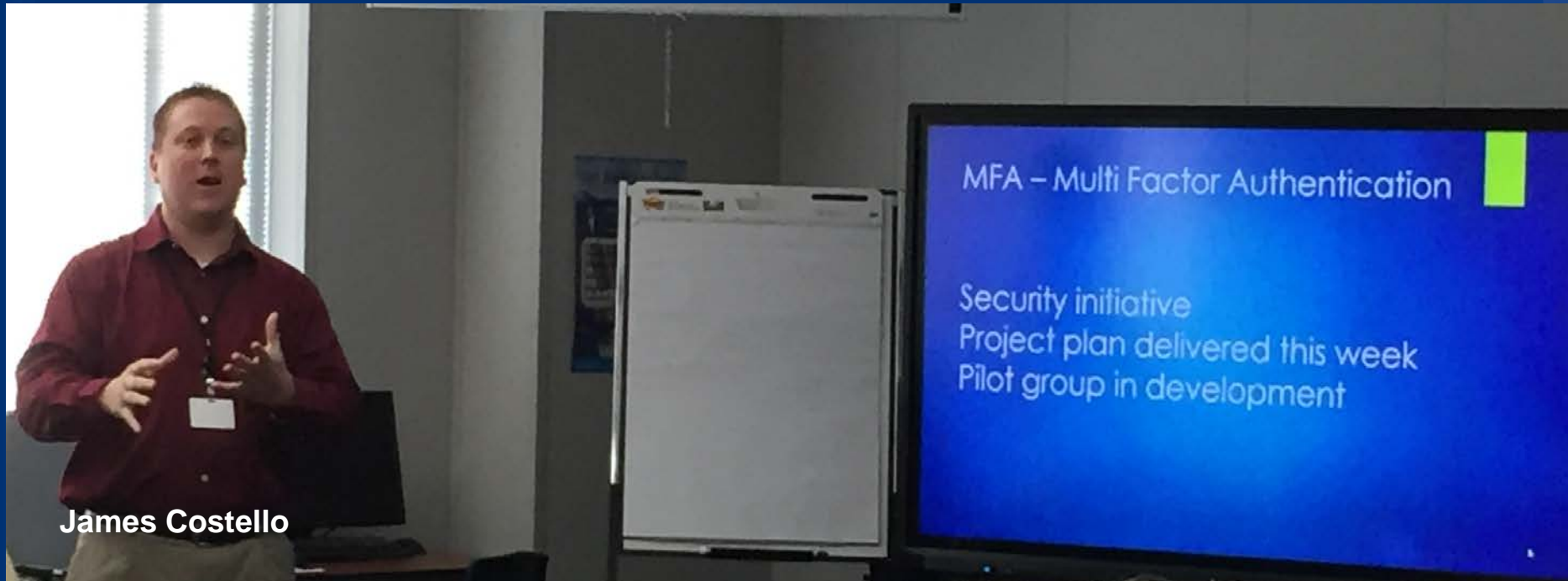


- ▶ Overdue tickets, are the comments on the tickets read and the dates when the last person had it looked at? We get tickets in our que that have been addressed and given back to us past the SLA and we look like we had it in our queue the whole time.
[Performance Excellence](#)



New Projects and Opportunities

On **Wednesday, September 19, 2018**, **James Costello** and **Larry Barrios** presented information to the Technicians regarding the new Multifactor Authentication project. Technology Services is beginning. **James Costello** will be managing the project for the Technology Services team. **James** will be working directly with **Larry Barrios** and **Kimberly Osborn** to implement this process. **Larry Barrios** and his team are currently ensuring edge devices have the appropriate version of software installed to ensure success. **Kimberly Osborn** will assign the appropriate settings to ensure the Multifactor Authentication access is set in the customer's Microsoft profile. Roughly 150 employees have been identified to participate in the pilot process. Many of those selected are Technicians. This will ensure they are familiar with the process and can help implement as campus rollouts are planned.



James Costello

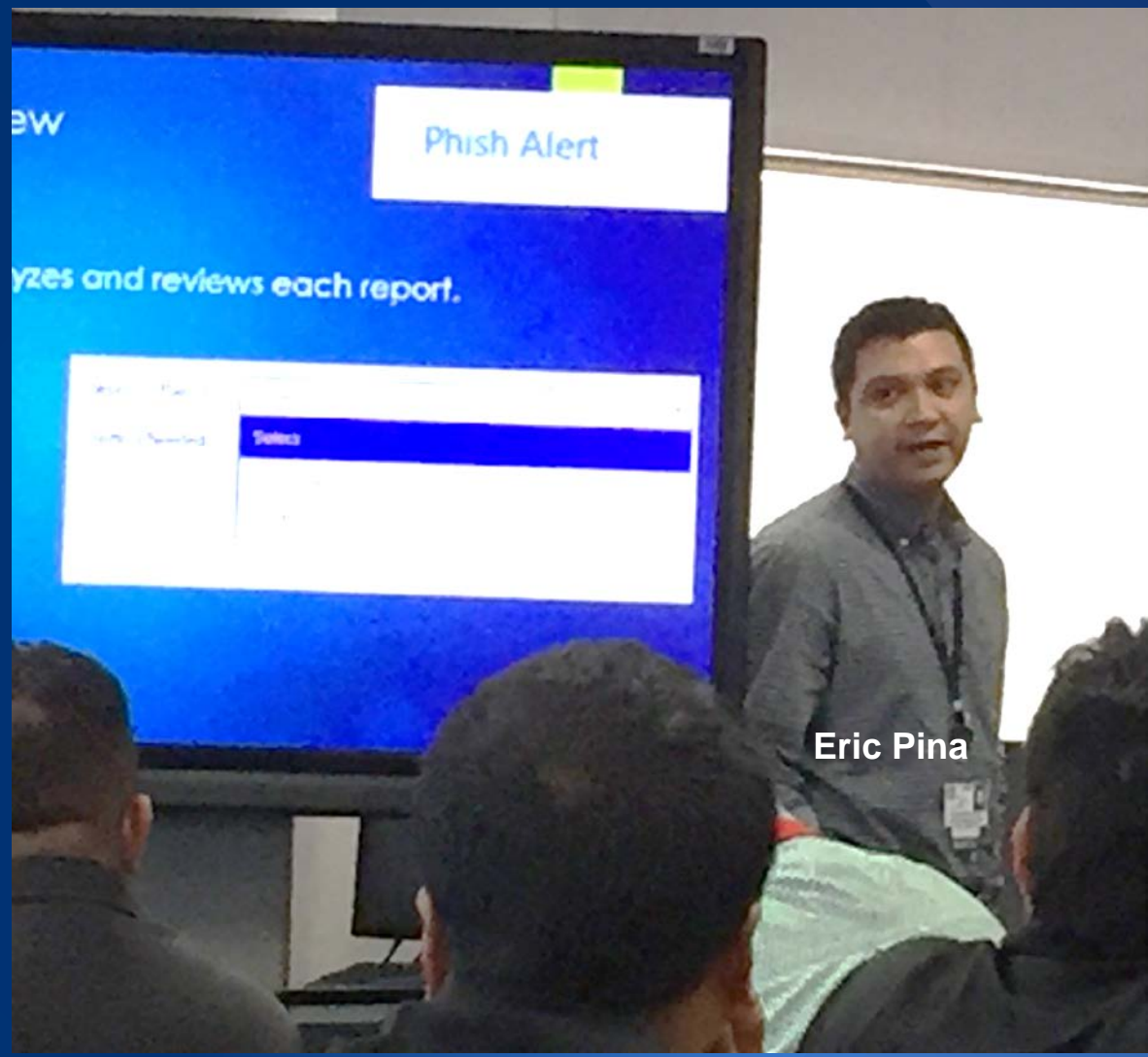
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Posted by Jennifer Miller, Director of Performance Excellence and Cybersecurity Services September 21, 2018



Phish Alert Button in Review

On **Wednesday, September 19, 2018** **Eric Pina** reviewed the Phish Alert button that has been added to all email messages over the last three weeks during the Technician Meeting. The Phish Alert button is a button that provides employees the opportunity to report any email as a phishing email. Once the Phish Alert button has been pressed, a message is sent to the iSupport system to ensure the issue is investigated and reviewed. One of **Eric's** responsibilities on the Cybersecurity team is to review these alerts and investigate the origination of each. The team then responds to each customer and notifies them as to the result of the review. For items that are deemed to be actual phishing emails, the email is removed from our system and the sender blocked. It is essential that all Technicians know and understand the process to ensure that follow up training can be provided as necessary.



Eric Pina

Performance Excellence



Campus Visit – Sampson Elementary School

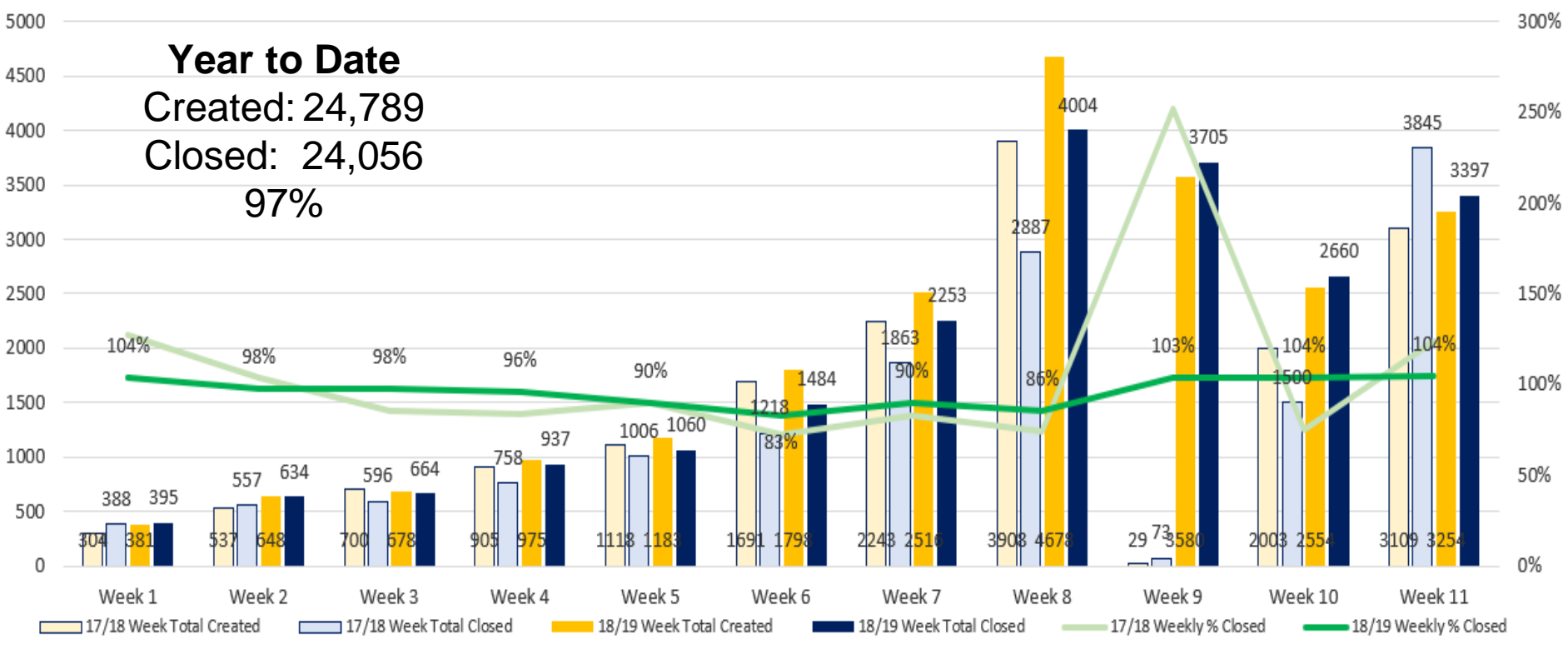
On **Friday, September 21, 2018**, **Jennifer Miller** visited Sampson Elementary School along with **Larry Barrios** to work with the Librarian, **Ms. Madden**. **Steven Stone** and **Diane Garland** joined the visit to observe the password process along with **Larry** and **Jennifer** worked with students and **Ms. Madden** to check and reset passwords for students and to ensure their passwords were identical for their network account and Google accounts. The beginning of the school year is always an exciting time as students return to school, become familiar with a new schedule, and login to the network to reset their passwords. As multiple students visited the library, it was evident that technology is a strong focus at Sampson Elementary.





Service Request Creation and Completion Comparison

2017-18 and 2018-19 Created and Closed Service Request Counts



Yearly Comparison

- Created
 - 17-18: 19,239
 - 18-19: 24,789 (29%)
- Closed
 - 17-18: 17,457
 - 18-19: 24,056 (38%)
- % Closed
 - 17-18: 90.7%
 - 18-19: 97%

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Excellence in Action

These team members earned an excellent rating on all surveys received this week. Each technician closed at least 3 service requests this week and earned an excellent rating on all returned surveys. These team members exemplify the Excellence we look forward to providing on all service requests. Congratulations for a job well done!!!

ISC Team Members

- Amanda Medau
- Aaron Widrick
- Tony Rogers

Service Center Technicians

- Robert Hernandez
- Tara Maxwell
- Jose Mendez

Campus Technicians

- Gene Garrett
- Rosemary Hernandez
- Sandra Hoppe
- Holly Kusters
- Darren Lawless
- Bob Rader
- Richard Zelenka

Excellence is not a skill. It is an attitude.

- Ralph Marston



Performance Excellence Weekly Reflection



This week we continued our march towards excellence. We met with the Technicians on Wednesday at the Voice of the Customer Meeting to ensure they have the most up to date information to provide the best service to our customers. It was wonderful to see our team leaders at the meeting in order to provide support as needed. Supporting technicians and their initiative is one of our highest priorities and we take it very seriously. I am glad to be a part of a team that puts customers first.

- Jennifer Miller