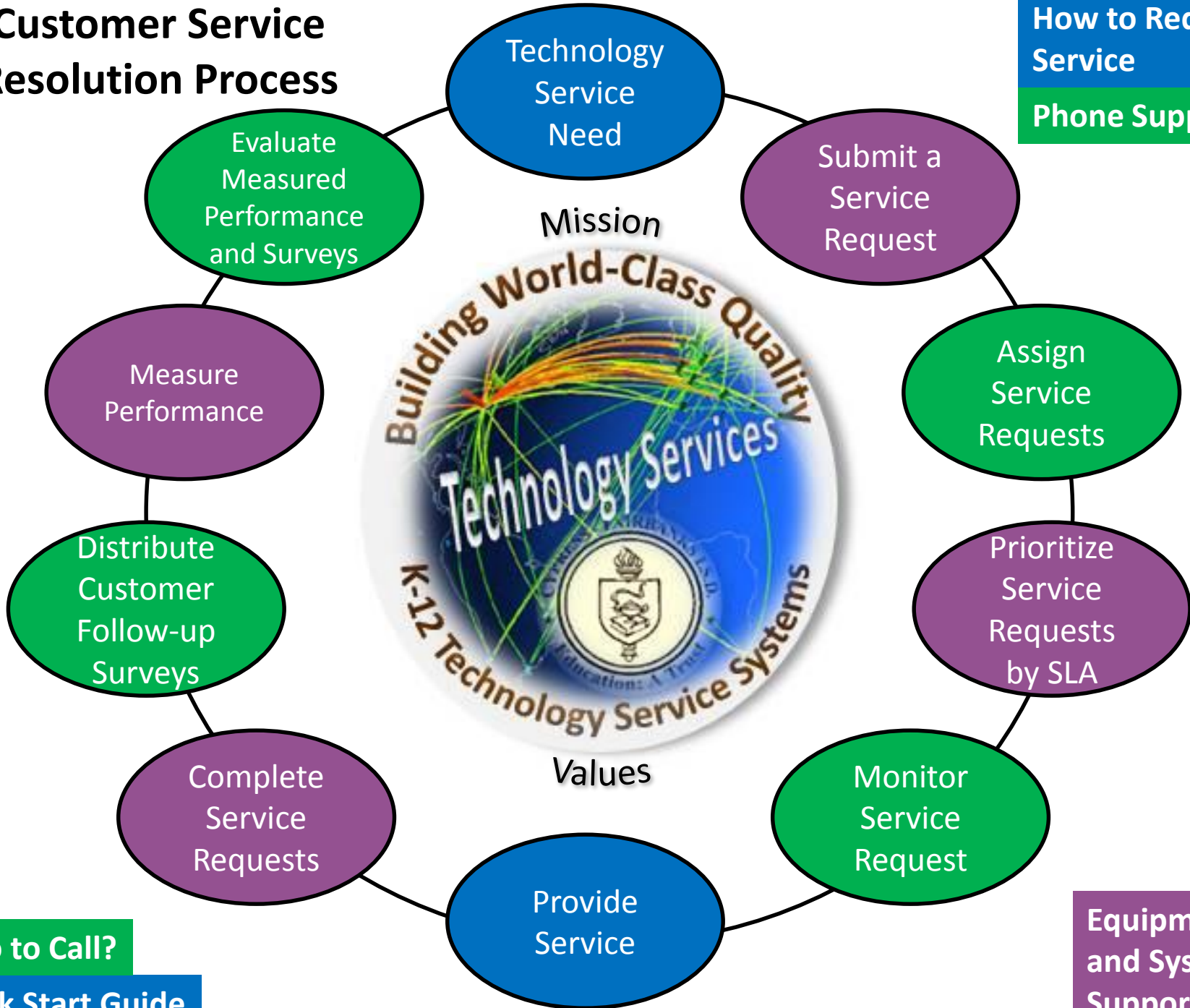


# Customer Service Resolution Process

How to Request Service



Phone Support



Who to Call?

Quick Start Guide

Equipment and Systems Supported



# How To Request Service

- Self Service Submission - [procedures](#)
- Phone Support – 281.897.4357
- Customer Care Center
  - Hours
    - Monday – Thursday 6:30am – 4:30pm
    - Friday – 6:30am – 4:00pm
  - Location
    - 10494 Jones Road
    - Instructional Support Center – West 3<sup>rd</sup> floor

# How To Request Service

- Open the Zen window of your district computer
  - Select the icon “Technology Service Request Entry”
  - Click “Service Request” Entry
  - Complete the submission
  - Upon completion, you will receive an email detailing your submission




Technology  
Service  
Request  
Entry



Service  
Request

Number: E8MF1A3941

Opened: 8/22/2014 Telephone #:

Customer: JENNIFER MILLER 

What type of Technology Service do you need?:

- Select--
- Access Rights
- Additional Classroom Technology
- Additional NonClassroom Technology
- Change Computer Image
- Connectivity
- Email Conversion
- eFinance
- eSchoolPLUS
- Equipment
- Home Access Center
- Internet

Description: **B I U**



# Technology Service Need



- [Management Oversight](#)
  - Frankie Jackson
- [Acquisitions, Assets, and Sustainability](#)
  - [Jay Johnson](#)
- [Device Imaging and Integration](#)
  - [Larry Barrios](#)
- [Network Management](#)
  - [Paula Ross](#)
    - [Enterprise Communication networks](#)
      - Oscar Villar
    - [Network Management Operations](#)
      - Greg Rhodes
- [Information Services and Applications](#)
  - [John Crumbley](#)
- [Performance Excellence – Customer Care Center](#)
  - [Jennifer Miller](#)
- Equipment and Systems Supported – click [here](#)
- Who to Call List – click [here](#)



# Management Oversight



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# Acquisitions, Assets, and Sustainability

- Purchase all technology hardware and software, track and manage technology assets, and provide technology service and repair for all technology devices including software, hardware, and peripherals.
  - Purchase technology equipment
  - Technology bid creation
  - Hardware/software Planning
  - Inventory analysis
  - Summer work crew scheduling
  - Non-warranty equipment repair
  - Technician coordination

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# Device Imaging and Integration

- Design, image, and integrate all network and application software on end-user devices including desktops, laptops, tablets, eReaders, and all other devices that run on and connect to the network.
  - Master image builds
  - Vocational area technology support
  - Technical documentation
  - Software bundle creations
  - Tablet administration
  - Food Services software support
  - Software purchases
  - Destiny program support
  - Kaspersky anti-virus support
  - Journalism program support

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# Information Services and Applications

- Manage, support, and maintain all enterprise application software including Student Accounting, Business Services, Payroll, Insurance, Finance, Benefits, and Human Resources
  - Program support for Counselors
  - College Readiness
  - Interface provisioning
  - US History Laptop system support
  - Test Score Reporting
  - Report Cards
  - Finance support
  - AYP Reports
  - Lexmark SFA/Benchmarks
  - Cognos
  - Human Resources Business Office
  - TalentED
  - Cognos Reporting
  - Application Programming
  - Report Writing
  - Student Information System Support - eSchool Plus
  - Home Access Center
  - Time and Attendance Support
  - Laserfiche Support
  - Public Information Requests
  - Gradebook, School Messenger
  - Scheduling and Master Schedule
  - Transcripts
  - PEIM Systems
  - Federal/State Audits
  - Trex
  - Registrars
  - Online Registration
  - Attendance
  - Nurses - SIS Support
  - Discipline
  - AESOP





# Network Management Operations

- Manage and operate the network fileservers including E-Mail, file/print services, transportation, food service, library, security, maintenance, Internet content filtering, and all file server applications
  - Desktop application deployment
  - SQL database administration
  - VMWare support
  - Pearson online support
  - Library system
  - Network Account and Password Support
  - Network account provisioning
  - Network printer support
  - Email administration
  - Network Backup system
  - Server installation
  - Server maintenance

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# Enterprise Communication Networks

- Manage and operate the Enterprise Communication Networks including Internet, Intranet, wireless access, firewall, connectivity, network electronics, phone systems and all District communications
  - Telephone Infrastructure support
  - Voice, video, data connectivity support
  - Wireless infrastructure support
  - Video infrastructure support
  - Network drop installation, repair, and maintenance

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# Performance Excellence – Customer Care Center



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- Provide call center, customer service support to all District users including administrative staff and teachers
  - Customer Care Support
  - Software support
  - Technician technical Support
  - Hardware support
  - Service request analysis
  - Report creation



# Submit a Service Request

- [Technology Services Service Request](#)
- Call 281.897.4357 and speak with a Customer Care Center Technician



# Service Request Prioritized by SLA

- [Service Request](#)
  - Hardware/Software Break Fix Items and Procedures
- [Security Access](#)
  - Network Access Modifications including Internet access and Passwords
- [Acquisition Request](#)
  - Process Technology Orders by Procuring Equipment for Customers
- [Training Request](#)
  - Provide Technology Training to Teachers and Administrative Users
- [Scheduled Maintenance](#)
  - Project Tasks: New Installations, Application Systems Upgrades, Conversions, or Maintenance



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# Service Request

## 1 Hardware/Software Break Fix Items and Procedures

### 1-Emergency (SLA 4 hours)

Immediate attention required, district-wide system or network completely unavailable with no available alternative

### 2-High/Testing (SLA 1 day)

Major system component is unavailable. Work group unable to access network services. Required student testing and online component is unavailable

### 3-Instructional (SLA 3 days)

Technician will assess all campus work orders within 24 hours and resolve or assign to the appropriate Service Team

Includes computers, laptops, fax machines, tablets, projectors, phones, printers, cartridges, monitors, scanners, cameras, software. Administrative also includes cash registers and hand-held radios.

### 4-Administrative (SLA 4 days)

### 5-Vendor Dependent

Issue is awaiting delivery or service by an external vendor that does not use iSupport

### 6-District Dependent

Issue is awaiting info from a district administrator or customer response

### 8-Personal Device

Support for Personal Devices – includes BYOT Support

Fiber connection damaged  
High priority district-wide application system or network electronics is unavailable

Campus strategic server is unavailable  
High level administrator unable to work. Software subsystem or instructional lab is unavailable



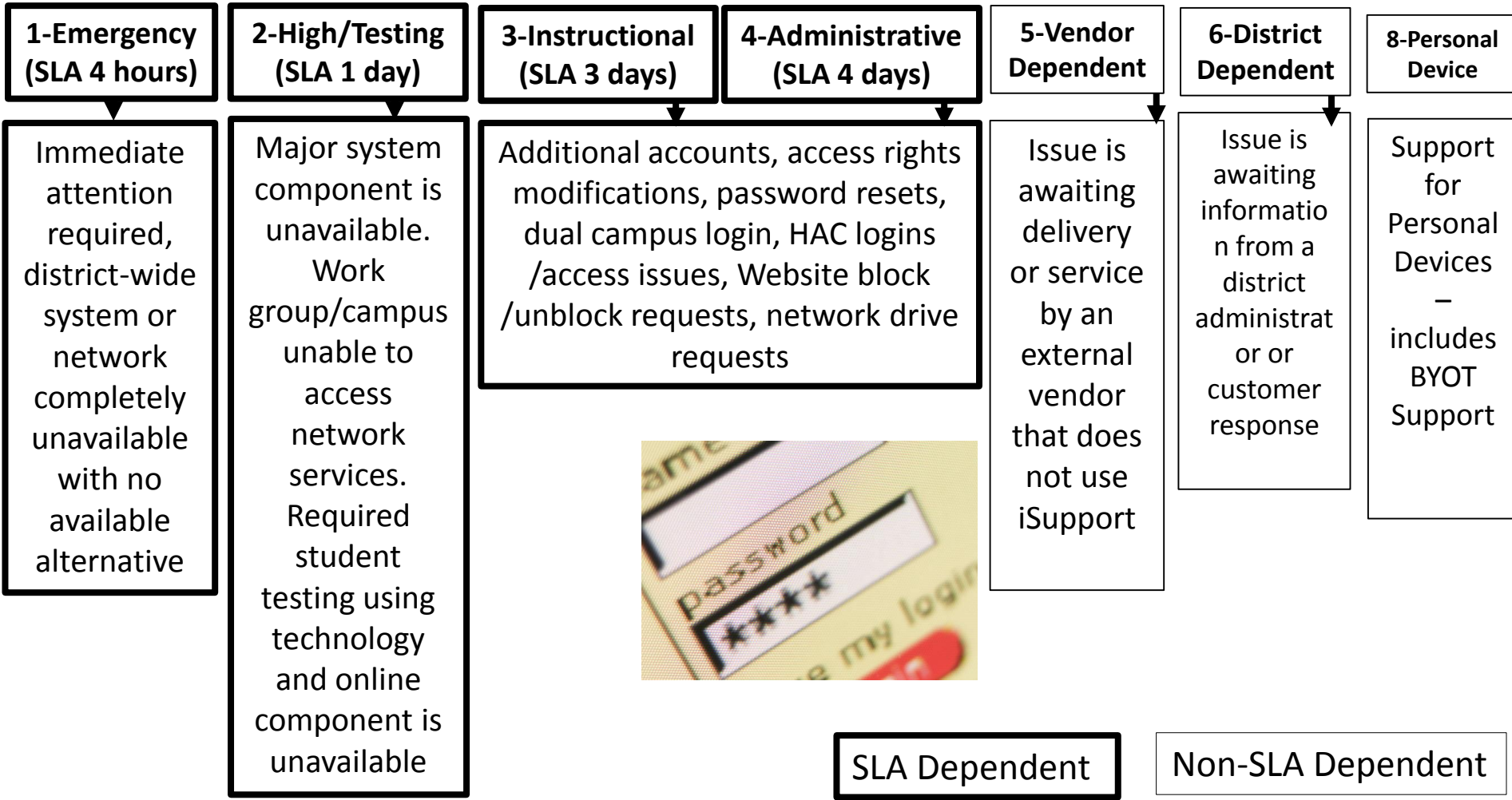
SLA Dependent



Non-SLA Dependent

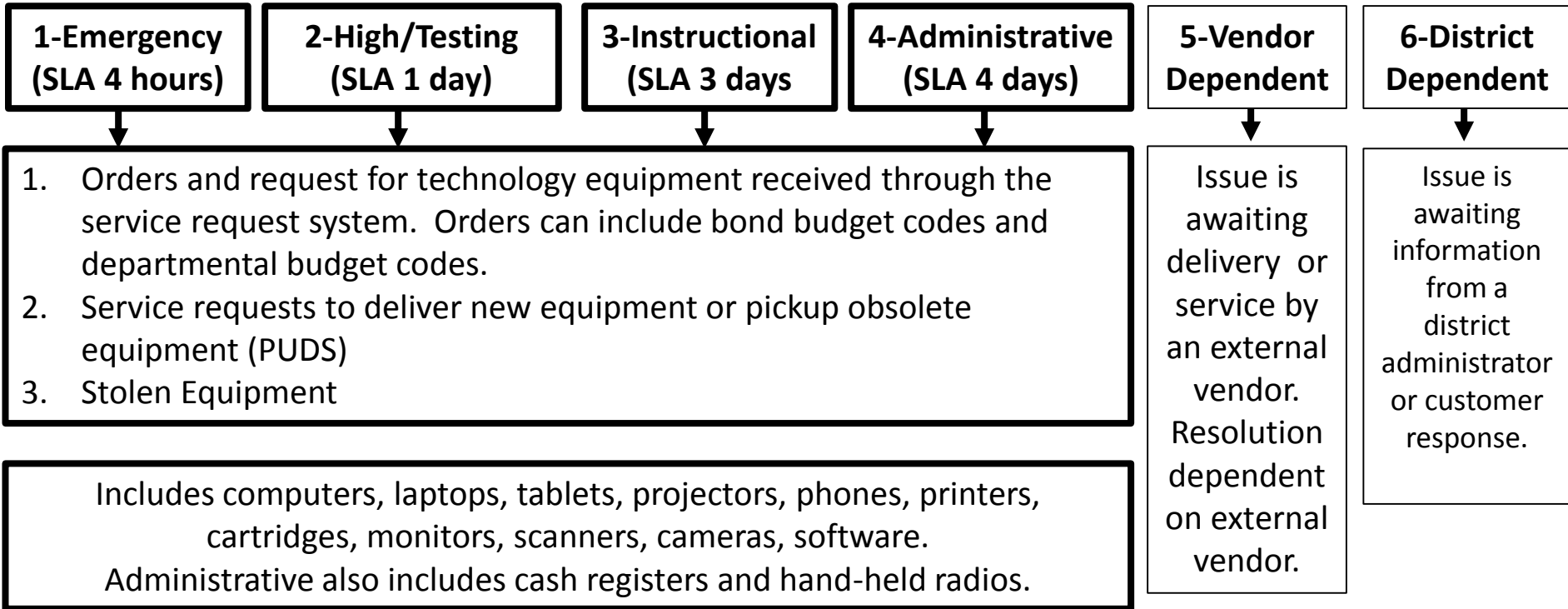
# Security Access

## 2 Network Access Modification including Internet Access and Passwords



# Acquisition Request

## 3 Process Technology Orders by Procuring Equipment for Customers



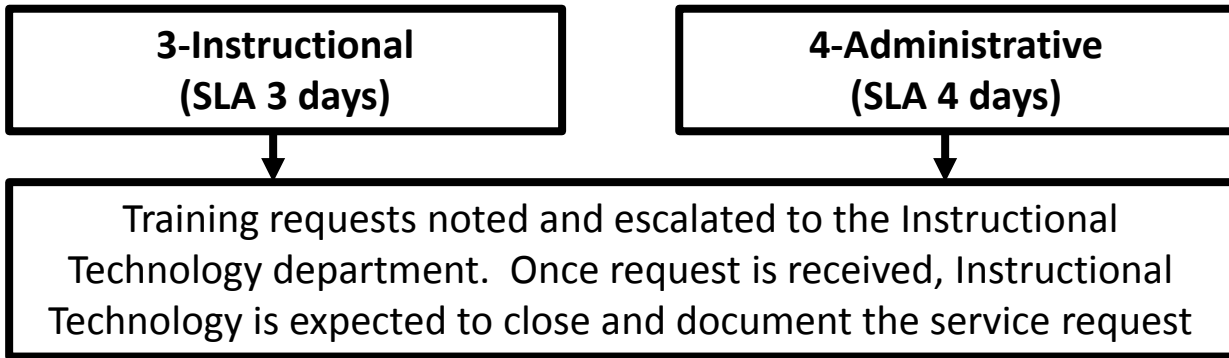
SLA Dependent

Non-SLA Dependent



# Training Request

## 4 Provide Technology Training to Teachers and Administrative Users



SLA Dependent

Non-SLA Dependent

# Scheduled Maintenance

**5** Project Tasks: New Installations, Application System Upgrades, Conversions, or Maintenance

**3-Instructional  
(SLA 3 days)**

**4-Administrative  
(SLA 4 days)**

Customer contact for the service request is not available to provide needed information or equipment.

Technology Services Team is dependent on a 3<sup>rd</sup> party vendor to complete the service request.

The work is planned as a project with a defined schedule completion date.

Overdue service requests must be worked ahead of the scheduled service requests unless there is supervisor approval.

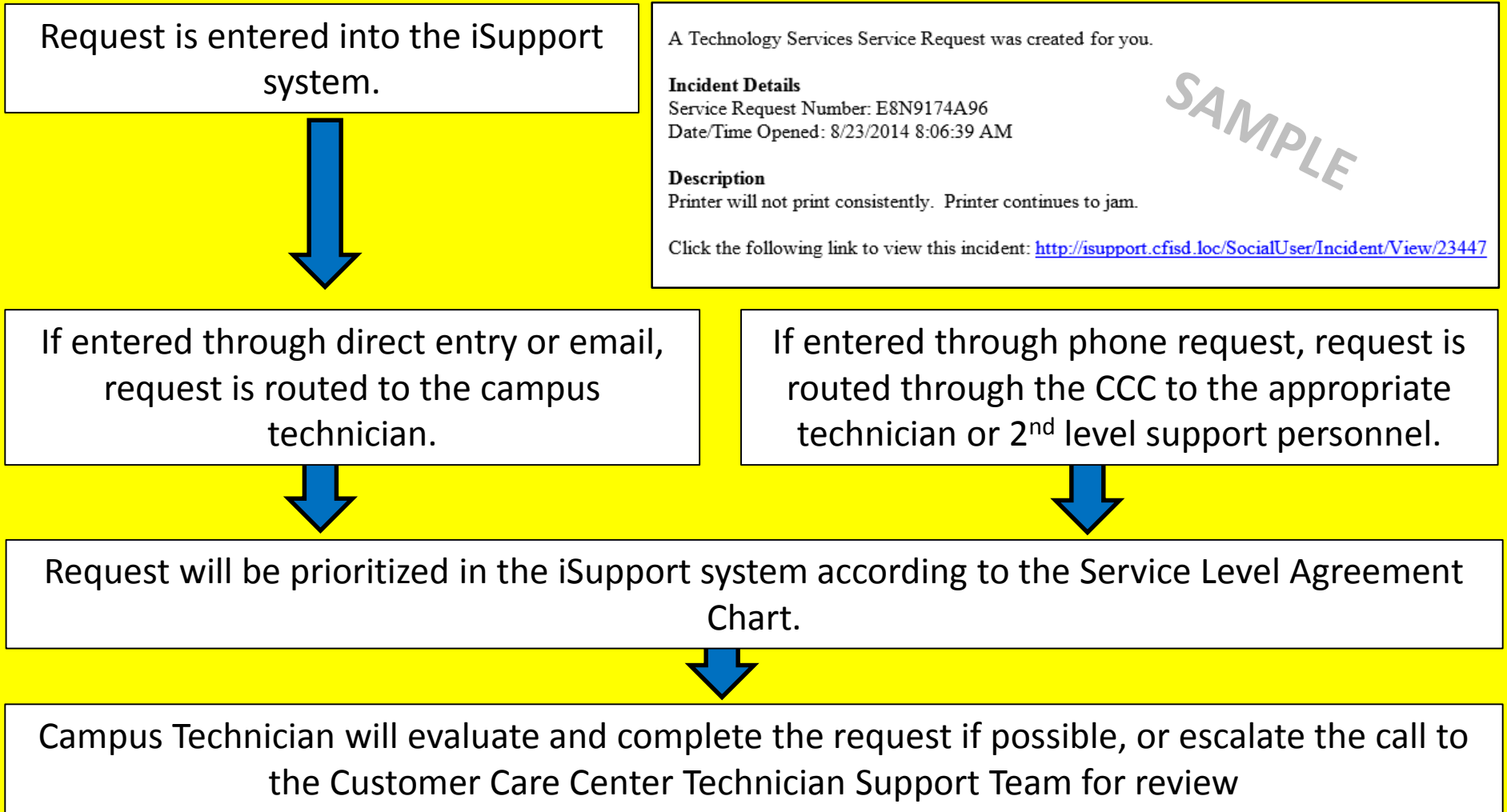
Regular follow-up is still required by the original Technology Services Team assignee, at least once a week, and a status update notes be added to the service request.

SLA Dependent

Non-SLA Dependent



# Service Request Monitored

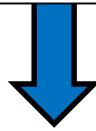




# Service Provided



Campus Technician will evaluate and complete the request if possible, or escalate the call to the Customer Care Center Technician Support Team for review



- Acquisitions, Assets, and Sustainability – warranty, repair, and equipment needs
- Customer Care Center – password issues, solution review, standardization, Technician support
- Device Imaging and Integration – hardware image and/or software issues
- Enterprise Communication Networks – network connectivity issues (voice, video, data)
- Information Services and Applications – Student and Financial services systems
- Network Management Operations – network server/printer and email issues
- Warranty – equipment warranty issues

# Service Request Complete

Request will be resolved and completed in the iSupport system.



New resolutions will be documents by the Technician Support Team and added to the Knowledge Base



Customer will receive an evaluation survey



Performance Excellence Team will review survey returns in order to continue to improve service.



Home



# Customer Follow-up Survey Sent

Your satisfaction is important to us. Please click the link below to complete the Customer Satisfaction Survey regarding your recently closed service request.

SAMPLE

<http://ISUPPORT.cfisd.loc/Survey/UNID=9FA96160-E658-4D15-F10D44637D53>

## Survey

SAMPLE

**Incident Details**

<b>Number:</b>	E8N9174A96
<b>Date Created:</b>	8/23/2014 8:06:39 AM
<b>Date Closed:</b>	8/23/2014 8:17:43 AM
<b>Description:</b>	Printer will not print consistently. Printer continues to jam. Visited room.
<b>Resolution:</b>	Removed paperclip from internal device mechanism. Tested printer - all now working appropriately.

Questions marked with an asterisk (\*) require responses.

How would you rate the service you received this week from Technology Services?

Excellent   
  Satisfied   
  \*Satisfied   
  \*Improvement Needed   
  \*Significant Improvement Needed

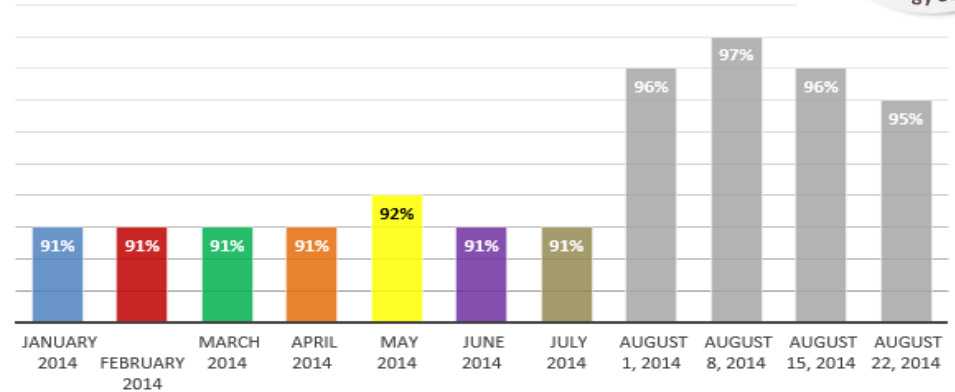
**Additional Comments:**

^  
v

# Performance Measured

- Ticket Age
- Survey data

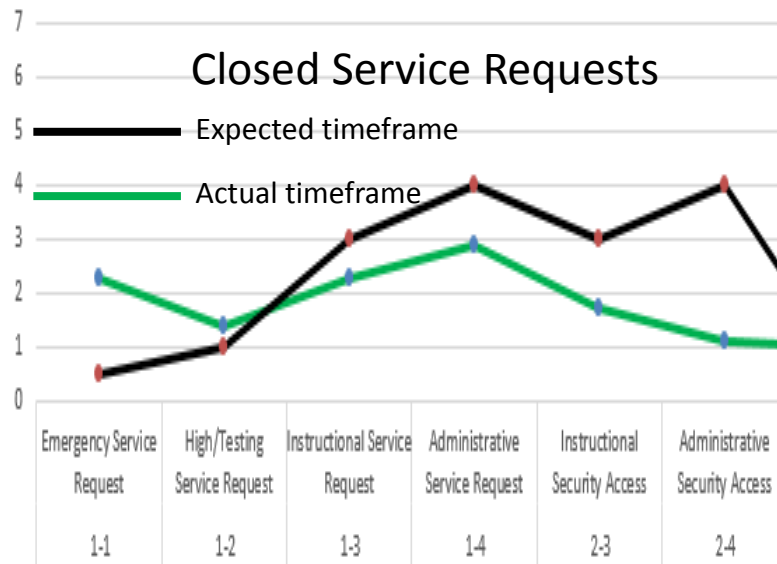
Excellent / Very Satisfied Survey



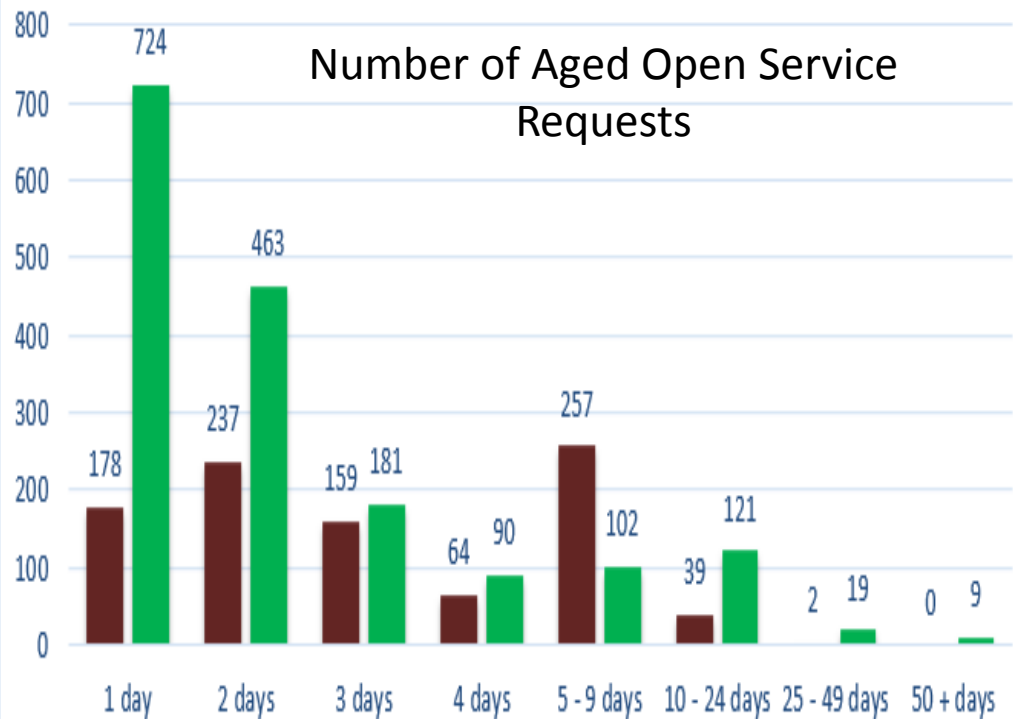
## Closed Service Requests

Expected timeframe

Actual timeframe



## Number of Aged Open Service Requests





# Provided Services

- Equipment supported
  - Digital Cameras
  - Desktop and Laptop Computers
  - Food Service Registers and Keypads
  - Monitors
  - Printers – network and local
  - Projectors
  - Scanners
  - Speakers
  - Tablets
  - Telephones
- Processes supported
  - Technology purchase process
  - Software installation process
- Systems supported
  - Network systems
    - Password
    - Network storage
  - Email system
  - Telephone systems
  - Video systems
  - Computer systems
  - Wireless system
  - Food Services systems
  - Transportation systems





# Quick Start Help Guide

- Create a Technology Service Request for the following reasons:
  - Equipment is needed
  - Equipment is not working
  - Equipment needs to be moved to another room in the building
  - Equipment needs to be purchased or removed
  - Purchase new software
  - Software needs to be installed or software issue
  - Request access to network drives
- Equipment includes:
  - Digitals Cameras
  - Desktop and Laptop Computers
  - Food Service Cash Registers and Keypads
  - Monitors
  - Printers – network and local
  - Projectors
  - Scanners
  - Speakers
  - Tablets
  - Telephones

**Create a Technology Services Service Request in one of the following ways:**

Double-click the Technology Service Request Entry icon in the Zen window  
Contact the Customer Care Center 281.897.4357



# Who to Call? – Technology Questions

- Software or equipment question
  - Customer Care Center 281.897.4357
- Technology equipment purchase
  - Kim Bowlin 281.897.6489
- Technology Inventory question
  - Leonard Chance 281.897.6441
- Instructional Technology question
  - Becky Cook 281.897.3802

**Create a Technology Services Service Request in one of the following ways:**

Double-click the Technology Service Request Entry icon in the Zen window  
Contact the Customer Care Center 281.897.4357



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# Jennifer Miller

## Performance Excellence – Customer Care Center

- Manages Technology Services Customer Care Center
- Manages all aspects of technical support services
- Plans and distributes departmental and district-wide information regarding technology
- Supports all administrative and curriculum endeavors
- Collaborates with all administrative departments to discuss additional needs and applications



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# Paula Ross

## Infrastructure, Communications, Networks

- Director, Infrastructure, communications, Networks
- Manages all District network systems
- Designs, implements and administers district network systems
- Supports all networked based software applications and associated hardware
- Manages Internet and District communications network and infrastructure
- Supports Telecommunications (Phones)
- Serves as technical Project Manager on all projects
- Top tier support for all network engineers



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# Larry Barrios

## Device Imaging and Integration

- Provides end-user device imaging
  - PCs, Tablets, Laptops, etc.
- Installs software and integrates end-user devices onto the network
- Troubleshoots and assures end-user connectivity and access
- Investigates computer misuse



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# **John Crumbley,**

## **Information Application Systems**

- Director of Information Services
- Manages all District-wide Information Services
- Student Information Systems (ESchoolPlus)
- Financial Applications (Efinance)
- Web-based Software
- District level Student Testing and Accountability Reporting



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# Jay Johnson

## Acquisition, Assets, and Sustainability

- Director, Technology Support Services
- Responsible for District-wide technology support services
- Purchases technology hardware and software
- Responsible for technology inventory
- Repair non-warranty equipment
- Directs Elementary Technicians
- Coordinates technology service for all Technicians

# Mission and Values

- Mission
  - Maximize every student's potential by **building a world class quality K-12 technology service system** to prepare students to be 21st century global learners
- Values
  - *Efficient*
  - *Accessible*
  - *Systematic*
  - *Highly-Skilled*
  - *Student-Focused*
  - *Service-Oriented*

## MISSION



Performance Excellence  
Level 5 - Optimized

## VALUES

Efficient  
Accessible  
Systematic  
Highly-Skilled  
Student-Focused  
Service-Oriented

