

# Meeting Agenda

- Welcome
- Large Group
- First Things First – Frankie Jackson
- Innovation & Accountability
  - Cyber Security - David LaPlante
- Campus Network – Larry Barrios
  - Wireless And Lan (Hardware Training)
- Campus Testing Support
  - 17-18 Testing Introduction - Jennifer Miller
- Hardware
  - Lenovo 460 and 370 Training - Doug Baker
  - iPad Updates – Nancy Grella
- Software
  - Ivanti Portal – Larry Barrios
- Submitted Questions
- Farewell
- Small Group
- Engagement & Support
  - iSupport Time Worked - Frank Adian
  - Remote Secondary Meetings - Larry Barrios
- Service Request
  - Instructional Service Request Queues – Jennifer Miller
- Inventory
  - Inventory Reconciliation – Leonard Chance
- Instructional Support

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# First Things First

- Welcome Everyone!

- What Are You Seeing in the Classroom?

- Innovative Uses of Technology
  - Classroom instruction
  - Teacher training
  - Online instruction
- Impact on Learning



- Our Outstanding Technology Service Matters

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# Submitted Questions

- Can we get old equipment swapped out like old DELL E6400/5410 and HP laptops with new ones? Having lots of trouble getting them to connect to WiFi and reimaging them. Also do we have spare projectors for the campus to have while we wait for replacements? *If parts are available laptops will be replaced. Currently no projectors or spare projectors are available for replacement.*
- Basics of troubleshooting Promethean Board. Common issues and resolutions. What is the support process if board fails etc.? *Refer to Knowledgebase articles published for troubleshooting. If your Promethean board fails submit a service request and submit a service to Richard or Eric at CCC to assign to Pro Computing.*

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# Thank You

We want to thank you for your continued support of your campuses, and embracing change as it occurs. Change is constant as we strive to transform education through Technology. Your presence at your campuses is valuable and we appreciate your dedication.

