

# October 28 Technician Meeting

8:00am—Middle School and Zones 1 & 2

12:30pm—High School and Zones 3 & 4

# Agenda

- Welcome – Expectations - Reality - Outcomes
- New Technician Training Course
- Needed Campus Support
- Technician AUP
- Technology Liaison and Technician Responsibilities
- iSupport Service Level Agreement Review
- DQ 45 Computer DVD Cable Disconnection Process
- Mechanical and Network Closets
- Francone Printer Pilot Information
- Bond Update
- Technician Questions
- Closing



# New Technician Training Course

- Who: First Year CFISD Technicians
- When: November 3, 10, 17
- What: Course 1 – Diving into Technology Services  
Course 2 – Interpreting the Service Level Agreement and Customer Support Mechanisms  
Course 3 – Connecting with the Customer
- Time: 8:00am – 10:00 am
- Register through Avatar – contact Zuhura Gober with questions
- Suggestions from Experienced Technicians – please contribute on the orange post its.



# Needed Campus Support

- Campuses are needing support even if their Technician is only out for one day.
- To allow for adequate planning, we need to know as soon as possible if you will not be at your building – **even for one day.**
- Service Center Technicians – process in place
- Secondary Campuses Technicians
  - Complete form found on the Technology Services website



# Technician AUP

- Review, Discuss, Sign
- Second layer under what all sign
- Questions?





# Technology Liaison Responsibilities

- Serve as the district and campus technology communication link by participating in the following efforts:
  - Chairing the monthly campus Technology Team meetings,
  - Sharing information at faculty meetings regularly,
  - Distributing information through various media, such as, Project Share, campus newsletters, e-mail, etc.
- Attend all liaison meetings to receive professional development and pertinent district information.
- Provide regular teacher training in the areas of:
  - The iSupport system (HEAT),
  - Project Share,
  - Microsoft Office and Office Online,
  - E-mail system and OneDrive,
  - Web 2.0 tools,
  - Classroom applications (Smart Notebook, Adobe software, etc.), and
  - Peripherals (cameras, document cameras, SmartBoards, video conferencing equipment, webcams, etc.).



# Technology Liaison Responsibilities

- Assist teachers in evaluating technology use with students based on:
  - Higher order thinking,
  - Engagement levels,
  - Authentic connections to the real world,
  - Technology used as a tool,
- Provide, on a regular basis, articles and research concerning innovative technology practices.
- Facilitate the process with teachers on how to write technology proposals which are then sent to curriculum coordinators for feedback and approval.
- Provide guidance to campus leadership teams with regard to technology integration and implementation.
- Train campus leadership on latest technology trends and applications on a regular basis.
- Provide feedback to the Instructional Technology Director involving proposed technology projects.
- Work with the campus leadership to develop a professional development plan that addresses Rigor, Relevance and Relationships, Quadrant D.



# Technician Responsibilities

- Campus Network
- Campus Testing
- Engagement and Support
- Hardware
- Innovation and Accountability
- Inventory
- Service Request Support
- Software





# iSupport SLA Review

- 1-1 – Planes in the sky – No workaround
- 1-2 – Pull administrators out of a meeting
- 1-3 – Regular work to help students learn
- 1-4 – Regular work to help administrators manage
- 1-5 – Waiting on a vendor to service. Vendor has NO access to iSupport
- 1-6 – Waiting on another department to support. Department has NO access to iSupport
- 1-8 – Supporting a personal device. Device does NOT have a barcode
- Link to [Service Level Agreement](#)



# DQ45 Cable Removal Process Review

- October 6 and 7 Jay discussed the issue
- Process
  - **October 8** – Prime calendar distributed
  - **October 15** – Email requesting support of the campus technician distributed
  - **October 15** – Knowledgebase created
  - **October 15** – Service Request assigned - Secondary
  - **October 23** – Process completed
- How could the process be improved?



# Mechanical and Network Closets

- Gr8 Expectation – Campus Network Support
  - Being the primary service representative of CFISD Technology at the campus level, the technician ensures the network closets are kept organized, labeled, and free from clutter.
  - Without the help of a map, the technician can efficiently locate the MDF and IDF closets and wireless access points at all assigned campuses in order to assist CFISD network specialists and vendors.



# Campus Network Support

- **Clearly Outstanding Technicians**
  - Performs monthly walk-throughs of every closet and keeps documentation with pictures to show the results of those walk-throughs.
- **Technicians Exceeding Expectations**
  - Inspects the closets every three to six months to ensure they are organized and clean. Keeps documentation with pictures to show the results of these walk-throughs.
  - Able to quickly provide an updated map to MDF and IDF closets in case a vendor or outside technology specialist needs to know their locations.
- **Technicians Meeting Expectations**
  - Keeps closets organized and free from clutter.
  - Locates MDF and IDF closets.
- **Technicians Needing Improvement**
  - Closets are being used to store a few things that do not belong. Area is not neat.
  - Can only locate MDF and IDF closets with the help of a map.
- **Unsatisfactory Technicians**
  - Closets are all full of other things, including trash and non-technology items. They resemble a storage closet.
  - Unable to locate the MDF or IDF closets.



# Mechanical and Network Closets

- Network and Mechanical Closets need to be checked
- Non-allocated equipment needs to be moved – create PUD for Mike Grimes
- Trash needs to be removed
- 1:1 sleeves need to be sent to Technology Services – note on Service Request the number in your closets (if any)
- Equipment needs to be removed – televisions, laptops, monitors
- If unsure, ask your administrator for all locations of closets





# Mechanical and Network Closets

- Service Request will be assigned for each campus
  - Document equipment in the assigned service request
  - Attach pictures for documentation
  - Once completed, note that closet is clean or document the status of the closet by November 15.
- Assign the service request as appropriate:
  - Elementary Campuses – Doug
  - Middle Schools – Ingrid
  - High Schools – Richard



# Current Printer Pilot Information

- Francone
- Thanksgiving Week transition



# Technical Support – Bond Project

- High School Campus Technicians –
  - We need one or both of the Campus Technicians to work the Thursday night of their conversion.
  - Remaining campuses – please let Richard know your work availability
    - Cypress Lakes – November 5
    - Cy-Fair – November 19
    - Cypress Ridge – December 3
    - Cypress Springs – December 17
    - Langham Creek – January 7
    - Jersey Village – January 21
    - Cypress Creek – February 4
    - Cypress Falls – February 18



# Bond Update and Information



**BLUE** – Campus Specific

**ORANGE** – New Tech Class

**PINK** – Additional Questions

**GREEN** – Process Improvements



# Technician Submitted Questions

- What is the status of getting USH full carts?
  - We believe the middle of November
  - Why are repairs on the USH tablets taking so long with Prime?
  - Warrantied issues must be returned to the vendor.
- What issues are campuses having with the USH tablets? (e.g. mouse pads not working).
  - Technician Meeting discussion





# Technician Submitted Questions

- Can you have an ETA on the replacements for the DQ45's and the Dell 6400's in the high schools? The Dell 6400's run on win xp and seem to have more issues accessing the wireless system than other models we have. If they are staying for a while, can we put Win 7 on them?
  - At this time, this has not been decided. It will be four weeks after Becky tell us what she wants to order.
- Last year when XP was having such an issue with CFISD\_CP, I was allowed to put Win 7 on the E6400's with great success. The machines ran better.
  - We are currently restricted by space and memory



# Technician Submitted Questions

- Prime's current tablet repair process is:
  - Prime repair team responds to iSupport ticket onsite within next business day to diagnose the issue,
  - If necessary, Prime submits the warranty claim with the manufacturer (Lenovo in this case) to request for repair parts to be sent to Prime for repair, or Prime sends the device back to Lenovo if Prime cannot perform the repair.
  - Prime normally request repair parts so we can repair in house to shorten the down time being a Lenovo authorized service provider.
  - It usually takes about 2-5 business days for this process to complete and Prime's repair team returns the device back to the end user.
  - If the repair parts are not available in stock, Prime has to wait on Lenovo. The Lenovo repair center does not provide ETA on parts availability nor turnaround time if the device is sent in.
  - The district opted for manufacturer warranty only with the new devices instead of Prime warranty, we have to file all warranty claims through Lenovo and it is up to Lenovo to provide Prime the service parts to perform authorized service repair.

# Technician Submitted Questions

- An update on the progress of the High schools and the new access points?
- How is it going?
- Are the schools seeing a marked difference in access?



# In Closing

"Teamwork is a coordinated effort in which a group of people come together as a team in the interest of one common cause. The difference between success and failure is a great team. You all exemplify teamwork each and everyday not only within our organization but the campuses that you all provide services. Your collaboration with your campuses and staff is greatly appreciated and does not go UNNOTICED. You all are the eyes and ears for Technology Services and we thank you very much for all you do and it is truly appreciated.

Thank You!!!!!!

Have an Awesome November!!!!

