



# WELCOME

- Choose a rock



# Agenda

- **Rock N Roll**
- **Information Service and Applications**
- Hardware
  - **Promethean Board** information – Steven
- Inventory
  - **Update and Information**
- Campus Testing
  - **Telpas Testing Preparation** – Frank and Doug
- Campus Network
  - **Bond Update**
- Engagement and Accountability
  - **In your own words. . .**
- Innovation and Accountability
  - **Badge-O-Tech**
- Service Request
  - **Focused Technician Support**
- Software

# Seldom recognized truth:

- Change is possible,  
but focus is required.
- Choose one word to be your focus for the next twelve months
- Write your word on your rock
- Write your word on one of the canvasses

# Information Services - Federal Guidelines

- Location of documents
- Ability to open and print documents

# Hardware Support

- Document Camera Distribution
  - Elementary
  - Secondary
- Promethean Board information



# Inventory Support

- Updates

# Campus Testing

- Telpas Testing Preparation
- Begin discussing with your campus Testing Coordinator or Designee
- Sign up for Training Session
  - 54859 – February 24 – 8:00 – 9:00
  - 54860 – February 24 – 9:30 – 10:30
  - 54861 – February 24 – 1:30 – 2:30
- Cursory check of labs
  - Ensure items are reported



# Campus Network

- Bond Update

# Engagement and Support

- In Your Own Words. . . . .
  - Helping ALL customers
  - Meeting customers needs
  - Daily Renewal
  - Benefits of taking a personal interest

# Innovation and Accountability

- Badge – O –Tech

# Service Request Support

- iSupport
  - Ensure Service Requests have all information
  - Currently working with iSupport to design new layouts and setups
  - Planning to implement July, 2016
- Focused Technician Support

# FTS – Focused Technician Support

- Previously
  - Everyone called into the same number
  - All calls handled identically
- New and Improved
  - Technicians call a specific number
    - Number is specific due to grade level
  - Issues directed to Support staff
    - Richard
    - Ingrid
  - Ingrid and Richard then consult and work with DII, ECN, NMO and others to resolve
  - Essential that issues flow through specific support staff due to need to
    - Alert others
    - Find commonalities
    - Share known issues
    - Quicker response time

# Submitted Questions

- iSupport email replies are creating new tickets instead of attaching as a reply to the original ticket.
- Red bartags on equipment
  - Federal or Special Grant money
- Open Wi-Fi discussion



# In Closing. . . .

- As we near the end of the first month of 2016, it is exciting to see all of the new items coming our way – new document cameras, Promethean Boards, continued network and infrastructure upgrades. Although so much new is coming our way, at the end of the day, it is the people that make it happen. Thank you for being a part of our team and making a difference in the lives and experiences of students.