



Meeting with PACE Teachers During Staff Development

On **Tuesday, August 14, 2018**, **Jennifer Miller**, **James Costello**, and **Eric Pina** traveled to Cy-Fair High School to participate in the staff development for the PACE Curriculum. PACE is designed to assist students in the transition from middle school to high school and build skills that will assist them in future transitions to career, college, adulthood, and independence. **Jennifer** introduced **James** and **Eric** to the team of teachers. The team shared information with the teachers regarding current legislation that ensures the district keeps requiring vendors sign a Student Data Privacy Agreement to ensure vendors are keeping student information secure. The teachers were very supportive and interested in the new Student Data Privacy Agreements currently in use in the district and across the state and country. The team continues to work to spread information across the district regarding new measures the district is taking to ensure safety for our staff and students.



Eric Pina and James Costello answering a teacher's follow-up questions.



Eric Pina and James Costello sharing information regarding a recent cybersecurity issue with the Florida Virtual School system.



Improvements and New Implementations Continue as a New Year Begins

When not working at a campus or addressing additional needs and expansion plans on the network, our teams are looking for new solutions to make all processes more efficient. On **Monday, August 13, 2018**, **David Deitsch** and **Elizabeth Montes** invited **Jennifer Miller** to review the new setup of the Solarwinds system to be utilized this year with multiple teams. **Elizabeth** and **David** have worked on the setup to provide information instantaneously to the Customer Care Center. At this time, the Customer Care Center is manually reviewing the current system we have and identifying the number of devices that are not reporting. Solar Winds will expedite these processes with specific reports that will be automatically generated with a clearer picture of all network devices in use and providing service to staff and students.

It is exciting to see new systems in place to create a more efficient work area. We look to set this system up to be in use by **September 15, 2018**.



David Deitsch

Elizabeth Montes

Performance Excellence

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

August 17, 2018



Improvements and New Implementations Continue as a New Year Begins

On **Wednesday, August 15, 2018**, **Jennifer Miller**, **James Costello**, and **Eric Pina** met with **Kathy Newman** to review the current standards in the district regarding our Data Retention policies. Ensuring security and privacy with all documents is a large portion of our Trusted Learning Environment initiative. Meeting with **Kathy** gave our team a chance to review the documentation included in the Compliance Course Training that every employee reviews and completes each year. **Kathy** will compile the information we need to submit in our application allow our team to review and ensure understanding by all team members. This new information will be included in our Trusted Learning Environment application to provide as much clarity as possible.



Module 4: Records Management



Every CFISD staff person is responsible for one or more types of school district records. These records might involve student information, employee information, purchasing, training, phone messages, meeting agendas, webpages...the list seems endless. Read on to learn about proper handling, storage, and destruction of district records.

Module 8: Responsible Use Guidelines



All district employees have access to a wealth of technology through the district's network. In this module, you will be able to clearly understand the responsible uses of technology in order to represent to students, other district employees, and the community the exemplary standards CFISD expects from its employees and students.

UPDATED!



Voice of the Customer: Technician Meeting Planning

On **Thursday, August 16, 2018**, **Jennifer Miller** met with **Scottie Stevens, Doug Baker, Jay Johnson, Frank Adian**, and **Larry Barrios** to begin to outline and plan the next Voice of the Customer: Technician Meeting (VOC) to be held on **September 19, 2018**. Many times enough planning is not put into effect to ensure smooth transitions and applicable information distribution. Our team has continued to be diligent over the last 5 years to ensure the VOC: Technician meetings meet the needs of the audience. In addition, a survey is sent to all Technicians after the meeting and all feedback is reviewed. Each meeting survey is reviewed to ensure that the leadership team is providing the support the department needs.

One result of this meeting is that a new class will be created and offered compiling two previous classes in order to make efficient use of the Technicians' time. This course will be available for new Technicians on September 12. Additional classes will then be opened to all technicians. This class will focus on ensuring that all team members know and understand our service level agreement (SLA) categorizations and expectations when working with customers and service requests. A comprehensive understanding is essential to providing the best service to our customers and team members.

Successful Planning Meeting

- ✓ Technician responses on meeting survey reviewed
- ✓ New topics brainstormed for Technicians
- ✓ New training sessions planned.



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Performance Excellence Weekly Reflection



This week I had the opportunity to talk to some of our newest staff members as our Customer Care Center received 3,111 calls this week. This was our second highest number of calls received in one week over the last year. This is a 13% increase in received calls, but our team had a 27% increase in the answered calls. I consider this teamwork at it's finest!! Our teams are doing all they can to ensure the needs of our staff members are met.

- Jennifer Miller