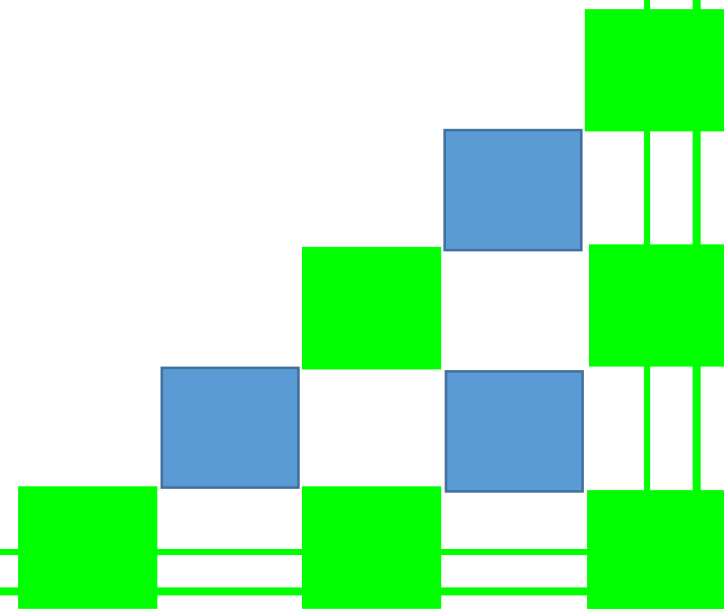


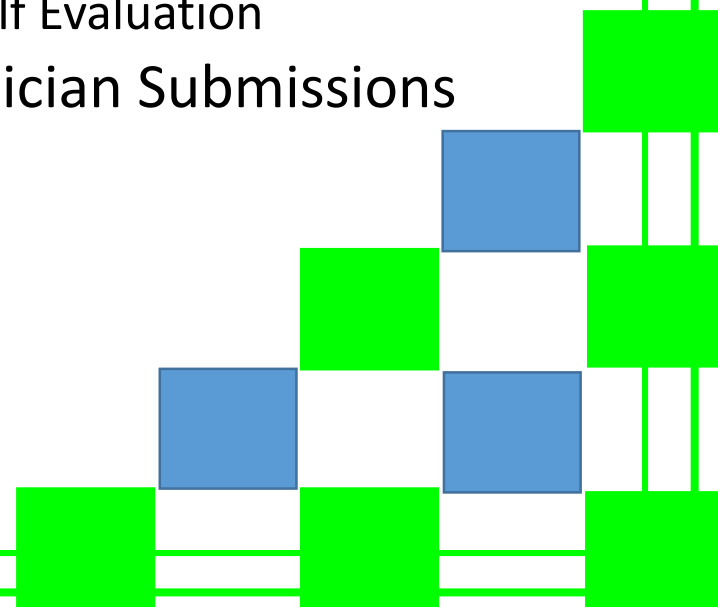
Voice of the Customer: Technician Meeting

April 6, 2016



Agenda

- Campus Network Support
 - Wireless Issues
- Campus Testing Support
- Engagement & Support
- Hardware Support
 - Replacement information from Becky Cook
- Inventory Support
 - Update
- Service Request Support
 - iSupport Changes
- Software Support
 - Software Installation Process
 - LAN Desk Implementation Status
- Innovation and Accountability
 - Campus Service Review
 - Self Evaluation
- Technician Submissions



Software Support

- Installation Reminder
 - All installations should come from a bundled installation.
 - If you have software that you have installed via external media, before reinstalling, verify with Richard or Ingrid that the installation has not been moved to a bundle

Description

I had Printer Pro on my previous machine that has now been replaced with the new one. Please install PrinterPro so i can use Ipad to desktop printer.

Resolution

JC 1/29- User is requesting software for Ipad to be able to print documents. Please escalate.

RK 1/29 - To DII for approval to install software

jZhang 2/1 - <https://readdle.com/products/printerpro>

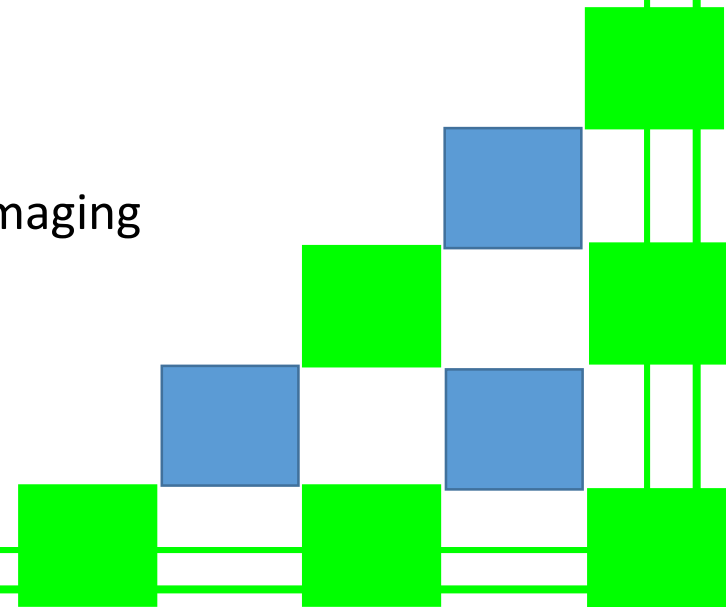
2/1 ng - LB is this approved for install?

mc- 2/25 contacted JC for proof of licensing and software for approval of install

mc- 3/3 per LB we are looking at other printer options through out the district. At this time this software is not an approved software to be installed on district computers.

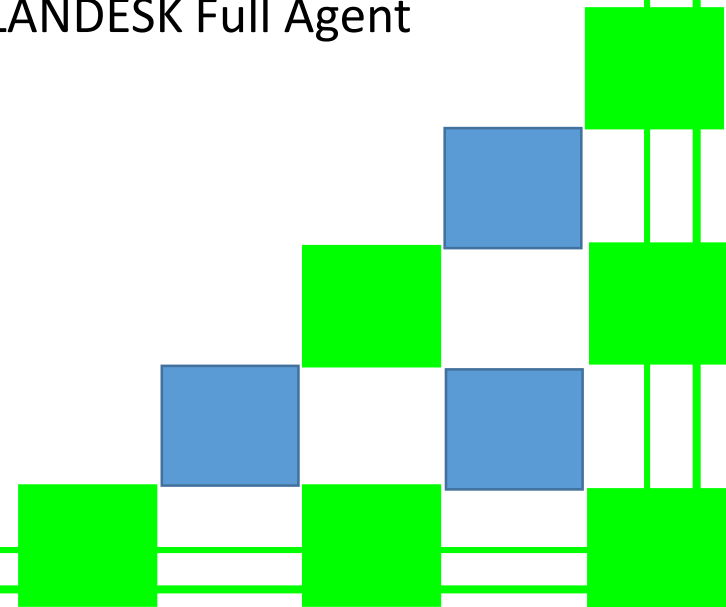
Software Support LANDESK-update

- Challenges-
 - Maintaining Novell
 - Implementing LANDESK
 - PreAgent (Advance Agent) - Deployment
 - Building packages-how that relates to Project Sheets
 - Converting ZAV to AppV
 - Building Agents
 - Removing Novell Client
 - Testing Hardware for LANDESK and imaging



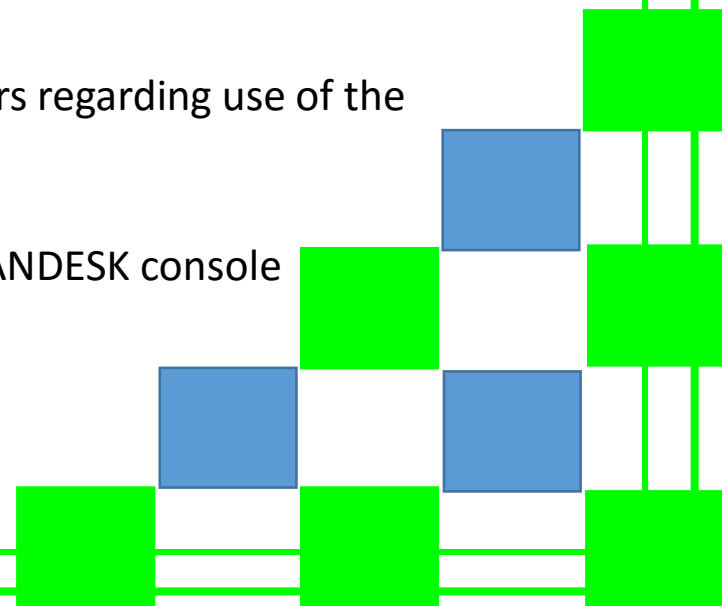
Software Support LANDESK-update

- LANDESK Implementation Status
 - April 4 – Begin Admin sites
 - Test Procedures - Remove ZEN and Deploy LANDESK Full Agent
 - Test Administrative packages
 - April 6 – Full conversion A. Robison Elementary
 - Test Elementary packages
 - Test time - Remove ZEN and Deploy LANDESK Full Agent
 - Resolve issues as they arise
 - DII-release schedule-
 - Complete by zones



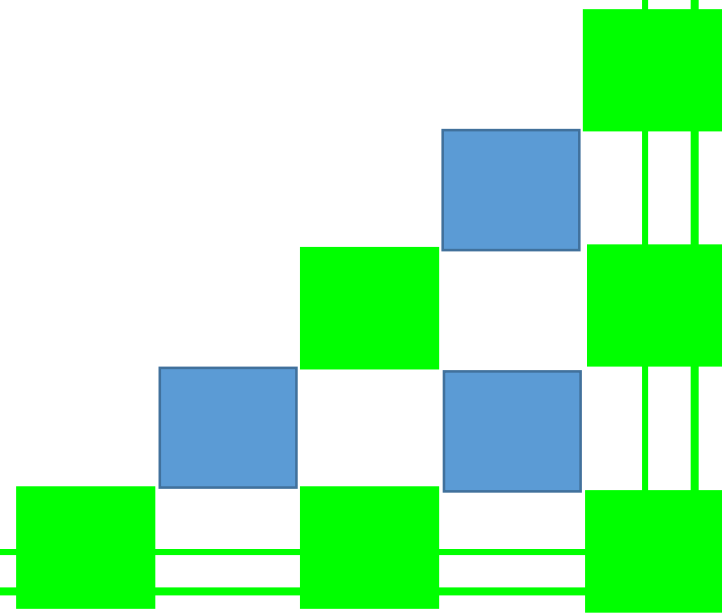
Software Support LANDESK-update

- Changes as a result of LANDESK
 - Imaging
 - Turn off ZEN imaging PXE – MAY 2016
 - Use Pen Drive to image if needed for NOVELL schools
 - Converted campuses will use PXE to image in LANDESK
 - TRAINING for imaging
 - Power settings
 - Host Name change coming
 - Host name will determine software for machine
 - Training – Customers
 - Documentation will be provided to customers regarding use of the LANDESK Workspace
 - Training - Technicians
 - Certification Courses for leveled access to LANDESK console



Inventory Support

- 2015-16 Overall Audit Completion Status
- Summer Work Update



Service Request Support

- iSupport Modifications

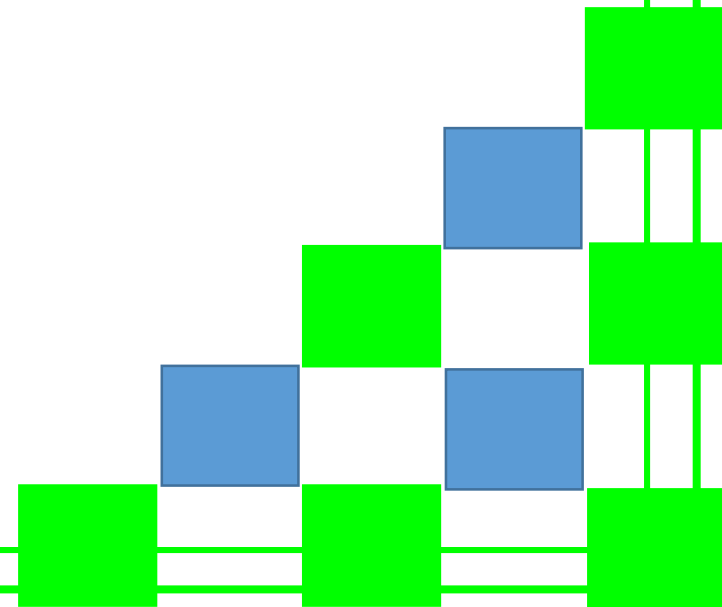
- Routing is now based on the customer's location in customer database – derived from Human Resources
- Recently 50 rules were removed – increased speed when saving
- Category utilization will be implemented and customer fields will be minimized – increased speed when saving
- Customer location routing options – coming soon
- Automatic SLA assignment – planning to implement next week



Service Request Support

- Isupport/Service Level Agreement
 - Working on a formula for iSupport to initially classify all service requests
 - Using the following fields to construct formula

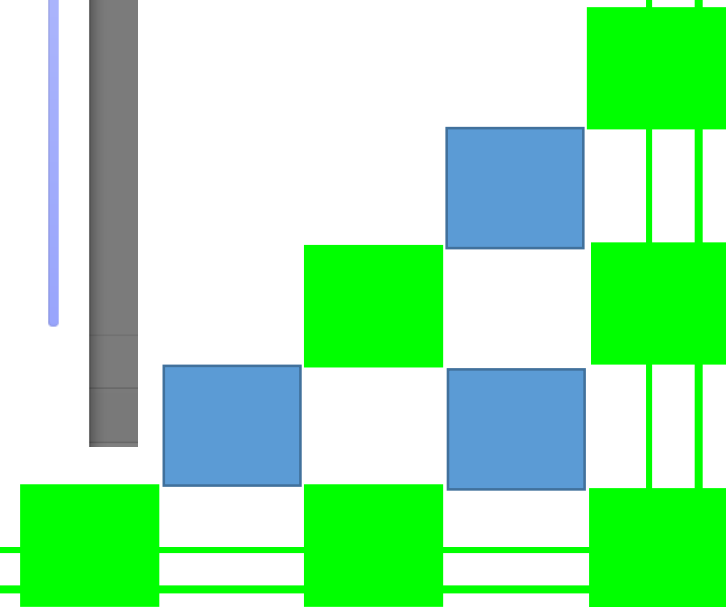
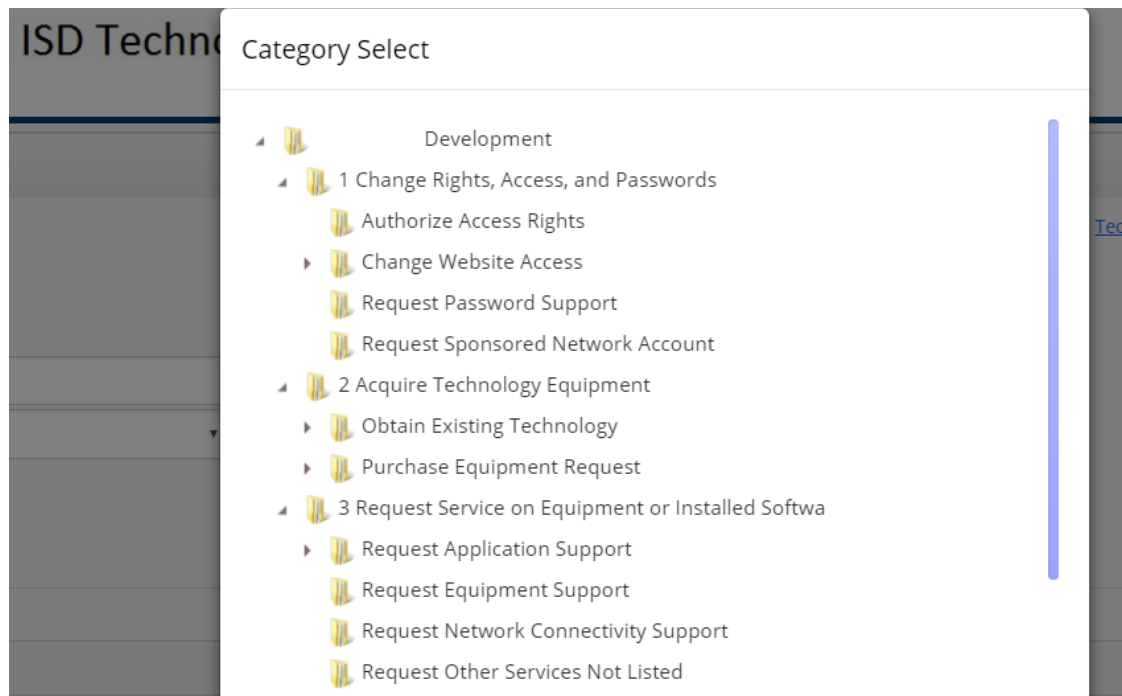
Service Area Focus
+ What type.../Technology
= SLA Designation



Service Request Support

coming soon

- iSupport Modifications – Category options
 - Customers will select options in a drop down format



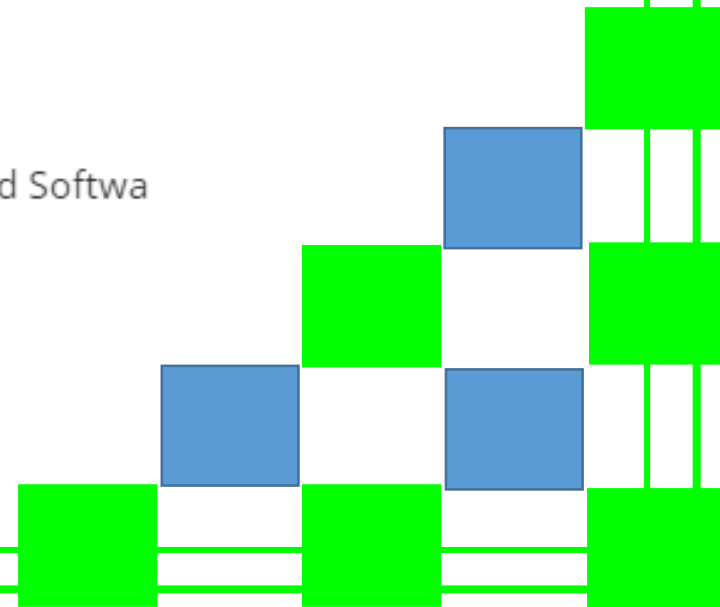
Service Request Support

coming soon

- iSupport Modifications – Category options
- Customers will select options in a drop down format

[Technology Service Needed?](#) ▼

- Development
 - ▶ 1 Change Rights, Access, and Passwords
 - ▶ 2 Acquire Technology Equipment
 - ▶ 3 Request Service on Equipment or Installed Software
 - ▶ 4 Report Security Problem



Service Request Support

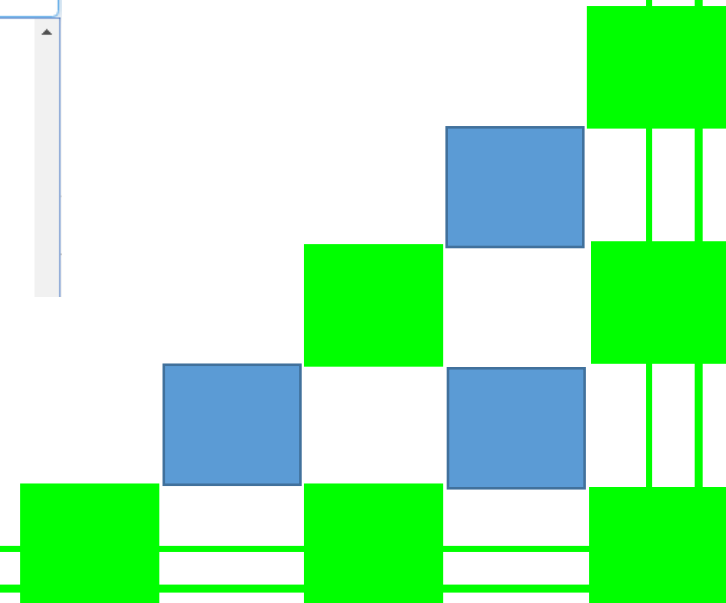
coming soon

- iSupport Modifications
 - Customers will be able to redirect service request assignments in the future

Route Location:

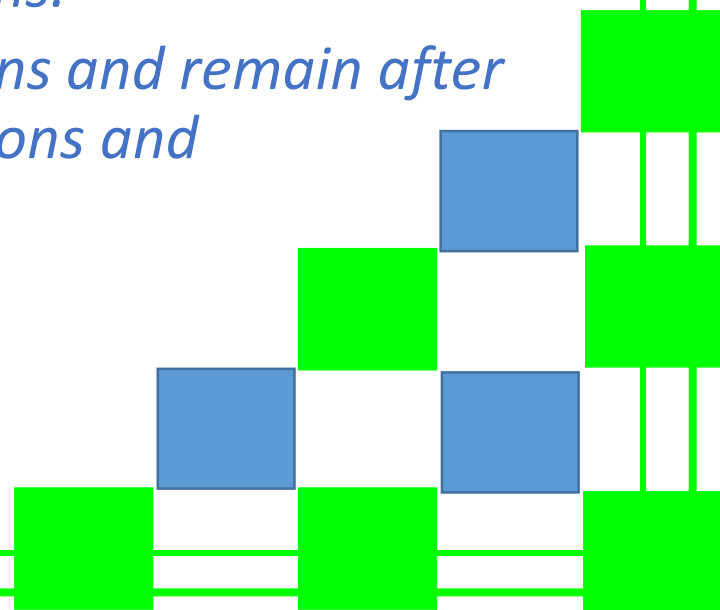
Route Location:

- 0 ZONE 4C
- 0 TRUITT MIDDLE SCHOOL
- 0 WATKINS MIDDLE SCHOOL
- 0 WINDFERN HIGH SCHOOL
- 0 ZONE 1A
- 0 ZONE 1B
- 0 ZONE 1C
- 0 ZONE 1D
- 0 ZONE 1E
- 0 ZONE 2A



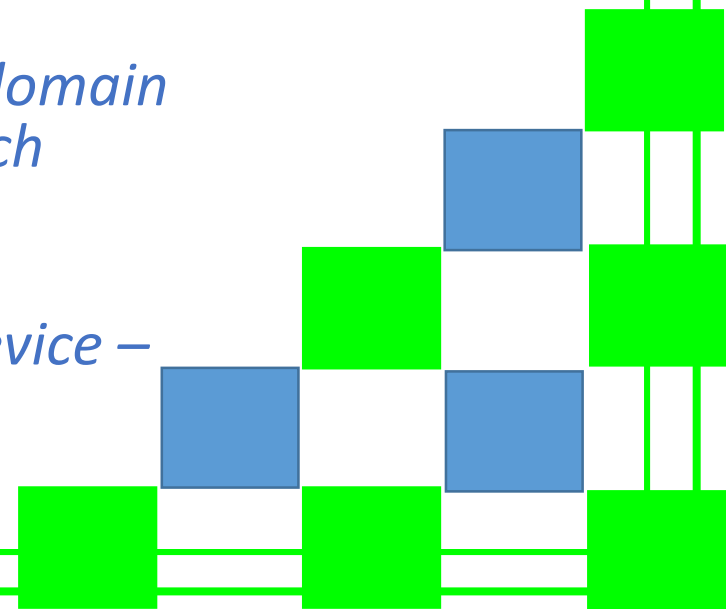
Innovation and Accountability

- Open discussion
 - *In each meeting we have asked for additional questions and worked to provide the necessary answers.*
 - *In an effort to be respectful of your time, most leaders have stayed after the meeting in the area to assist with additional campus specific questions.*
 - *We will continue to ask for questions and remain after the meeting for additional discussions and questions.*



Network Support

- WiFi weak signal and Why several laptops lose the domain connection?
 - *Location matters*
 - *High School will need to know the location,*
 - *Middle School will need to know the location and will need to verify if dense deployment has occurred,*
 - *Elementary – we are aware of wireless issues, but have not installed Aruba access points or completed dense deployment.*
 - *Regarding issue of laptops losing domain connection, will need to know which wireless system is being lost and which laptops are affected.*
 - *Will also need to know origin of device –*
 - *Personal or district*



Hardware Support

Information received from Becky Cook

- Updates/Details on Promethean rollout - Ind Tech, Temp Bldgs, Art...etc is it everyone or not? –
 - ELAR and LOTE are the first content area to be refreshed. We are rolling in equipment in waves, starting with Promethean Panels, then document cameras, then teacher computers.
 - Lightspeed sound systems will be installed by campus.
 - The first campuses receiving the Lightspeed will be Kirk, Hopper and Kahla.
 - Bane will also receive the equipment but it will be slightly different because it will be under construction.

Hardware Support

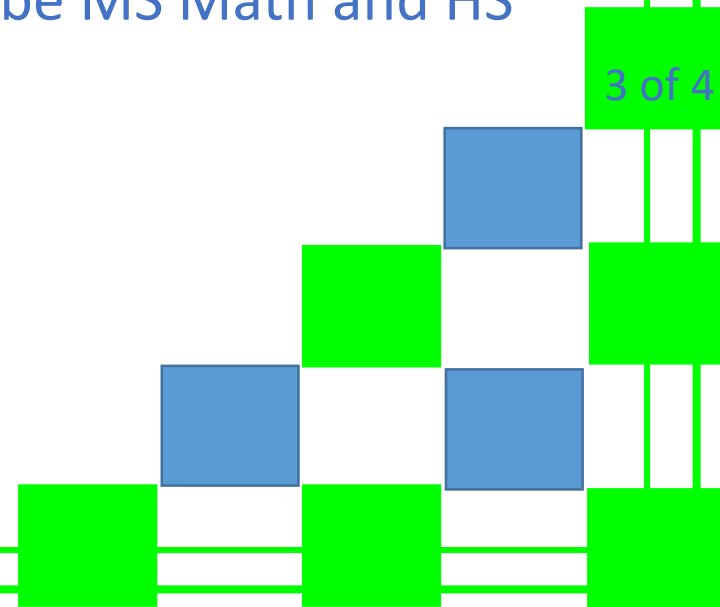
Information received from Becky Cook

- Updates/Details on Promethean rollout - Ind Tech, Temp Bldgs, Art...etc is it everyone or not? –
 - Starting in April, we will be ordering 5 COWs for each ES (40 Yoga 113 Windows Laptops and 60 Yoga 11e Chromebooks).
 - The schedule for delivery will be sent to the principals as soon as delivery speed by Prime can be determined.
 - Information will be shared with Jennifer as soon as it's finalized.

Hardware Support

Information received from Becky Cook

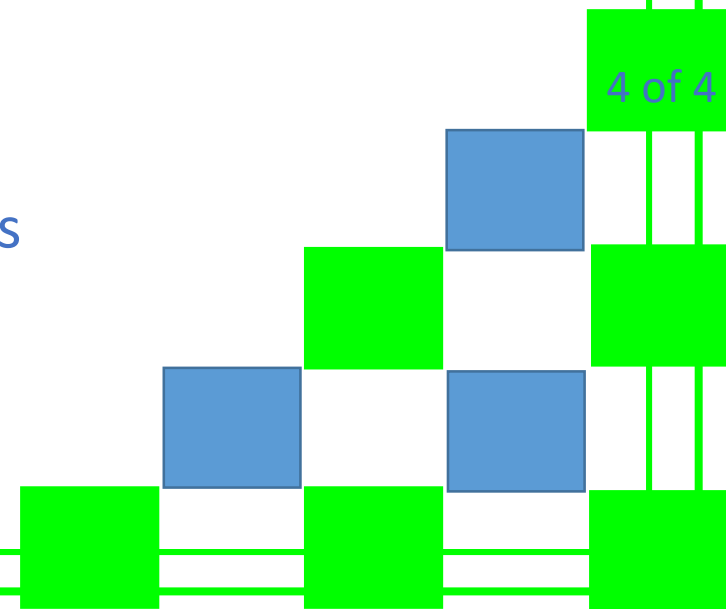
- Updates/Details on Promethean rollout - Ind Tech, Temp Bldgs, Art...etc is it everyone or not? –
 - The next big group to receive Promethean panels will be ES Art and Music during the month of April.
 - Once ELAR and LOTE are complete, we'll focus on the next content area which will likely be MS Math and HS Science.



Hardware Support

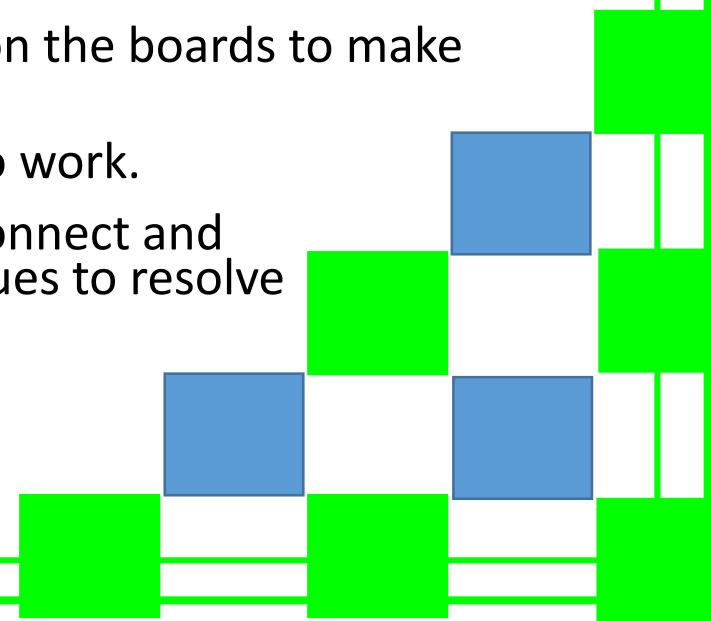
Information received from Becky Cook

- Updates/Details on Promethean rollout - Ind Tech, Temp Bldgs, Art...etc is it everyone or not? –
 - We will also be replacing other content areas based on the age of their computers but again,
 - it will start with their Promethean panels
 - teacher computers
 - and then student computers.
 - More info will be shared as soon as things are finalized.



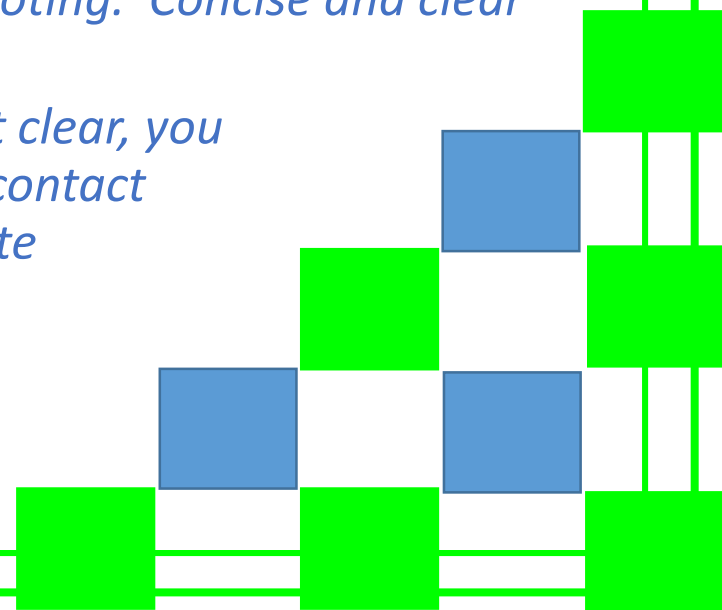
Promethean Board Experience @ Kahla MS

- *Here is a recap of the experience I had with the Promethean Boards.*
- *The Principal and DI received an email from Steven Stone.*
- *Steven met with the Principal and the DI to select the rooms where the boards would go.*
- *The following week 25 boards were installed at Kahla. (I suggest that the technician be included in the emailed from Steven notifying when the boards will be installed at their campus, that way the technician will be informed on the installation and support.)*
- *After the boards were installed, I was approached by several teachers of the boards that did not work.*
- *Steven came by the next morning to checked on the boards to make sure they were working.*
- *ActivInspire has to be installed for the board to work.*
- *I had several issues where the board did not connect and implemented various troubleshooting techniques to resolve them.*



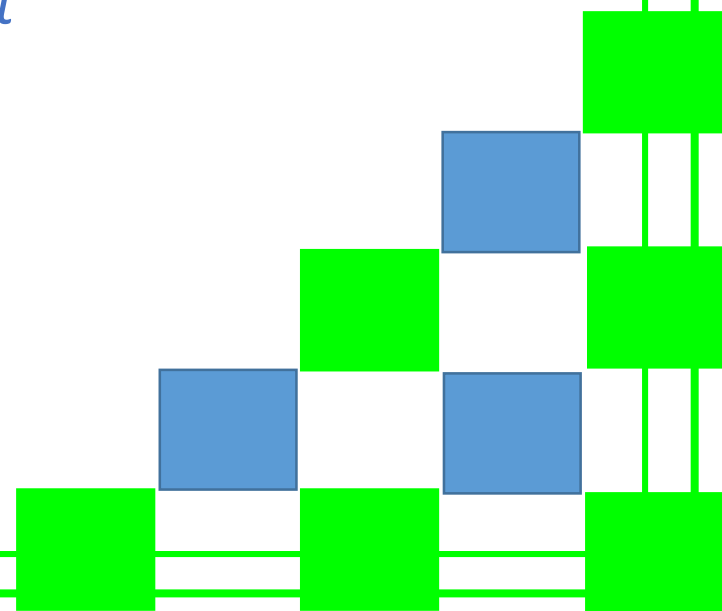
Technician Observations

- CCC seems like a road block now to getting tickets addressed. Too many questions, sometimes questions are asked that aren't relevant because issues is being overanalyzed. At the other extreme are the tickets coming from calls to the CCC that do not contain the appropriate information (CLEAR) but we can't send it back.
 - *Slower response was never the intent. Questions are received from 3rd and 4th level support when troubleshooting. Concise and clear data is needed for quick resolutions.*
 - *If you receive a service request that is not clear, you should return it to the CCC technician or contact Scottie or Jennifer to report the incomplete service request.*



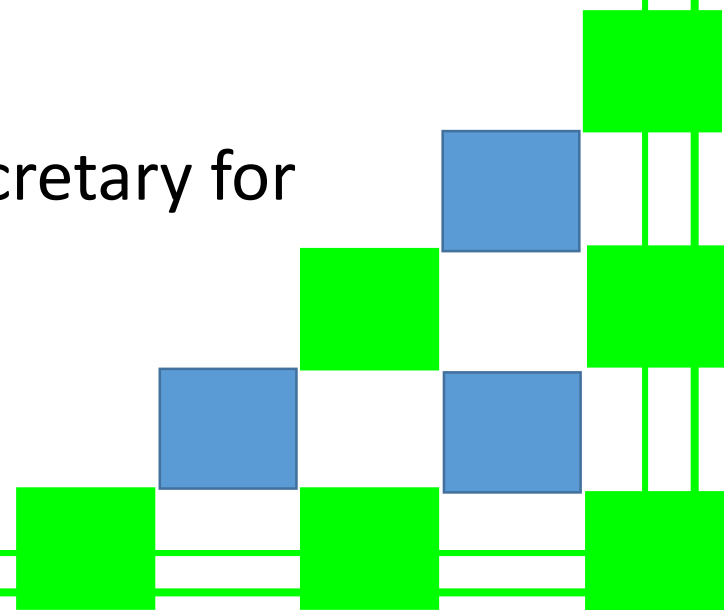
Technician Observations

- What happened to having meetings at different locations?
 - *We have not held due to scheduling, parking, and that space was available at ISC.*
 - *Holding the meetings at ISC allows for people to be brought in from the department as needed.*



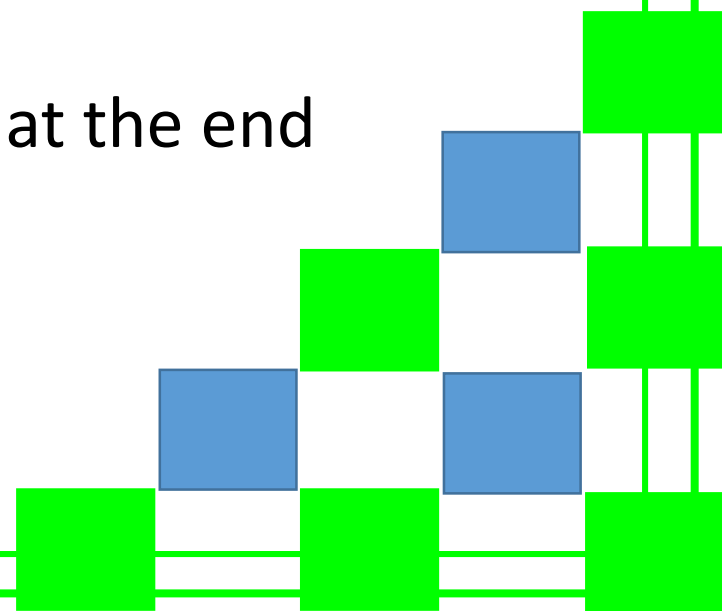
Engagement and Support

- Campus Service Review
- Provides campus key personnel – principal, principal's secretary, technology liaison, testing coordinator, receptionist, librarian – a chance to provide feedback outside of a service request
- Click [here](#) to access the link
- Link will be sent to principal's secretary for distribution



Engagement and Support

- Self Evaluation
- Click [here](#) to access
- If you choose option c, d, or e – it is expected that the previous levels have been accomplished as well
- Complete by April 8, 2016
- Time and space will be allocated at the end of today's meeting



In closing

Spring has sprung!! Daylight Savings is in effect. We are all working to meet our 15-16 goals for the year!!! As we meet today our students have

47 days to complete the 15-16 school year. When reflecting on the journey we have embarked on together this year – the distance we have travelled is awesome. Some days have seemed treacherous and others a walk in the park. The quote below may capture where many of us find ourselves. . . .

Are you exhausted? Me too, but we've got this. I'm choosing to be thankful in this moment because it means we're making a difference. Remember you are doing an AMAZING Job!

We choose to continue down the road to Amazing – how about you?

