

Voice of the Customer: Technician Meeting

April 19, 2017

April Agenda

- Welcome 8:30 – 10:30 AM Zones 3 & 4 12:30 – 2:30 PM Zones 1 & 2
- First Things First – Frankie Jackson

	Large Group	<u>Small Group</u>	Link only
Hardware	<u>Printer Replacement Update</u> <u>Network Printers</u>		
Campus Testing			<u>Remaining Testing Calendar</u>
Software		<u>Imaging Review</u>	
Innovation & Accountability	<u>iSupport Documented Time Worked</u>	<u>Zoom – new video conference software</u>	<u>Certification and Degree Information</u> - Please complete
Engagement & Support	<u>After Hours Support</u>		
Inventory	<u>Process for Summer Support</u>		
Service Request Support	<u>End Of Year Preparations</u>		
Campus Network	<u>Loops in Switches</u> – 9:15 / 1:15		

- Submitted questions and answers





Great Expectation – Engagement and Support

- Technicians will work to ensure that all customer interactions are appropriate and professional – service follow-ups, customer listening, customer interactions, and oral and written communications.
- A technician will work to ensure that all interactions with other Technology staff are appropriate and professional as well.
- Follow-ups with the customers are generally common, especially in instances where a customer was not present while the issue was addressed.
- At least 90% of the returned customer surveys regarding a technician's closed service requests are positive responses.
- The technician knows the key personnel at assigned campus(es) - Principal, Principal's Secretary, Technology Liaison, Librarian, Front Desk Receptionist, and Testing Coordinator. Likewise, campus key personnel know the technician and depend on them to provide world class technology service.



Small Group Rotation

Team			
Service Center	Imaging Review	General Discussion	zoom
Middle School Campuses	zoom	Imaging Review	General Discussion
High School Campuses	General Discussion	zoom	Imaging Review



Thank you

Thank you so much for all that you have done this Spring to make technology use successful. Our testing season started very well and remained successful through March. This success was due to your complete support of your campus and the work you did to ensure the success. We appreciate your responses to our frequent surveys and questionnaires. Your answers help us improve each and every day. We look forward to the next 5 weeks and marking the 16-17 school year as our best one yet. Thank you again and have a great day!!