

DEVICE IMAGING AND INTEGRATION DII ASSISTING CUSTOMERS



Anthony Melton

Anthony Melton visited Falcon Transportation and met with Shop Foreman Colin Obrosky to diagnose the Cummins Insite diagnostic software, which was not communicating with the busses. Anthony successfully connected the laptop to the bus via USB and Cummins Insite.

**EVERY SERVICE.
INSITE**

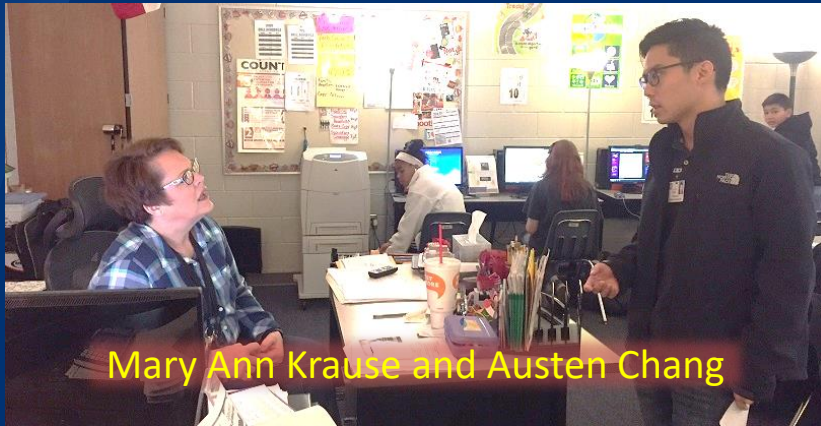


Cameras on a Bus



Cummins Insite Software

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Mary Ann Krause and Austen Chang



Anthony, Ms. Aranda,
and Austen

Customer

Austen Chang and Anthony Melton visited Goodson MS to troubleshoot two issues.

First, they met with Mary Ann Krause, BIMM teacher, and resolved a problem with moving files from shared drive to shared drive.

Then, they assisted Hollie Aranda, Read180 teacher, with various audio and headphone issues. After reimaging the computers in the classroom, in addition to Austen Chang and Josh Zhang visiting over the Holiday break and verifying all headphones worked correctly, another service request was opened stating the headphones were still not working. The issue was that headphones were assigned to each student and were being switched out. This is the only Read180 classroom with this process. To permanently fix the issue, Ms. Aranda was instructed to only use a certain set of headphones and not switch them out. These headphones were configured and all is working well now with Read180. The principal and Read180 coordinator for the school were informed.



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Arturo Martinez and Derly Buentello

Derly Buentello worked with Mr. Arturo Martinez, Assistant Director of Professional Staffing, to assist Dr. Thomas Sneed (not pictured), Human Resources Specialist for Recruitment and Retention for Food Services, in creating workflows and filters in Talent Ed, which facilitates the management of Food Service applicants and interviews. Derly also worked with ISA to optimize the Food Services workflow in the Laserfiche Enterprise Content Management System.



DEVICE IMAGING AND INTEGRATION FOOD SERVICES E-CONTROL SYSTEMS



Rock Valentine, Susan Newell, and
Derly Buentello

Derly Buentello worked with Rock Valentine and Susan Newell to review the Point of Sale replacement process and follow up with any concerns.

Food Services will provide eight High Schools and the Berry Center with E-Control Systems (ECS), a sophisticated system used to monitor temperature and other critical points in industrial and commercial refrigeration.

Derly met with Richard Martinez from MCA and conducted a survey to determine the best location for a data drop to be used bring the ECS Intelligate gateway online. Intelligate will receive temperature information from Intellisensors located in industrial size walk-in freezers and refrigerators.

INTELLIGATE

Every reading taken by the IntelliSensor is communicated wirelessly to the Intelligate. The Intelligate processes all of the information and sends the data to the ECS secure cloud, where it can be viewed 24/7 on any computer, smart phone, or tablet.

Intelligate is a feature-rich web-based internet appliance which also allows you to access and manage all of the IntelliSensor data collected. Using the Intelligate's built in secure web server, you can configure and view all of your IntelliSensor interfaces, then create triggers and alerts based on rules set up by Food Services.

DEVICE IMAGING AND INTEGRATION MEETING & UNINSTALL PACKAGES



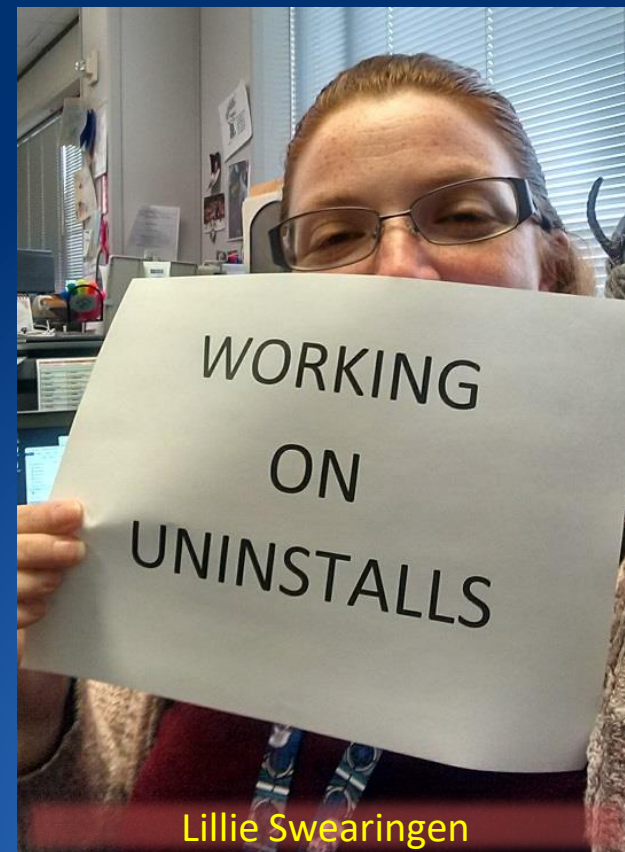
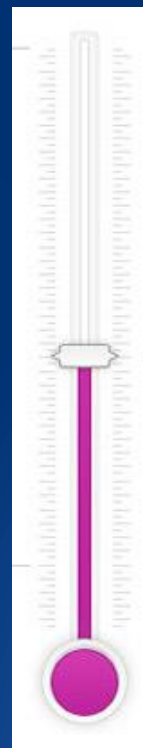
Derly Buentello and Nancy Grella

During a Webinar with **Larry Barrios**, **Paula Ross**, **Greg Rhodes**, **Kimberly Osborne**, **Nancy Grella**, and **Derly Buentello**, Amplified IT ran an audit on the Google Admin Console. The team went over the 87 page report on their findings.

Lillie Swearingen has been working on creating uninstall packages for each software package available in LANDESK. Progress has been good.

The following curriculum areas are complete: Cosmetology, Social Studies, Elementary, Foreign Language, Literature/Reading/English. Others are in progress.

A total of 84 uninstallation packages have been created out of 282 needed, meaning the project is 29.8% complete.



Lillie Swearingen