



DEVICE IMAGING AND INTEGRATION LANDESK CERTIFICATION LEVEL II



Austen and Josh Ready to Train

Josh Zhang and Austen Chang trained 4 classes this week in LANDESK Certification Level II, covering LANDESK troubleshooting, remote control through LANDESK Workspaces, and pushing software through LANDESK Workspaces.

After the first day and feedback from class participants (thank you!), the following changes were made to the way the class will be taught from this point forward:

- 1) Upon signing up for a class, the participant will receive the materials for class in order to study and be prepared for the presentation.
- 2) Participants will be present for the class.
- 3) Following the class, the participants can take the exam immediately or choose the option to come back within one week to take the exam.

The exam is 20 questions and a score of 80% is required to receive certification and be approved to take LANDESK Certification Level III when available.

LANDESK Certification Level III will cover the LANDESK Console, including troubleshooting and multicast imaging.



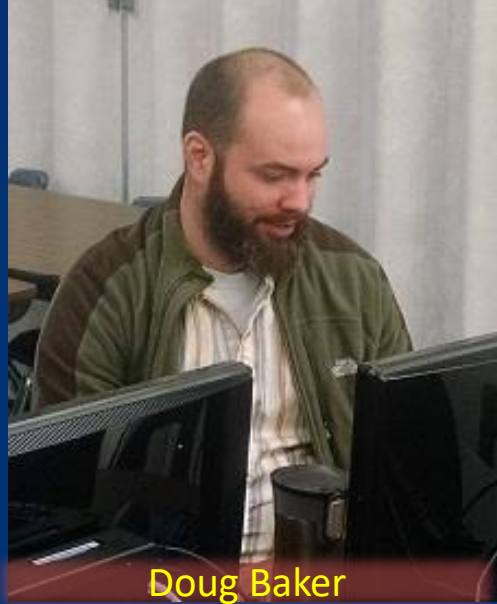
Austen Assisting Connie Schelnick



DEVICE IMAGING AND INTEGRATION LANDESK CERTIFICATION LEVEL II



Aaron Widrick



Doug Baker

Congratulations to our first set of LANDESK II Certified Technicians!

Doug Baker
Paul Garrett
Jair Garza
James Olson
Craig Parliament
Bob Rader
Steven Rodriguez
Edward Quintanilha
Jacob Sanders
Aaron Widrick



Jair Garza and Jacob Sanders



DEVICE IMAGING AND INTEGRATION DII ASSISTING CUSTOMERS



Austen, Alisa, and Michelle

Austen Chang and Michelle Campos visited Sheridan Elementary and met with Technology Liaison Alisa Puentes in order to assist in troubleshooting a few Technology issues that were discussed in the last Cluster meeting.

Luckily, after visiting the campus, it was found only one problem existed on certain computers: LANDESK Workspaces was not populating correctly.

After troubleshooting, it was determined the image on the computers was the original image used during the ZEN conversion and the computers merely needed to be imaged in order to work correctly.



A support request was received this week regarding creation of a package including software and drivers for DinoLite Microscopes at Danish Elementary.

Lillie Swearingen created the package and then visited Danish to test and verify it worked correctly with the microscope. A small issue was found with running the package on Windows 7, which Lillie will resolve next week. In the meantime, clicking “Ignore” on the error message still results in a successful installation, so the school asked the package be released.



DinoLite Microscope in Action



DEVICE IMAGING AND INTEGRATION DII TEAM MEETING



Anthony, Michelle, Derly, Lillie, Larry, Josh, Daniel, Nancy, Austen



The full DII Team met this week to discuss the following:

- LANDESK Level II Certification and possible changes to the course.
- Setting up a Technology Table at DLT for customers to report issues or have questions answered.
- Computers not receiving LANDESK icons in a timely manner and changing the interval computers “call-in” for icon population.
- Possible LANDESK training for teachers and administrative staff at schools.
- The complaint of multiple restart prompts, which is a result of patches requiring restarts and multiple patches being pushed at the request of ITS.

It was a very productive meeting and much was achieved.