



DEVICE IMAGING AND INTEGRATION BARKER TRANS LANDESK CONVERSION

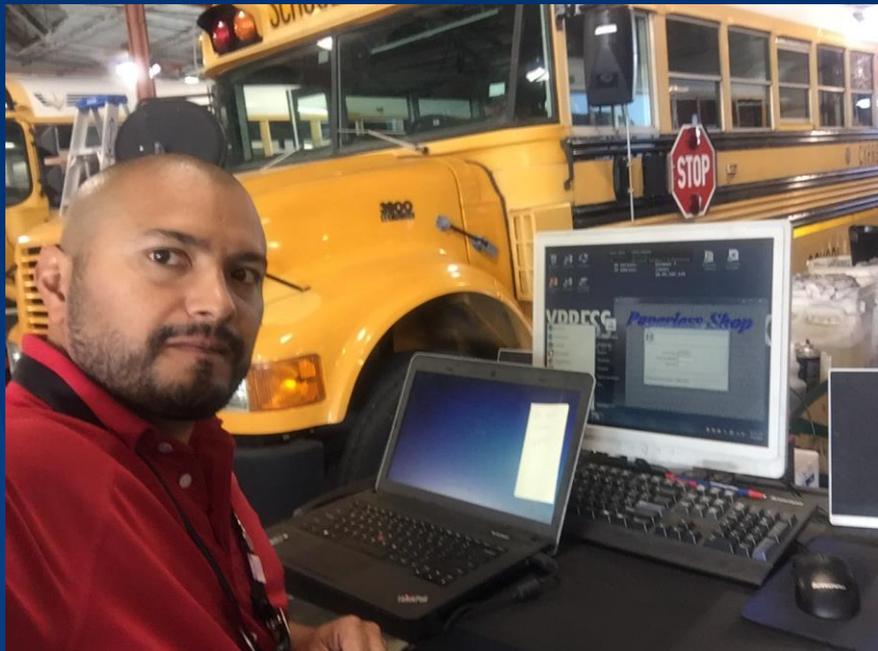


Barker Transportation was converted to LANDESK this week. **Anthony Melton** was available on site the following day to troubleshoot and offer support to all the staff. Appropriate software packages and links have been made available to customers through LANDESK Workspaces.

As of now, all Transportation centers have been converted to LANDESK. Call volume for issues has been very low.

For High Overview click [Here](#)

For Detailed Schedule click [Here](#)



Anthony with **Kenneth Deville (Assistant Foreman)**



DEVICE IMAGING AND INTEGRATION

A. ROBISON'S LANDESK CONVERSION



Josh Zhang, Lillie Swearingen, and Austen Chang finished up the final touches in LANDESK for conversion of the first elementary school, A. Robison.

This was an arduous process that the team has been working on for the past two weeks. Building the many packages, queries, and scheduled tasks – then having to test them all for accuracy.

Our main goal throughout this process – other than the transition from Novell to LANDESK – is to make our customers satisfied and happy with the conversion.

We feel like a totem pole of success! Or maybe of minions. Either way...



The “Plan of Attack” for Robison was as follows

- As many team members as possible show up at 6:00am to check all faculty and administrator computers for issue. Bartags, room numbers, and specific problems are noted.
- Fix as many teacher and administrator issues as possible before school starts.
- As more Technology Services team members arrive, split up into teams and check student computers for issues, using the same method as with teacher and administrative computers.
- Gather laptop carts and convert them while continuing troubleshooting desktops.
- Note information on “special setup” (Pre-K, Kindergarten, Music, Art, Special Education, etc) computers so host names can be changed in order to populate LANDESK Workspaces correctly.
- School employees are provided with a survey on Friday to give feedback about the conversion process, service, and documentation in order for Technology Services to improve the process as necessary.

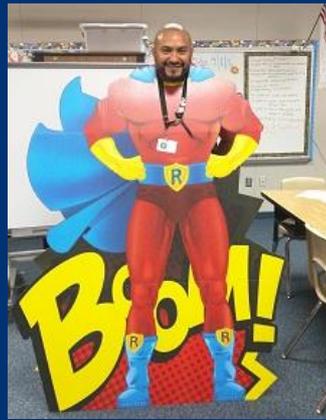


DEVICE IMAGING AND INTEGRATION

A. ROBISON'S LANDESK CONVERSION



Included in the DII team for Robison's conversion were: **Larry Barrios, Anthony Melton, Austen Chang, Josh Zhang, Daniel Serwinek, Michelle Campos, Nancy Grella, and Lillie Swearingen.** Special thanks to **Frank Adian, Doug Baker, and Scottie Stevens** for coming along to learn about the process, and to **Brandon Splawn, Alaina Harbin, and Jose Mendez** for providing additional support throughout the day. Both Alaina and Jose are responsible for Transportation Centers and Brandon is the Service Technician responsible for Robison. All were eager to learn as much as possible about LANDESK in order to continue providing excellent support to customers.





DEVICE IMAGING AND INTEGRATION

A. ROBISON'S LANDESK CONVERSION



Friday morning, **Josh**, **Austen**, **Larry**, and **Lillie** met at A. Robison to verify that all was still going well and clean up a few unfinished items. Afterwards, they met with **Kelly Gerletti (Robison Principal)** to discuss the conversion. She said the school was happy with the results and that she had heard no complaints.

Thank you, Robison, for allowing us to convert your school to LANDESK.



Josh and **Austen** stayed at Robison Thursday until 7:00pm in order to brainstorm about how to improve the process of LANDESK conversions.



Friday afternoon, the entire DII team met to go over the conversion, issues that were seen, how to resolve problems in the most effective way, among other conversion-related items.

Our plan in the future is to provide the same excellent customer services while simultaneously streamlining the process, requiring less people for conversion and conversion support. The team agreed with Josh and Austen's plans to spread parts of the conversion out over several days rather than running all conversion steps over one night. We hope this will provide an even better success rate than was seen at Robison.

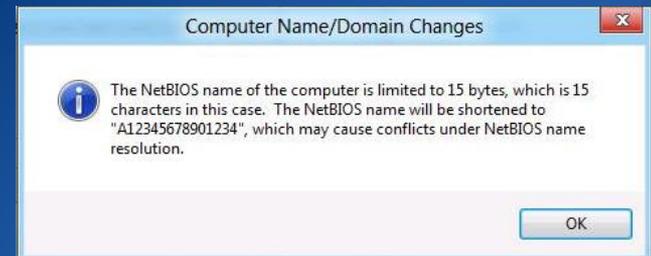
DEVICE IMAGING AND INTEGRATION LANDESK NAMING SCHEME



Tuesday, **Larry Barrios** (not pictured), **Lillie Swearingen**, **Josh Zhang**, and **Austen Chang** met with **Leonard Chance (AAS)** to discuss the new LANDESK naming scheme and how it would apply to laptop carts. **Yoda** was in attendance as well, but just kept telling us we were not Jedi's yet.

The new naming scheme includes the application code in each computer name, thereby allowing LANDESK to populate LANDESK Workspaces automatically with all necessary software for that application code. This way, neither Technicians nor teachers/administrators will have to request the correct applications be added within LANDESK Workspaces.

The concerns with carts is that there needs to be a common naming scheme, even though each curriculum may have multiple carts. A plan was devised and will be put into place along with documentation regarding how to name cart laptops.



PLAN FIRST!



DEVICE IMAGING AND INTEGRATION LANDESK SERVERS UPGRADED



The LANDESK SQL database servers were upgraded with SSDs (solid state drives) to increase performance. **Nelda Hanzi (NMO)** and **Josh** migrated the database from the 15K SAS drives to SAS SSD drives.

