

DEVICE IMAGING AND INTEGRATION DII ASSISTING CUSTOMERS



Windows 10 will be available

4 TRANSPORTATION



Anthony Melton worked this week to complete Falcon Transportation's move to Windows 10. By the end of the week, 100% of Falcon Transportation computers were on Windows 10.



Anthony



Austen, Josh, Aragon Principal

Following the Spring Break Yoga 460 BIOS update, BIOS change to UEFI Boot, docking station Firmware update, and reimaging, **Josh Zhang** and **Austen Chang** headed to Aragon to troubleshoot and resolve a few issues.



DEVICE IMAGING AND INTEGRATION DII TESTING NEW PROCEDURE



DII, has been testing the ability to backup and restore user files when a machine is imaged. This is a feature that they have wanted for years. The team was able to do some testing this Spring Break using this process. This week **Josh Zhang** and **Austen Chang** visited Hancock to see a Yoga 460 that did not get it's files restored after imaging. The issue was most likely the 10/100Mb switch it was plugged into. This is a feature the team hopes to have in place this coming school year.



DEVICE IMAGING AND INTEGRATION

DII ASSISTING CUSTOMERS



Nancy Grella was hard at work this week with various projects including:

- Helping to resolve Cambridge Latin software issues with **Lillie Swearingen**.
- Resolving iPad issues with students applying restriction passcodes disabling the camera and Safari browser.
- Resolving Chromebook issues involving WiFi
- Planning the summer recall of Special Education iPads (PPCD and Speech Language Pathologists)
 - *Creating a “turn in” task list for PPCD and SLP Staff
 - *Creating an inventory of PPCD and SLP iPads
 - *Creating an action plan with PPCD and SLP Coordinators
- Planning the summer refresh of iPads for critical updates on iOS and the AirWatch Agent.
- Assisting staff with resetting Apple ID passwords.
- Adding requested URL bookmarks for Chromebooks.
- Reviewing and verifying Chromebook enrollments to allow for Prime delivery.
- Updating Chrome Console Organizational Units (OUs) and moving newly enrolled Chromebooks to the appropriate OU
- Creating and updating Apple purchase proposals for Volume Purchase Credit to purchase iPads for Special Education
- Researching using Chromebooks for district AP Language testing.



As you can see, **Nancy** was very busy this week!

Device Imaging and Integration

Posted by Lillie Swearingen, Technical Analyst

March 24, 2017

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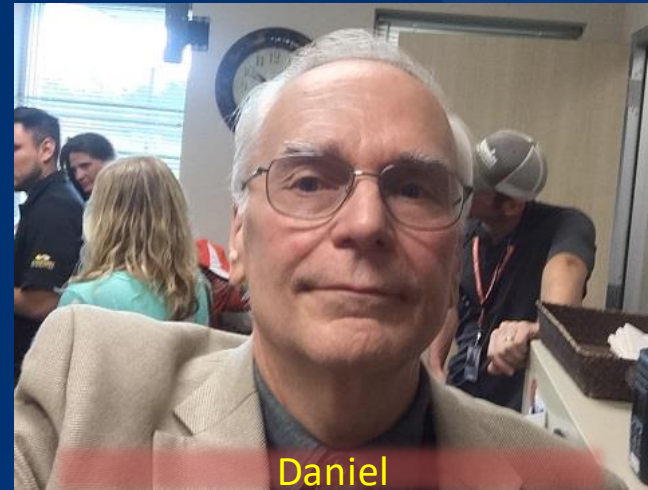


Daniel made several school visits this week.

First he attended a meeting at Salyards regarding the new marquee system. The new marquees are standalone units that are not connected to the CFISD network. The laptop used is an ASUS dedicated for use with the marquee only and has its own wireless network. From this point forward, this will be the system used in new installations.

Daniel also visited CyWoods to verify a handheld scanner setup for a testing pilot program. The issue was the Bluetooth drivers needed to be installed in order for the scanner to work correctly.

Finally, **Daniel** filled in at the Customer Care Center on Friday along with **Josh Zhang** and **Austen Chang** while CCC members had their weekly meeting.



Daniel



Daniel and Susan



CyWoods Scanner

DEVICE IMAGING AND INTEGRATION DII MEETINGS



Daniel, Nancy, Michelle, Austen

During DII's T4 meeting, the third and fourth chapters of the book *The 21 Irrefutable Laws of Leadership* were discussed. **Anthony Melton** presented, talking about the laws of Process and Navigation.

Following the book discussion was a quick overview of weekly tasks.



Josh, Derly, Anthony, Frankie



Lillie Swearingen and **Josh Zhang** met with **Nelda Hanzi** and **Mike Mallett** (Berry Center Support) regarding the EMS upgrade, which is slated to take place next Tuesday. The upgrade requires both a server- and client-side piece.

