

Striving to Keep ALL Campuses UP 100% of the Time for *Every Student, Every Day*



Frankie Jackson visited Adam elementary school on Tuesday, **September 1, 2015**. The principal had called Frankie directly, the day before and expressed concerns about their campus' network being down. After a detailed investigation by **Paula Ross**, Director of Network Infrastructure and Communications, the network electronics had been up until Monday, August 31st, 2015, when intermittently the campus went "offline." Once our staff received the call that there was a network outage, within 24 hours, the following activity occurred:

1. **Anna Senties**, Network Support Specialist, secured a spare to potentially replace the existing switch.
2. **Elizabeth Montes**, Network Support Specialist, contacted HP and they determined that the switch was working fine.
3. **Elizabeth** investigated inconsistent power. She requested an electrician to check voltage variations. She also installed a new power strip and assessed the need for a new Uninterrupted Power Supply (UPS).



By the time that Frankie arrived to the campus, **Crystal Gilbert**, the assigned service technician was providing onsite service. The network and technology devices were up and the campus was appreciative of our support!



Thank you Paula, Anna, Elizabeth, and Crystal for striving to keep all campuses up 100% of the time for *Every Student, Every Day*