

# April – Inventor's Month

## Voice of the Customer: Technician Meeting

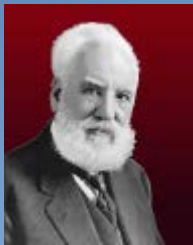
April 27, 2016



**Samuel F.B. Morse**  
**Inventor of the**  
**Telegraph and**  
**Morse Code**



**Willis Carrier**  
**Inventor of Air**  
**Conditioning**



**Alexander Graham**  
**Bell**  
**Inventor of the**  
**Telephone**

# Agenda

- Instructional Technology Update
- Technology Bond Update
- Software Support
  - DII LAN Desk Conversion Process
- Inventory Support
- Hardware Support
  - Secondary Network Printer Maps
  - HoverCam information
- Campus Network
  - Closet Update and Information
- Campus Testing
  - Schedule
- Innovation & Accountability
- Engagement and Support
- Service Request Support

# Instructional Technology Update

- Becky Cook and Steven Stone

# LANDesk Deployment

- Conversion Completed –
  - Transportation Centers
  - A. Robison Elementary
- Next Locations
  - Hairgrove
  - Owens



# DEVICE IMAGING AND INTEGRATION LANDESK CONVERSION UPDATE



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...



Anthony with Kenneth Deville

As of now, all Transportation centers and A. Robison have been converted to LANDESK.

Call volume for issues has been very low.





# DEVICE IMAGING AND INTEGRATION LANDESK CONVERSION PROCEDURES



After Robison, the entire DII team met and discussed the conversion, issues that were seen, how to resolve problems in the most effective way, and other conversion-related items.

As a result, the plan for future conversions is to streamline 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.

The generalized plan for School roll-out is as follows:

- 1) Notify school / location- Leave Machines on
- 2) Start sending out pushes
  - a) Patches (.net 5.2 and PowerShell 4.0)
  - b) Full Agent
  - c) Printer Logic
  - d) Chrome
- 3) Scout location, identify special AppCodes, Windows XP computers, rename systems as necessary
- 4) Notify CCC, Technicians, Prime
- 5) Turn off Novell imaging for location
- 6) Turn on LANDESK imaging for location
- 7) Turn off AD Advance Agent GPO
- 8) Provide LANDESK customer documentation
- 9) Convert school-Remove NOVELL
- 10) Activate LANDESK Workspaces
- 11) Follow up for any issues

**PLAN FIRST!**



**STANDARD  
OPERATING  
PROCEDURE**



# DEVICE IMAGING AND INTEGRATION LANDESK CONVERSION PROCEDURES



## PLAN OF ATTACK

The “Plan of Attack” for a campus is 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 post-conversion 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 LANDESK CONVERSION PROCEDURES



TURN off NOVELL PXE and turn on LANDESK PXE at converted schools.

Supporting Novell Schools will need USB drives.

Converted Schools will image with PXE (instructions to come).

Imaging next year with LANDESK will give users a Windows 10 image.







# DEVICE IMAGING AND INTEGRATION LANDESK NAMING SCHEME

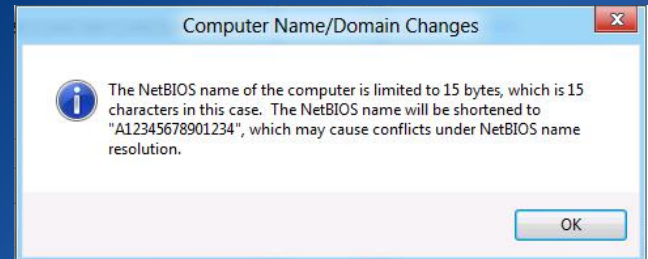


The new naming scheme includes the application code in each computer name, thereby allowing LANDESK to populate LANDESK Workspaces automatically with all necessary software for that application code. This way, neither Technicians nor teachers/administrators will have to request the correct applications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

For Example:

113SGU01-BARTAG  
GU=General Use



**PLAN FIRST!**



# DEVICE IMAGING AND INTEGRATION LANDESK NAMING SCHEME



You may have some questions about the naming scheme. Here is some additional information to explain the change.

1) What happened to “L” and “C”?

There is no longer a need for differentiation between student computers. Whether a laptop, desktop, or minilab computer, student computers will be assigned the letter “S”.

2) What about Teacher or Administrative laptops and desktops?

Teacher computers will be named with a “T” and Administrative computers will be named with an “A”.

3) Why are we no longer using location codes?

LANDESK ties to Active Directory to pull the location, so location codes are no longer necessary.

4) Why do we have to put the application code at the beginning of the computer name?

LANDESK Workspaces automatically populates with the correct software based on the application code used in the first 3 spaces of the computer name.

5) What about laptop carts? How do we differentiate them?

- Additional information will be provided on how to name laptop carts.

Examples of the new naming scheme:

999A304-BARTAG (Base Admin computer in room 304)

303T1142-BARTAG (HS Social Studies Teacher computer in room 1142)

212SGU01-BARTAG (MS General Use Cart 01)

# LAN Desk Proposed Schedule

School	Date		Zone	Team 1	Team 2	Team 3
A Robison	04/13/16	Week 1	3	X	X	
Hairgrove	05/02/16	Week 2	2	X		
Owens	05/02/16	Week 2	2		X	
Pope	05/05/16	Week 2	1	X		
Warner	05/05/16	Week 2	1		X	
Woodard	05/06/16	Week 2	1	X		
Rennell	05/06/16	Week 2	1		X	
Postma	05/12/16	Week 3	1	X		
Andre	05/12/16	Week 3	1		X	
Duryea	05/12/16	Week 3	1			X
Walker	05/13/16	Week 3	1	X		
Hemmenway	05/13/16	Week 3	1		X	
Jowell	05/13/16	Week 3	1			X
M. Robinson	05/16/16	Week 4	1	X		
Sheridan	05/16/16	Week 4	1		X	
Emery	05/16/16	Week 4	1			X
McFee	05/17/16	Week 4	1	X		
Tipps	05/17/16	Week 4	2		X	
Wilson	05/17/16	Week 4	2			X
Lieder	05/18/16	Week 4	2	X		
Metcalf	05/18/16	Week 4	2		X	
Copeland	05/19/16	Week 4	2			X
Holmsley	05/19/16	Week 4	2	X		
Lowery	05/19/16	Week 4	2		X	
Fiest	05/20/16	Week 4	2			X
Birkes	05/20/16	Week 4	2	X		
Horne	05/20/16	Week 4	2		X	
Lee	05/20/16	Week 4	2			X

Kirk	05/23/16	Week 5	2	X		
Bane	05/23/16	Week 5	4			X
Holbrook	05/23/16	Week 5	2			X
Post	05/24/16	Week 5	4	X		
Reed	05/24/16	Week 5	4			X
Frazier	05/24/16	Week 5	4			X
Bang	05/25/16	Week 5	4	X		
Gleason	05/25/16	Week 5	4			X
Willbern	05/25/16	Week 5	4			X
Emmott	05/26/16	Week 5	4	X		
Danish	05/26/16	Week 5	4			X
Francone	05/26/16	Week 5	4			X
Matzke	05/27/16	Week 5	4			X
Hancock	05/27/16	Week 5	4			X
Moore	05/27/16	Week 5	4			X
Yeager	05/31/16	Week 6	3	X		
Hamilton	05/31/16	Week 6	4			X

# Inventory Update

- Secondary Inventory Accuracy Checks will be completed 4/27/16
- Final Inventory Campus Scorecards for Secondary Campuses will be sent out 4/29/16
- Elementary Inventory Accuracy Checks will begin 4/27/16 and be completed on or before 5/6/16

# Middle School Inventory Update

Campus	Scorecard 1(12/18)	Scorecard 2(02/22)	Scorecard 3(02/29)	Audit Accuracy Check
Anthony	EE	ME	NI	97%
Aragon	ME	EE	EE	
Arnold	ME	NI	NI	
Bleyl	EE	ME	NI	98%
Campbell	ME	ME	ME	88%
Cook	NI	NI	NI	100%
Dean	EE	ME	NI	
Goodson	NI	ME	NI	95%
Hamilton	EE	CO	EE	100%
Hopper	EE	EE	EE	97%
Kahla	EE	ME	ME	
Labay	NI	NI	NI	
Salyards	ME	ME	NI	98%
Smith	CO	ME	NI	96%
Spillane	NI	ME	ME	96%
Thornton	NI	NI	ME	
Truitt	EE	ME	ME	
Watkins	EE	EE	EE	100%

# High School Inventory Update

Campus	Scorecard 1(12/18)	Scorecard 2(02/22)	Scorecard 3(02/29)	Audit Accuracy Check
Cy Fair HS	NI	NI	NI	
Cypress Creek HS	NI	NI	NI	95%
Cypress Falls HS	ME	NI	NI	
Cypress Lakes HS	ME	NI	NI	90%
Cypress Ranch HS	ME	ME	NI	95%
Cypress Ridge HS	ME	ME	NI	
Cypress Springs HS	ME	ME	NI	86%
Cypress Woods HS	EE	ME	NI	96%
Jersey Village HS	ME	ME	NI	
Langham Creek HS	ME	NI	NI	
Windfern HS	NI	NI	ME	

# Summer Employment

- Update

# Secondary Network Printer Maps

- Map of locations of network printers needed
- High Schools – Send the map to Richard Kurtz
- Middle Schools – Send the map to Ingrid Morassini



# HoverCam Information

- HoverCams delivered to Technicians
- Teachers asked to run bundle
- Secondary Technicians delivering and setting up HoverCams
- Send a list of classrooms needing HoverCams to Richard(High Schools) or Ingrid(Middle Schools)
- Information will be sent to Instructional Technology for review

# Network Closet Update

- Information received, noted, and provided to ECN team for documentation
- Continue to update Richard, Ingrid, and Doug with additional closet information
- ECN will be receiving thermometer's so that the room temperatures can be monitored better

# VOIP Walkthroughs

- March / April – High School Walkthroughs
- May – Middle School Walkthroughs

# Secondary Summer School List

- Original/Makeup Credit
  - High Schools
    - Cypress Ranch\*\* – English and Social Studies
    - Cypress Springs – Math and Science
  - Middle Schools
    - Arnold
    - Kahla
- EOC Prep and Testing
  - High Schools
    - Cypress Lakes
    - Cypress Ridge
    - Cypress Woods
  - Middle Schools
    - Anthony
    - Hamilton

\*\* Cypress Ranch has just recently been selected to replace Cypress Falls

# Elementary Summer School List

- Student Success Initiative

- Duryea
- Hairgrove
- Lamkin
- Matzke

- Bilingual/ESL PreK and Kindergarten

- Andre
- Emery
- Holmsley
- Horne
- Millsap
- Post
- Walker
- Willbern
- Wilson

# Modifications to iSupport

- Adding Categories to mySupport
  - All customers will select Customer Submission along with “What type.....” at this time
- Added additional Resolution Categories as communicated April 25

# End of Year Data

- Information regarding routing statistic time, trainings attendance, and survey information will be distributed within the next 2 weeks

# Remaining Schedule

- **End of Course**
  - **History** - May 2
  - **Algebra I** - May 3
  - **Biology** - May 4
- **STAAR**
  - **Math (SSI #2)** - May 9 - Grades 5 & 8
  - **Math** - May 9 - Grades 3-4 & 6-7
  - **Reading (SSI #2)** - May 10 - Grades 5 & 8
  - **Reading** - May 10 - Grades 3-4 & 6-7
  - **Science** - May 11 - Grades 5 & 8
  - **Social Studies** - May 12 - Grades 8
- **AP Testing**



# Technology Bond Update

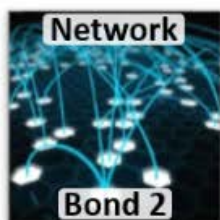


## 2014 Bond Referendum

### Technology Infrastructure



Enterprise High Speed Wireless



Network Infrastructure



Cabling, Power, and Air Conditioning



Data Center Upgrades



Administrative Staff Technology



Technology for New Schools

# Thank you – an incredible 15-16

Thank you to everyone for all that you have done to make this year so successful. Thank you for focusing on how you can help each student succeed. You are truly remarkable. You have put staff and student's needs at the forefront of your focus. Your dedication to the staff and students is over the TOP!!

Thank you