On **August 31, 2017** Technology Services team members were called to review the status of technology equipment at Moore Elementary. **Jay Johnson, Frank Adian, Derly Buentello, Anna Senties, and Jennifer Miller** arrived at 7:30 in the morning to review and assess the technology equipment. Walking into the building we were greeted with muddy floors and puddles in the hallways, classrooms, and large group areas. Soon, the team sent out an email to all technicians for additional assistance.

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**SCHOOLS ARE CLOSED**
Monday, Aug. 28, 2017 - Friday, Sept. 1, 2017
On **August 31, 2017** our vendor partner ProComputing arrived at Moore Elementary with 3 large box trucks. *ProComputing* moved out all Promethean panels and Light Speed Sound systems. In addition, they helped transport much of the technology equipment to Matzke Elementary. David Corona held a quick meeting with his team to verify that all were on the same page.
On **August 31, 2017** all jumped into action as soon as they arrived. Teams visited classrooms and inspected all technology equipment. All team members smiled as they walked into **Moore Elementary** ready to help in any way possible. Equipment was sorted and all usable equipment was labeled and moved to the cafeteria.

**Craig Parliament** (Cypress Ranch HS Technician) labeling salvageable equipment

**Ken Gibson** (NMO) removing equipment that can be used

**Derly Buentello** (DII) and **Jay Johnson** (AAS) inspecting a printer

**Kimberly Bowlin** (AAS) and her son **Matthew Bowlin** (Spillane 8th grader) arrived and jumped into labelling and identifying working equipment

**Robert Hernandez** (TSC) examining equipment

**Paul Garrett** (Dean Technician) moving equipment
On **August 31, 2017** the team distributed themselves across all areas at **Moore Elementary**. All rooms were inspected multiple times to ensure all salvageable equipment was retrieved, sanitized, and packed for safe transport. As the team continued to work additional team members continued to check in by email and text to see if additional hands were needed on during the day and on subsequent days as many had already signed up to help others in volunteer opportunities across the city.
During the morning of **August 31, 2017**, the team paused to discuss the individual findings and to review all expectations. Matt Morgan, Assistant Superintendent of Support Services visited to discuss additional support staff that would visit and provide additional help to ensure the equipment was clean and ready for student use when needed. While this team worked on the physical needs of the campus, the ECN and NMO teams were working to ensure the network needs of Moore were addressed and prepared at Matzke. In multiple ways the Technology Team came together to ensure success for all.
Hurricane Harvey Recovery Continues

During the afternoon all salvageable equipment was moved to the cafeteria to be sanitized and prepared for transport to the building previously housing Matzke Elementary. Boxes were constructed, laptops, cords, keyboards, and all equipment was sanitized to ensure safety for all.

Hurricane Harvey’s Impact

While hundreds of pieces of equipment are still usable, some equipment was not able to be salvaged.
As the sun began to set on August 31, 2017, three large box trucks and one large delivery truck made the long trek to the old Matzke Elementary. Trucks had to go the long way to get to Matzke Elementary as Grant Road was still blocked by flood waters. Geoffrey Morales and the Operations crew welcomed the team and cleared space in the cafeteria for all equipment. Mike Grimes drove the large delivery truck with the first batch of equipment. David Corona and his ProComputing team followed with the large box trucks to complete the day’s work and deliver the ActivPanels and additional equipment.
Hurricane Harvey Strong Teamwork

The team finished the day with a group photo. Appreciation is extended to the following for helping with Moore’s needs in equipment inspection and preparation:

- Ken Gibson
- Jay Johnson
- Frank Adian
- Zach Gibson
- Craig Parliament
- Ashley Katzenberger
- Leonard Chance
- Christina Gibson
- Julia Gibson
- Paul Garrett
- Chris Roberts
- Corey Grimes
- Robert Hernandez
- Mike Grimes
- Nathan Hoppe
- Sandra Hoppe
- Julia Gibson
- Paul Garrett
- Chris Roberts
- Corey Grimes
- Robert Hernandez
- Mike Grimes
- Nathan Hoppe
- Sandra Hoppe
- Julia Gibson
- Paul Garrett
- Chris Roberts
- Corey Grimes
- Robert Hernandez
- Mike Grimes
- Nathan Hoppe
- Sandra Hoppe
- Julia Gibson
- Paul Garrett
- Chris Roberts
- Corey Grimes
- Robert Hernandez
- Mike Grimes
- Nathan Hoppe
- Sandra Hoppe

Not shown, but a part of the day’s success include:

- Kim Bowlin
- Matthew Bowlin
- Derly Buentello
- Anna Senties

Customer Care Center
Posted by Jennifer Miller, Director, Technology Support Services – Performance Excellence
August 31, 2017