

Voice of the Customer: Technician Meeting

January 18, 2017

January Agenda

- Welcome 8:30 – 10:30 AM Zones 3 & 4 12:30 – 2:30 PM Zones 1 & 2
- Instructional Technology Update – Becky Cook

	Large Group	Small Group	Link only
Hardware	Chromebooks – Larry Barrios Teacher replacements – Becky Cook		Delivery Information
Campus Testing	Testing Calibration – Frank Adian Testing Options – Larry Barrios and Jennifer Miller		District Calendar
Software	Teacher replacements – Becky Cook		
Innovation & Accountability		Mid Year Data Review	
Engagement & Support		Customer Information – Before and After Imaging	
Inventory			Information
Service Request Support			
Campus Network	MAC Addresses needed for VOIP Troubleshooting Network Closet PAR reports		

- Submitted questions and answers





Submitted questions and answers

- Promethean Board Video connection: When we got the training in one of the meetings PB presenters said to connect using VGA since HDMI had some sort of issue, I believe with sound (?). Instructional Technology is training users to connect to HDMI... just wanted to verify and make sure we are all in the same page... thanks.
- Currently working with Instructional Technology – will distribute information this week



Submitted questions and answers

- Why are some HP printers HP 1200- 1300 - 1320 able to work with window 10 and other will not work? Even after running the updates for the Windows 10 install for HP printers.
- Currently reviewing



Submitted questions and answers

- Explain why the the new yoga are loosing their setting for display
- Please share additional information in the small group session as to which settings? Display settings or when hooked up to a Smartboard or Promethean?



Submitted questions and answers

- I would like to see the backend of imaging to understand more why and how it works; as to see what we as techs can help explain what is happen on our end.
- We are working on this class.



Submitted questions and answers

- When will LanDesk Level 3 training begin?
- 2017-2018



Submitted questions and answers

- Have had a few teachers with the new yoga 460 laptops wonder if they are going to get usb dvd players to show dvds in class.
- Instructional Technology will help teachers find resources on the Internet or YouTube. Ask the customer to create a service request identifying the need. It will then be assigned to Instructional Technology.



Submitted questions and answers

- Will the Security Scan be disabled during Telpas and Starr?
- Yes



Submitted questions and answers

- Can we get trained on repairing the new LENOVO P40?
- We will work on training links and documents, however new laptops are under warranty and we should have warrantied issues taken care of.
- Physical damage issues will need to be discussed.



Great Expectation: Innovation and Accountability

- The technician appropriately and efficiently utilizes district-provided tools and supplies.
- This includes remaining up-to-date with e-mail communications and efficiently using the district provided mobile device for everyday duties.
- The technician adheres to all district processes and procedures as outlined within district-provided reference materials.
- Attendance at Technology called meetings is mandatory, and the technician will be present and arrive on time to all such meetings. If the technician is unable to attend a meeting, the technician should contact the meeting organizer in order to receive the missed information. If the technician has a building partner, the partner can share with them the meeting information, but the meeting organizer should still be contacted concerning the absence prior to the meeting.
- The technician's area is kept neat and organized in order to promote efficiency. This area can include a work van, office, desk, and personal area as applicable.
- If responsible for maintaining a budget and ordering supplies, the technician maintains a general understanding of the budget and the on-hand supply quantity in order to ensure customers are continually supported.
- The technician seeks ways to continuously grow within the fields of customer service and technology.



Next Meeting: February 15

- Working on a new plan to hold the Testing sessions on February 15 in the morning.
- Sign up information will be shared soon.



Small Group Rotation

Team	9:30 or 1:30	10:00 or 2:00
Service Center	<u>Customer Contact</u>	Mid Year Data Review
Secondary Campuses	<u>Customer Contact</u>	Mid Year Data Review



Thank you

Here we are at the start of another calendar year – 2017. Thank you for all that you did at your campus during the last half of 2016. The campuses you serve appreciate the support you provide for their students and staff members and their technology. We know that many requests are made of you each and every day to keep the equipment running efficiently. Thank you for helping with these requests. We are soon to enter another season of our responsibilities – network testing. Please continue to communicate with our team so that we can all work together to increase our service to our staff and students. Watch out 2017 – this is going to be our best year yet!!!!