

Examples of Exceeding Expectations

Which core value does this represent best?	Thinking about an event that occurred last week, give an example of when someone you work with exceeded your expectations.
Accessible	Larry Barrios exceeded my expectations when I asked him to pick out the leadership topic last week for our T3 meeting. He not only picked out the topic, he summarized the topic, added content, and put it in presentation format that was PERFECT. I was wow'ed.
Accessible	Katie Hernandez exceed my expectations last week when she set up my campus visits at Post, CyRidge and CyLakes. She not only set up the meetings but she talked to the technicians, the staff, the teachers about the details of the meeting, e.g. who I would meet when I got there - and then.... exceeding my expectations put all the details in my calendar so I had it readily available.
Accessible	Jay Johnson exceeded my expectations last week when visited me in my office several times to make sure he and I were clear on purchases. It is a reminder to me that sometimes face to face conversation is best. Plus, he always looks so professional. When he walks into my office, he exceeds my expectations.
Efficient	Mike Raspet, without being asked, took it upon himself to give up time Saturday and Sunday to be onsite with MCA to assist wherever possible as they moved the IDF in Data Center 3; he even got them lunch so that they did not have to go out in the rain.
Efficient	My expectations were greatly exceeded when I got into my e-mail on Monday morning and saw where Greg Rhodes had worked on Saturday to provide Journalism teachers a terabyte of space using old servers. On Saturday we thought students and teachers were going to the board to complain - what a nice surprise - then Kenya Turner followed up with gracious remarks, thus making us all look good!
Efficient	Janette Martinez was able to create and duplicate 60 service requests in a short amount of time in order to provide guidance for the Network and Mechanical Closet inspection the Service and Campus Technicians will conduct.
Highly-Skilled	Greg Rhodes "rolled up his sleeves" and did the hard work to complete the RFP for our virtualization project. The verbiage for this RFP has been circulating around for weeks. Greg showed the initiative, took ownership, and got the job done!
Highly-Skilled	The Affordable Care Act (ACA aka ObamaCare) is in full affect now. There are reporting requirements that companies must follow.T Traweek has spent many hours analyzing the requirements so that he understands them, and is assisting Mark Flores, Director of Payroll, in complying with the federal law.
Highly-Skilled	Anna, Thomas, and Elizabeth exceeded my expectations this weekend when they supported the network upgrades both Saturday and Sunday - after all couldn't get done in one day due to flooding. They knew the upgrade had to be done to stay on schedule - even if it mean working through the weekend. Then Anna sent me a cute picture and it was icing on the cake!
Highly-Skilled	Oscar exceeded my expectations when his calm voice on the go/no go call says we are a go. Seeing him work through the network upgrade for the Bond in his cool and collective way exceeds my expectations EVERY DAY!
Highly-Skilled	Frankie - I know I am losing my mind, but I cannot remember if I entered this, or not. So, here goes... Every single day Oscar Villar is pulled in many different directions for both bond related requests and operational requests. Last week Oscar was determined to complete the DNS and firewall policies needed for the Human Resource department's new video teleconference solution. Oscar stayed late one evening and completed the request. As a result, DataVox was able begin testing the newly installed solution.

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Other	<p>This may not apply strictly to the previous week, but Chris Roberts has exceeded my expectations in every way since coming back from surgery. Not everyone knows it, but Chris had a malignant 6" tumor removed from his bladder on September 23rd. He came back to work the first week of October, and he hasn't let his diagnosis, surgery, or ongoing treatment set him back an inch.</p> <p>In truth, I did not know what to expect as far as his condition for working was concerned. I was hoping he could continue to take care of his assigned Zone subsection without too much help from someone else in his Zone. Saying that he blew the doors off of my expectations would be a gross understatement. Chris has not only kept up with his assigned duties, but he has been able to assist technicians in both his and other Zones. While Jose Mendez was out last week getting married and celebrating with his wife, Chris was able to cover Cy-Fair High School, which resides within a completely different Zone than his normal responsibilities.</p> <p>I chose Other for the Core Value because I feel like it takes multiple values and an amazing person to do what he has done since returning from his surgery. His attitude has remained nothing but positive, and he continues to inspire me with his positive outlook on all things at all times.</p>
Service-Oriented	When the DQ 45's and DQ 35's the whole Technology Service Center stop running tickets and started removing the power cables from the DVD drive. They remove over 1500 cables in two days they all join forces as a team. .
Service-Oriented	Greg Rhodes in my opinion showed me what it takes to be a leader by taking the data center RFP and running with it. Greg knew that this task carried alot of pressure and a deadline but he was able to bring the team together and get it done.
Service-Oriented	Mike Raspet worked with the MCA group to make sure the fiber cables were relocated this weekend. He knew it was going to be bad weather and the work was going to be done on a weekend but he was up to task to get it done. Mike even walked the building and notified the groups that could possibly be affected.
Service-Oriented	Demtria Hargrove always exceeds my expectations. Even if it is just a smile, she always leaves the customer feeling better than they did before she arrived to take care of their request.
Service-Oriented	Several weeks ago, Zuhura Gober heard me mention that I wanted to obtain poster-sized printouts of our new network design. Periodically she asked if I had what we needed. Early last week Zuhura sat me down and asked how she could help. Late Friday afternoon I walked into my office and found exactly what I had been asking for. Poster size printouts of our network design. These will be extremely handy this week will the "All Hands on Deck" multiple vendor meeting.
Service-Oriented	Zuhura Gober has been a big help in gathering data for the pending phone service upgrade. Her expertise in database management is awesome as well as her enthusiasm and willingness to assist.
Service-Oriented	Last week I had an appointment to meet Anna at Cook. Something came up and I had to go talk to principals about wireless. Michelle Campos called and asked if I needed her to cover my appointment with Anna. She knew the history of what was going on at Cook. She went meet Anna and gave me report of what was discussed.
Service-Oriented	Jennifer Miller exceeded my expectations at the technician meeting when she revised the structure of the meetings and continuously finds ways to make the meetings interactive/engaging.
Service-Oriented	Last Thursday Dava setup a Training/Demo at Data Vox for the HR managers. After they returned from the Datavox demo, HR was so excited that Dava has arranged for another Training/Demo this Thursday for all of HR.
Service-Oriented	John Crumbley exceeded my expectations when he arranged and led the effort of taking the HR team to DataVox's company site, to show them the new video conferencing technology. This is a new technology and everyone is excited. Adding that special touch of excitement with HR staff made me burst with pride and smile inside.

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Service-Oriented	Josh Zhang and Robert Hernandez exceeded my expectations last week when I arrived at Sheridan elementary for a campus visit. The front desk said, "they are in the gym" and I thought who? When I got to the gym there was Robert and Josh setting up a skype session for a team of student dancers to be filmed on the Ellen Show. Wow - I was so proud to be proud - I love the Ellen Show. Then Josh and Robert walked me around the building and introduced me to staff. It made me feel like they were glad I was there and I felt so welcomed.
Service-Oriented	Tim Briggs- Hopper MS.... Teacher was trying to download free version of Office on personal laptop but was unable to do so. Instructional Technology was unable to resolve the issue. Richard with CCC was unable to resolve the issue as well. Tim Briggs picked up laptop from CCC got additional information from customer researched issue and discovered that he could possibly reimage laptop with a disc that he had stored at his campus. Reimage was complete and customer was elated. She emailed entire leadership team and included Dr. Henry to commend Tim on a wonderful job he done.
Service-Oriented	Lakes with a Food Service Supervisor and one of the vendors providing a digital signage POC. I was surprise and glad to see Daniel at Cy-Lakes ready to assist in any way with this POC. This will be a cross training opportunity that will allow us to provide superior customer service.
Service-Oriented	Zuhura Gober is continually finding ways to take care of projects. She has made the Technicians feel welcome at each meeting with a small amount of preparation time with sign in sheets, documents (when needed), pictures, and treats. She is able to assist multiple teams with multiple projects without allowing anything to fall through the cracks.
Systematic	In an effort to ensure that we could continue to support our customers with compute, storage, and backup needs, Greg Rhodes was able to systematically complete the RFP. This task required methodical thinking and great attention to detail in order to guarantee that we acquire the resources needed to be successful in the future.
Systematic	Paula Ross exceeded my expectations when she summarized several issues, e.g. journalism, security breach, network upgrades, wireless dense deployment strategy - all of her communications are perfectly written so it includes the background, the issues, the options for corrective action with solutions - written in a friendly, fun tone - I am overwhelmed with clarity when she writes.

