



Technology Services Repair Center Process Improvement Discussion

Frankie Jackson visited with Frank Adian, Manager of Technology Services' repair center on **September 20, 2017**. The purpose of the meeting was to discuss how things are going with school startup as well as discuss how we might improve service request response time.

NWN, our new desktop supplier approved in June 2017, was imaging desktops during the meeting. The NMW staff member expressed concerns about how long it was taking to image desktops. He said there was about a 60% failure rate. Frank took an action to find out why. He's currently working with Paula Ross to determine a solution.



NWM Technical Support Staff Member with Frank Adian