

Voice of the Customer: Technician Meeting

November 16, 2016



November Agenda

- Welcome 8:30 – 10:30 AM Zones 3 & 4 12:30 – 2:30 PM Zones 1 & 2
- First Things First – Frankie Jackson

	Large Group	Small Group	Link only	Bonus
Hardware	Purchasing/Delivery Link	Promethean Board – All Light Speed – TSC only		
Software	Project Website	Certiport – HS only		
Innovation & Accountability	Technology Services Website			
Engagement & Support	PAR Reports			
Inventory		Inventory – HS and MS		
Service Request Support				iSupport Views
Campus Network				
Campus Testing			District Calendar	

- Submitted questions and answers



Click [here](#) for today's topic

*First
Things
First*

*with
Frankie*

November

Submitted questions and answers

- Are we any closer to classes for the console? (3 questions)
 - Training is being finalized
- Printer License, we need more license access here at Springs.
 - We are currently out of licenses. We are in the process of determining how we will fund additional licenses.
- Is Repair supposed to pick up the damage items when they bring a replacement?
 - Yes, the service center technicians should pick up damaged items. If there are items that will not fit in the technician's vehicle then an iSupport request needs to be generated so Mike Grimes can pick up the items.

Submitted questions and answers

- Win 10 log in issue: This occurs after changing my pw, I attempt to log into another Win 10 computer I previously logged into prior to changing my pw, I cannot, all I see is "Please wait for the user profile service". I have to have someone successfully log into the computer I am having problems with and then sign out and then I can successfully sign in.
 - Working with the NMO team
- User profiles fix?
 - Working with the NMO team
- Encountering a plethora of issues with corrupt profiles/low on resources. Is this something that will be worked on in the future?
 - Profile should be deleting from machines. Larry Barrios is checking on this.

Submitted questions and answers

Testing Questions

- Our Testing Coordinator has indicated there may be issues using the STAAR test, practice, tutorials software package. We have installed the software package to the requested devices and have not encountered any issues. Wanting to confirm that there aren't any additional steps required.
 - We have spoken with the Testing Office and are not currently aware of any issues. According to the Testing Office we are continuing to await the delivery of this year's resources.
- Is there any training for TestNav? We had issues that looked like TestNav server issues and our campus test cord. expected us to know how to troubleshoot this issue.
 - We will continue to work closely with the Testing office and verify solutions to issues encountered. We will hold training through our regularly schedule meetings as we have in the past. Anything that occurs out of the ordinary should be referred to the Customer Care Center.

Submitted questions and answers

Promethean Questions

- As Promethean boards are installed, do we collect Smart Boards and put in a ticket for them to be picked up? (We do not have anywhere to store them)
 - Yes, we suggest keeping 2 to 3 smartboards as backups for the rooms that do not have the Promethean boards. Enter an iSupport request to have the smartboards picked up.
- Can we be given an overview of what teachers are being told at their Promethean Board training?
 - Promethean presentation – small group
- Is there documentation on the setup and use of the Promethean Boards with the use of 785 and Tiny computers?(Like how the use the DVD player and teacher still be able to use her computer, what are the right setting for using extended screens?
 - Promethean presentation – small group



Great Expectation Focus: Hardware

The technician is able to correctly distinguish between hardware problems resolved via the Service Center and those serviced via warranty repair. If hardware needs to be addressed by a technician, they can quickly troubleshoot and correct the malfunction.



December Meeting

- 9:30 – 11:30 – Zones 3 and 4
- Lunch 11:30- 12:30
 - Sandwich trays
 - Chips
 - Everyone bring desserts, fruit trays, vegetable trays - your choice
- 12:30 – 2:30 – Zones 1 and 2





Small Group Rotation

	9:30 or 1:30	9:50 or 1:50	10:10 or 2:10	Bonus
Service Center Team	Promethean Board	LightSpeed		Service Request Views
High School Team	Certiport	Promethean Board	Inventory	Service Request Views
Middle School Team	Service Request Views	Inventory	Promethean Board	Service Request Views





Thank you

Since 2014 we have planned a great implementation of Technology. Each month more new tools and solutions are delivered to our schools and classrooms making all of the plans and dreams a reality. I am thankful that we are on this journey together. Some days are crazier than others, but at the end of the day we are all there to support each other. We are thankful for you!



November