



Creating an Awesome October

October 6 and 7 Technician Meetings



October's Agenda

- Bond Update
- LAN School Training
- Tech Apps
- Mitchell1
- Yokel
- Tablet Troubleshooting
- Chromebook Information
- Wireless Troubleshooting
- Windows Activation
- Campus Support Personnel
- iSupport Service Request Support
- Inventory
- SmartBoard
- Zone Review
- DQ45 Information



Bond Update



Creating an Awesome October:

It is amazing what you can accomplished if you do not care who gets the credit.

- Harry S. Truman

Campus Network

LAN School Training

- Information in the Knowledgebase
- Knowledgebase Article **F9QC281829**
- LAN School Installation and Setup

Creating an Awesome October:
Follow your curiosity – Perseverance is Priceless
- Albert Einstein



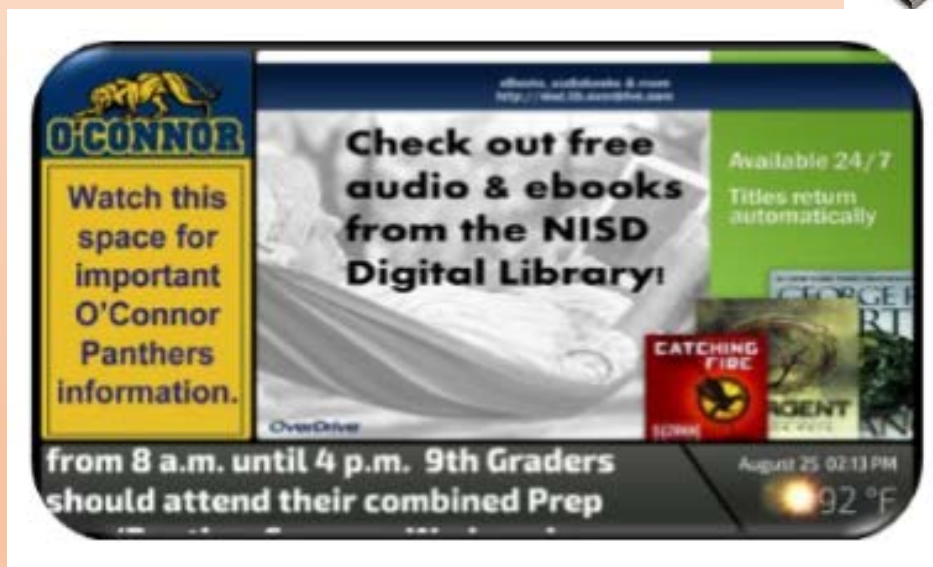
Additional High School Information



- Additional Information will be added throughout the week
 - Mitchell Software
 - N:\TA Area\Programs\Mitchell1
 - Knowledgebase Entry **FA6G252364**
 - Tech App image
 - CD drive malfunction on the Lenovo Thinkstation P300
 - Heavy HDD activity on startup
 - Two obsolete bundles running automatically
 - Large Default user profile

Yokel Information

- Information added to Knowledge Base



1. Place the receiver dongle from your wireless keyboard into one of the three open ports on the IStick



Creating an Awesome October:
May you be proud of the work you do, the person you are, and the difference you make.
Hardware

Tablet Troubleshooting



- All added to the Knowledge Base
- Added Type = Tablet
 - iPads
 - Androids – Lenovo Thinkpad 1 (Pilot Project Only)
 - Androids – Asus MeMo
 - Windows 8 – Lenovo Thinkpad 2
 - Androids – Galaxy Note 10
 - Windows 8 – Helix
 - Kindles

Chromebook Information



- Currently deployed at Woodard
- Frazier will be receiving soon – 30 units
- All on the Google console
 - Continuing to import all students
 - All district logins can login to them
- No image
- Connect to BYOT
- All machines we scan and enter into ClearPass

Creating an Awesome October:

What lies behind you and what lies in front of you pales in comparison to what lies inside of you. - Ralph Waldo Emerson

Hardware

Wireless Troubleshooting



- Consult heat maps
- Look at the display lights
- Not adding additional access points at this time
- Secondary –
 - Hardwire connect laptop into network as a means to achieve connection if laptop is not connecting to the wireless network
 - Wireless access points not currently on will not be connected until the next phase at your campus

Creating an Awesome October:

If you work really hard and are kind, amazing things will happen

Campus Networking

Windows Activation



- Issue occurred due to a licensing update. Machines recently reimaged will prompt for the activation
1. Refresh the ZEN window using the command **zac ref bypasscache** from the command line.
 2. From the command line, run the command **zac bv “Windows 7 Activation”**.
 - Note: You must put the “quotation marks” around the bundle name.

Creating an Awesome October:
Alone we can do so little; Together we can do so much.
- Helen Keller

Campus Support Personnel



- Technology Liaisons – typically Teachers, Media Specialists, Assistant Principals
 - Technology and Curriculum integration
- Instructional Needs and Concerns
 - Teachers share concerns with their Technology Liaison, Team Leader, and/or Department Chair
 - Department Chair / Team Leader shares information with Coordinator
 - Coordinator works with Curriculum Director and Technology Director – Becky Cook
 - Becky Cook works with Larry Barrios and Jay Johnson to get the setups and equipment needed
- Technical Needs and Concerns
 - Submitted through iSupport service system and escalated throughout the system

**Creating an Awesome October:
If Plan A didn't work, the alphabet has 25 more letters
– Stay Cool!**

**Engagement &
Support**

iSupport Service Request Support




- If you enter a service request for someone, please enter their name as the Customer
- Survey completion should not only be completed by you for your service requests.
- If the majority of your service requests are only your service requests and you are the one completing the surveys, then the process is questionable.
- Customer name can be changed

**Creating an Awesome October:
I haven't failed, I've just found 10,000 ways it won't work!
- Thomas Edison**

**Service
Request**

Inventory Information and Review



- Campus Inventory Progress Reports will go out Friday
- FYI-If you have an inventory question that does not require an iSupport ticket please send that inquiry to technologyservicesassets@cfisd.net.
- This email is seen by our entire team and is a quicker way to get a response.

Creating an Awesome October:

Inventory

The most beautiful satisfaction in the world is when someone appreciates your work.

Smart Board Reallocation Email



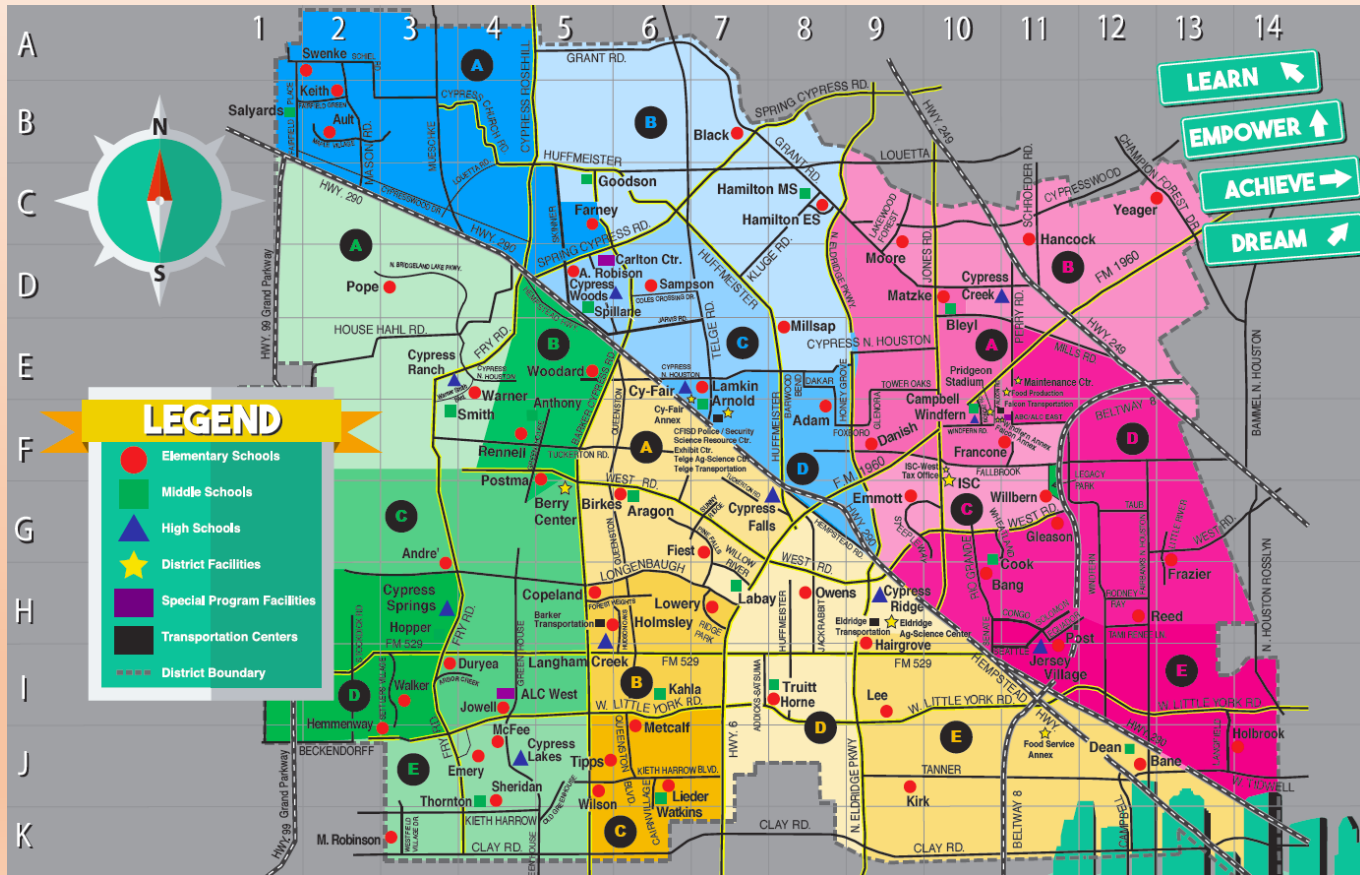
- Principals and Technology Liaisons,
- Since the beginning of the school year we have had a number of requests pertaining to Smart boards. Half of the requests have been to have them removed from the campus, and the other half have been for campuses who need them. The purpose of this email is to identify the campuses who need the Smart boards and to transfer boards from the campuses that no longer need them.
- **If you are in need of Smart boards please do the following:**
 - Create an iSupport ticket. If you need help with this please contact your campus technician.
 - In the ticket please let us know how many Smart boards are needed, and the location where they need to be delivered.
 - NOTE- We will fulfill these requests as soon as possible, however at this time resources are limited.
- **If you are need to have Smart boards removed please do the following:**
 - Pull the excess smart boards that you would like removed from your campus to one central location for temporary storage.
 - With the help of your campus service technician, please identify the operational boards from the boards that need to be condemned.
 - Create two iSupport tickets, one for the operational boards and one for the nonworking boards. Pickups will be scheduled as we get the requests. If you need help with this please contact your campus technician.
 - NOTE- This will take some time so please make sure that the items are stored in an area that can hold them for at least a week, or more. We are a large district we will try to remove these items as quickly as possible.

**Creating an Awesome October:
Work for a cause, not for applause**

Inventory

Zone Review

- Questions?



Creating an Awesome October:
Teamwork divides the task and multiplies the success

Engagement
& Support

DQ45 Computer

- Issue
- Process
- Resolution



**Creating an Awesome October:
Synergy – the bonus that is achieved when
things work together harmoniously. - Mark Twain**

Hardware

In closing,

Thank you for all that you have done to make the first 6 weeks of school a success. Your dedication to making Technology AWESOME is very impressive. I know that sometimes you have to find a different plan to make something successful. Thank you for putting the needs of the staff and students of CFISD first. Your dedication to our students and staff members is second to none. Thank you for being open to new ideas and new ways to achieve success. We are thrilled that we are all on the same team.

Let's make October awesome!!!

