

# Thankful for Technicians

November 18, 2015



# Agenda

- Welcome
- Information Services News: Online Textbooks and Mobile Family App
- Intel Card information
- Inventory Updates
- Equipment Pickups
- Closet Discoveries
- Paging / Intercom System
- SPED Tablet Reimaging
- Second Service Center Site
- Engagement and Support
- Bond Updates
- Tier Notifications
- Campus Responsibilities
- Access Point information



# Information Services News

- Textbooks



- Family App



## Online Textbooks

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[Secondary Textbooks](#)

[Elementary Textbooks](#)



# Intel Card Information

- Faulty Intel wireless driver
- Wireless cards not reconnecting after the device goes to sleep
- Easiest solution is to shut down the device and then turn it back on when the problem occurs
- A bundle push will be created to solve the issue as soon as Intel releases a new driver with a fix for the problem
- This affects the following models of computers:
  - L450
  - Helix 2
  - X1 Carbon
  - W550
  - T450
  - Yoga 11e



# Inventory

- New Service Level Agreements
  - 7 – 0 Inventory Maintenance (Principal Acknowledgment, Tag Export)
  - 7 – 1 Inventory Information Query—3 days
  - 7 – 2 Inventory Audit process – 40 days
  - 7 – 3 Inventory Submitted Discrepancy – 4 days
  - 7 – 4 Inventory Reconciliation – 10 days
  - 7 – 5 Inventory Mass Change Request – 4 days
  - 7 – 9 Inventory Completion – 5 days

*Non SLA*



# Inventory

- Audit completion update
  
- Training requests



# Pick Up Items - Equipment Items

- Please make sure that all “Pick Up” requests are initiated with an iSupport ticket with a transfer number from TipWebIT.
- Please try to include at least 3 items on the ticket. Note: There might be a delay on tickets with one or two items to create a full delivery schedule.
- Please stage equipment, if possible, in one location for quick pick up.
- Please note if equipment is working. This makes it easier for TSC personnel to reallocate equipment.





# Closet Discoveries / Discussion

- Identify the most interesting thing found in the closets.
  - Which closet has/had the most to remove?
  - Which closet had surprises?
  - In which campus were all the closets clean?
  - Which closet had the most clutter?
- BONUS** • Which closet would you want to be locked in during a possible imaginary Zombie Apocalypse?





# Paging/Intercom Handsets

- Report issues through building secretary and the schooldude system
- Do not report through the iSupport system
- Any phone reported through the iSupport system MUST have a 10 digit phone number



# SPED Tablet imaging

- High School Scheduling
- Middle School Scheduling – Friday 8:00am arrival
  - Watkins
  - Thornton
  - Hopper
- Elementary School Scheduling



# Second Service Center Site

- Portable 68 at Holmsley Elementary
- January 2 – BEGIN utilization

**WE'RE EXPANDING**



# Engagement and Support

- Technicians will work to ensure that all customer interactions are appropriate and professional – service follow-ups, customer listening, customer interactions, and oral and written communications.
- A technician will work to ensure that all interactions with other Technology staff are appropriate and professional as well.
- Follow-ups with the customers are generally common, especially in instances where a customer was not present while the issue was addressed.
- At least 90% of the returned customer surveys regarding a technician's closed service requests are positive responses.
- The technician knows the key personnel at assigned campus(es) - Principal, Principal's Secretary, Technology Liaison, Librarian, Front Desk Receptionist, and Testing Coordinator. Likewise, campus key personnel know the technician and depend on them to provide world-class technology service.



# Bond Updates



# Tier Notifications

- Shows the age of the service request
- Does not necessarily denote the length of time it has been assigned to one technician
- Notifications are distributed to Technicians each Thursday as requested





# Campus Responsibilities

- Service Technicians –

- Elementary Campuses – Campus Technicians based at the Service Center will support all technology needs as identified in the GR8 Expectations.
- Secondary Campuses – Campus Technicians will address the majority of needs at the Campuses. Supplies will be dropped off with the campus technician.
  - Example – Replacement computers will be dropped off and will require a reimage prior to allocation – administrative and instructional allocations and food service point of sale machines

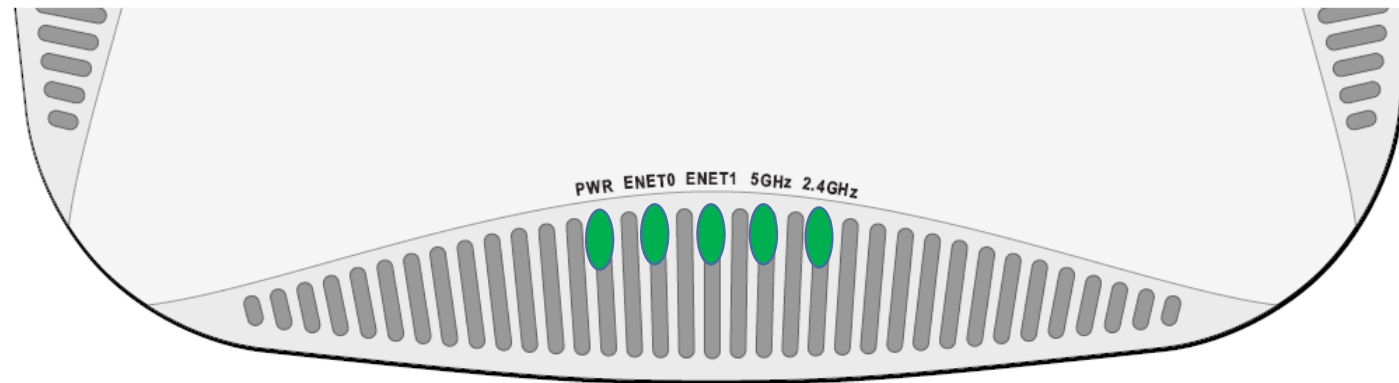


# AP-220 Series LED Explanations

- Knowledge Base Article - FBDF212546

## AP-220 Series Hardware Overview

Figure 1 *LEDs*



# In closing,

Appreciation is the recognition and enjoyment of the good qualities of someone or something. Your unique skill sets and personal qualities are truly appreciated. Thank you for your hard work and dedication to the campuses you support each and every day. All of the great things that are taking place within Technology at CFISD would not be possible without you. **You are an amazing team doing amazing things.** You all are greatly appreciated.

We thank you for making Technology Services successful in Cypress-Fairbanks.

Have a Happy Thanksgiving!!!!



