



# Thank you Technology Services Staff!

Paula would like to give a big shout out to Larry Barrios, Jennifer Miller, and Zuhura Gober for their help with the recent interview process. Although we do not have any new personnel onsite yet, we have extended two offers to external candidates. I could not have gotten this far without your help!!



Not to over use a metaphor, but thanks to Frank Adian for managing such an awesome farm team!! -Paula Ross



Thank you Rodney White for ensuring that your staff is prepared to continue your tasks while you are away from the office. Hurry Back. We miss you! John





# Thank you Technology Services Staff!

Thanks to Oscar for enduring a challenging couple of days last week. With several projects in motion, Oscar is always juggling competing priorities. However, last week Oscar found himself working with Fortinet professional services onsite, while also working with BlueCat professional services remotely. Thanks for finding a way to juggle competing priorities, while remaining on track with project timelines. –Paula Ross



Thanks to everyone that currently supports, or has supported the HVAC department. In our line of work, it is such a common occurrence for us to be called upon to “fix a problem”. More often than not, people are grateful for our assistance. However, it is a rare occurrence for a department to stop and take the time to *really* say thank you! Thanks to each of you for providing such great customer service day in and day out!! -Paula Ross





# Thank you Technology Services Staff!

Thanks to Katie Hernandez for keeping track of all bond related BOMs, invoices, POs, etc. You are wonderful and I am not sure how we could do this without your support!! -Paula Ross



Thanks to Zuhura for being able to read my mind! It can be a scary place, but you always seem to know when to jump in and help! –Paula Ross



Frankie thanks Jay Johnson and Jennifer Miller for working a “voice of concern” expressed by a U.S. History teacher when their laptops didn’t arrive to his classroom as scheduled. Each moved quickly to investigate the situation, contact staff and vendors, and set forth a new schedule for delivery – all which gave me the opportunity to respond back to the teacher quickly and informatively! Thank you – Frankie





# Thank you Technology Services Staff!

I like to thank Jennifer Miller for helping me notify the administrators and service technicians of the Campuses where SolidIT is planning to replace the UPS next week. Elizabeth Montes



Frankie thanks Katie Hernandez for working with her on Wednesday, all morning, to check every line item, PO, vendor, and expenditure, and cross reference it back to each bond goal and monthly total. Katie's vision in taking so much pride in being transparent and accurate while managing the 2014 bond for technology infrastructure funds is one of my most proud accomplishments. I couldn't do this without Katie.



Demetria Hargrove,  
Thanks for helping with my tickets when I was out.  
Tara Maxwell



## Technology Leadership and Vision

Posted by: Katie Hernandez, Technology Services Department

Post Date: October 19, 2015



# Thank you Technology Services Staff!

Frankie thanks Elizabeth Montes for representing our department so well – so much so that the Facilities and Maintenance, HVAC department, provided a catered lunch for the DII and NMO teams. We all enjoyed the fruits of your labor! Thank you.



Thanks to Derly Buentello for your never ending support in the world of CFISD wireless! Derly was a key player in the BYOT dense distribution of Cy Woods HS. – Paula Ross



Frankie also thanks Katie for going to the Salute to the Stars on Thursday evening. Her and her husband sat with one of our primary vendors which shows her commitment to our work. The vendor made several comments about how efficient Katie is in processing orders and paperwork, which helps their company serve us expeditiously. Thank you Katie.



## Technology Leadership and Vision

Posted by: Katie Hernandez, Technology Services Department

Post Date: October 19, 2015





# Thank you Technology Services Staff!

Thank you Norma Blenderman for your dedication and hard work with PEIMS reporting this year. Being the largest district in Texas to implement TSDS is stressful. CFISD is lucky to have you! John



Thank you Eric May for working with Mark Flores and payroll to understand the Affordable Care Act reporting rules and regulations. John



Thank you Frankie Jackson for organize the department meeting last Friday, October 9, 201`5. It was really good to spend time learning from others that we don't get to see often. It was a great meeting. John



I want to say Thank You to Art Ramirez , Steven Rodriquez , Chris Roberts and Robert Hernandez for taking care of Berry Center and Pridgeon football setup



## Technology Leadership and Vision

Posted by: Katie Hernandez, Technology Services Department

Post Date: October 19, 2015



# Thank you Technology Services Staff!

I want to Thank Alaina for showing Demetria own shipping out the POS Reg. and Demetria for accepting. Frank Adian



Thank you Donna VanHooser for pitching in and picking up some of Dorothy's tasks while she is out. We could not have made it without you Donna! John



Thanks for Elizabeth Montes for taking Glen Carpenter “under her wing” for his first week on the ECN team! - Paula Ross





# Thank you Technology Services Staff!

Frankie thanks Paula Ross for preparing the plan to upgrade the Berry Center's network electronics. There are 6 closets and 12 new network switches that are being installed throughout the center. Meticulous planning is required and I appreciate her organizing plans with staff and vendors to make sure the upgrade goes smoothly.



Frankie thanks Jennifer Miller for reaching out to secondary campuses and finding ways to provide better service. Additionally, the model that we are now using to measure outstanding customer service support, outstanding service request support, outstanding student focused support, and outstanding service technician each week is OUTSTANDING. This is a model that is only representative in a thriving performance excellence organization.

