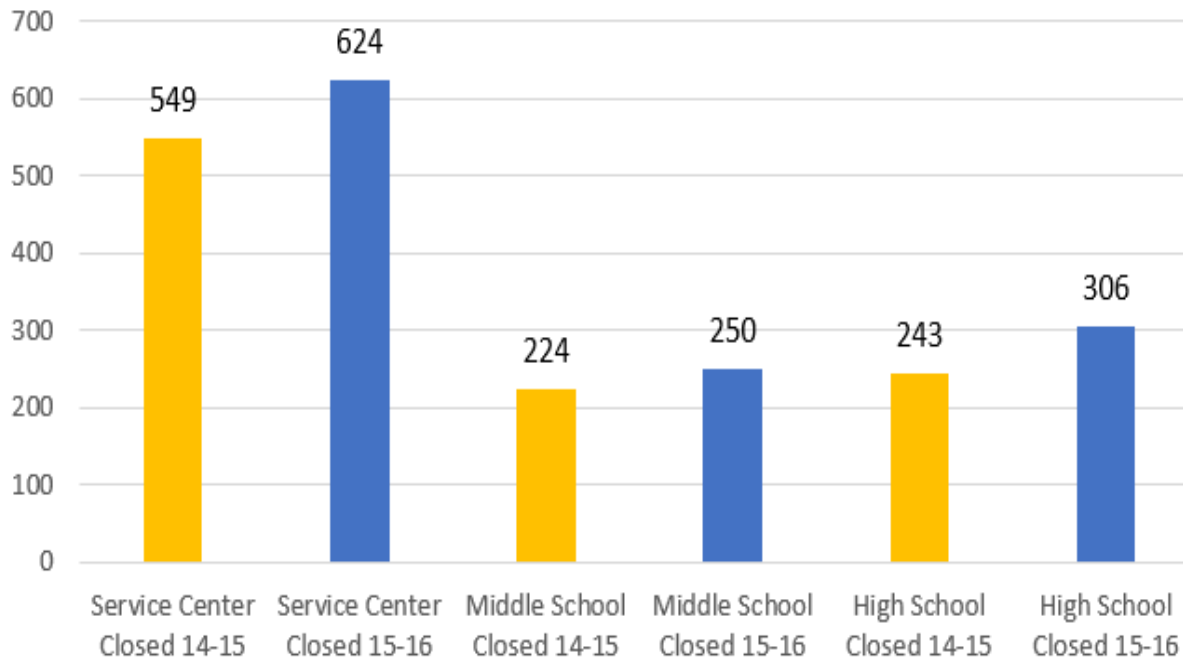




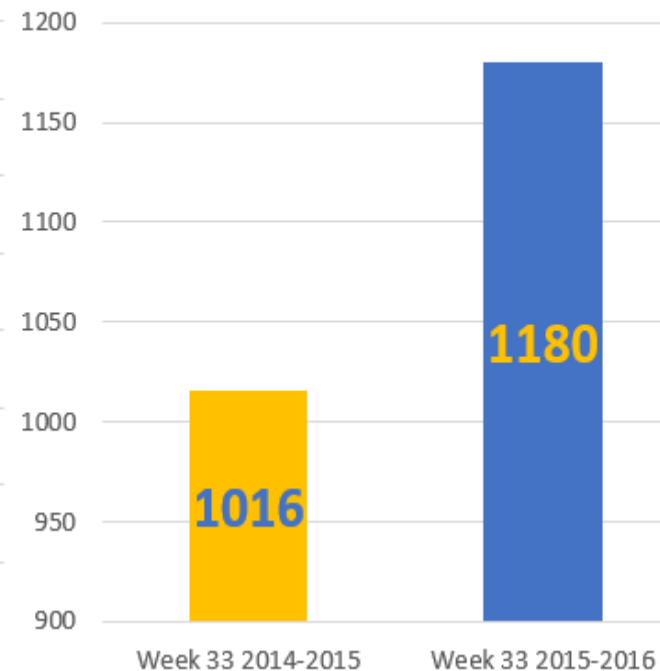
Service Technician Recap: Week 33 February 8–12 - 16% increase

Our Service Technicians have worked diligently this year to resolve the issues reported by our customers. The charts below show the comparison of closure rates. Overall, a 6% increase was seen in the number of service requests closed. However, there was a **16%** increase in the number of service requests closed by the Campus Technicians.

Week 33 Technician Team Closed Service Requests



Yearly Campus Technician Comparison





Voice of the Customer: Technician Meeting



The next **Voice of the Customer: Technician Meeting** will be held on Wednesday, February 17. Meeting times and participants are schedule as shown below:

- 8:00am Middle School Technicians
Zones 3 and 4
- 12:30pm High School Technicians
Zones 1 and 2

CAMPUS NETWORK

- Berry Center Wireless updated
- Network schedule updated

CAMPUS TESTING

- Preparation and Support

ENGAGEMENT & SUPPORT

- Equipment replacement discussion

HARDWARE

- Promethean Board information
- Printer Pilot Status Report
- CTE Replacement Status Report
- Librarian Receipt Printer

INNOVATION & ACCOUNTABILITY

- 2016-17 Contract Dates

INVENTORY

- Updates

SERVICE REQUEST SUPPORT

- iSupport Information
- View Filters

SOFTWARE

- LANdesk experience and information
- ZEN window applications



Customer Service Training

CUSTOMER SERVICE TRAINING

The Customer Care Center will offer a new course –

Connecting with the Customer Presented by Scottie Stevens

Participants will discuss the steps to being a Customer Service Superhero, 3 Step Problem Resolution, and People Skill practice.

Click [here](#) to login to the Learning Management System to register.



Connecting with the
Customer
Wednesday, February 24
55291 – 11:00am



Food Service Technician Training

FOOD SERVICE TRAINING

The Service Center will offer one final week of training centered around our Food Service support.

Food Service Equipment Training

Participants will discuss the components of the food service equipment, learn how to reimage a Point of Sale system, and learn the best way to troubleshoot common issues. Escalation provisioning will also be discussed.

Click [here](#) to login to the Learning Management System to register.

Training Extended –
One more week!!!
Friday, February 19
55312 – 11:00am
55313 – 1:00pm





Excellence in Action

Week of February 8 - 12, 2016



Clearly Outstanding Customer Service Support

Name	Campus
Timothy Briggs	Hopper Middle School
David Glennon	Service Center
Demetria Hargrove	Service Center
Sandra Hoppe	Hamilton Middle School
Kelssem Quintal	Dean Middle School
Edward Quintanilha	Cy-Fair High School
Jake Sanders	Langham Creek High School

Each team's Technicians receiving the two highest counts of Excellent responses in the week's returned surveys.



Excellence in Action

Week of February 8 - 12, 2016



Clearly Outstanding Service Request

Name	Campus
Karen Davis	Cypress Ranch School
Demetria Hargrove	Service Center
Robert Hernandez	Service Center
Brett Hummell	Cook Middle School
Kelssem Quintal	Service Center
Jake Sanders	Langham Creek High School

Each team's Technicians closing the most service requests during the week.



Excellence in Action

Week of February 8 - 12, 2016



Student Focused – Every Student, Every Day

Name	Campus
Karen Davis	Cypress Ranch High School
Esmond DeSouza	Cypress Creek School
Robert Hernandez	Service Center
June Hightower	Kahla Middle School
Brett Hummell	Cook Middle School
Tara Maxwell	Service Center
Brandon Splawn	Service Center

Each team's Technicians with the highest combined ranked score of the most closed Instructional Service Requests and the shortest average age of Instructional Service Requests.



Excellence in Action

Week of February 8 - 12, 2016



Clearly Outstanding Service Technicians

Name	Campus
Brett Hummell	Cook Middle School
Demetria Hargrove	Service Center
Tara Maxwell	Service Center
Kelssem Quintal	Dean Middle School
Edward Quintanilha	Cy-Fair High School
Jake Sanders	Langham Creek High School

Each teams Technicians with the highest combination of ranked scores - Service Request Support, Customer Service Support, Student Focused – Every Student, Every Day Support