



Cybersecurity Training Implemented

On **Thursday, September 6, 2018**, Technology Services distributed information regarding the implementation of the KnowBe4 Cybersecurity Training. During the 17-18 school year, training was distributed to the Administrative locations, Technicians, and Librarians. This year, training will be distributed to all employees on a semi-monthly basis. **James Costello and Eric Pina** have reviewed the training agendas and videos and selected those that are pertinent to the district's needs. The initial training is entitled Social Engineering 101 and discusses the multiple ways threats are introduced through applications we access on a standard basis.

The training enrollment email was distributed at 1:35 Friday afternoon. As of Monday morning, 811 (6%) enrolled employees had completed the training. Reminders will be distributed this week as needed.

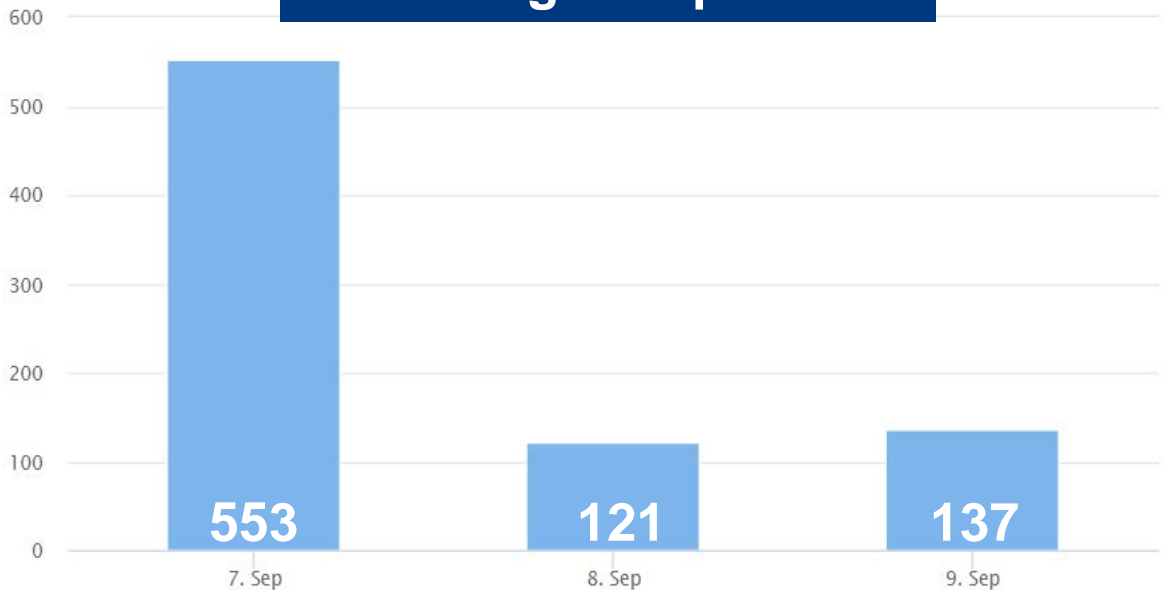
KnowBe4 Cybersecurity Training Beginning September 7, 2018

Beginning Friday, September 7, 2018, you will receive an email notifying you of new cybersecurity training from KnowBe4. KnowBe4 is a third-party cybersecurity software used for security awareness training and simulated phishing attacks that helps us keep our electronic information safe. Once you click the link, you will be directed to a webpage with instructions to check your email inbox. A new email will appear in your email inbox with a unique secure link that does not require a password. The link provided will connect you to the training module.

Cybersecurity training will be distributed periodically throughout the year. It is our goal to continue to bring updates, new information, and training to ensure our electronic information is safe and secure.



Social Engineering 101 Training Completion

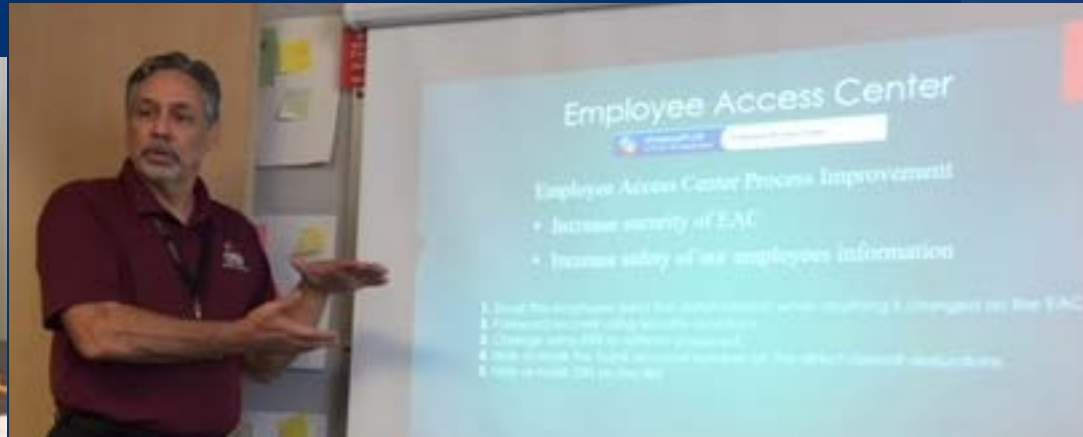


Performance Excellence



EAC Security Enhancement Features Shared with the Customer Care Center

On **Friday, September 7, 2018**, **John Crumbley** and **Eric May** visited the Customer Care Center to introduce the changes that will be implemented on Monday, September 10th at 6:30am. **John** and **Eric** discussed and shared the new security features with the team so that they are aware and able to help customers walk through the changes. The Customer Care Center provides the first stop for customers when encountering issues with district hardware and software.



EAC Security Enhancements

- Three security questions will be established
- Independent EAC password reset
- **W2** and **1095C** forms will be available to review and print with a **masked Social Security Number**.
- **Emailed confirmation** regarding changes to the EAC system.



Performance Excellence

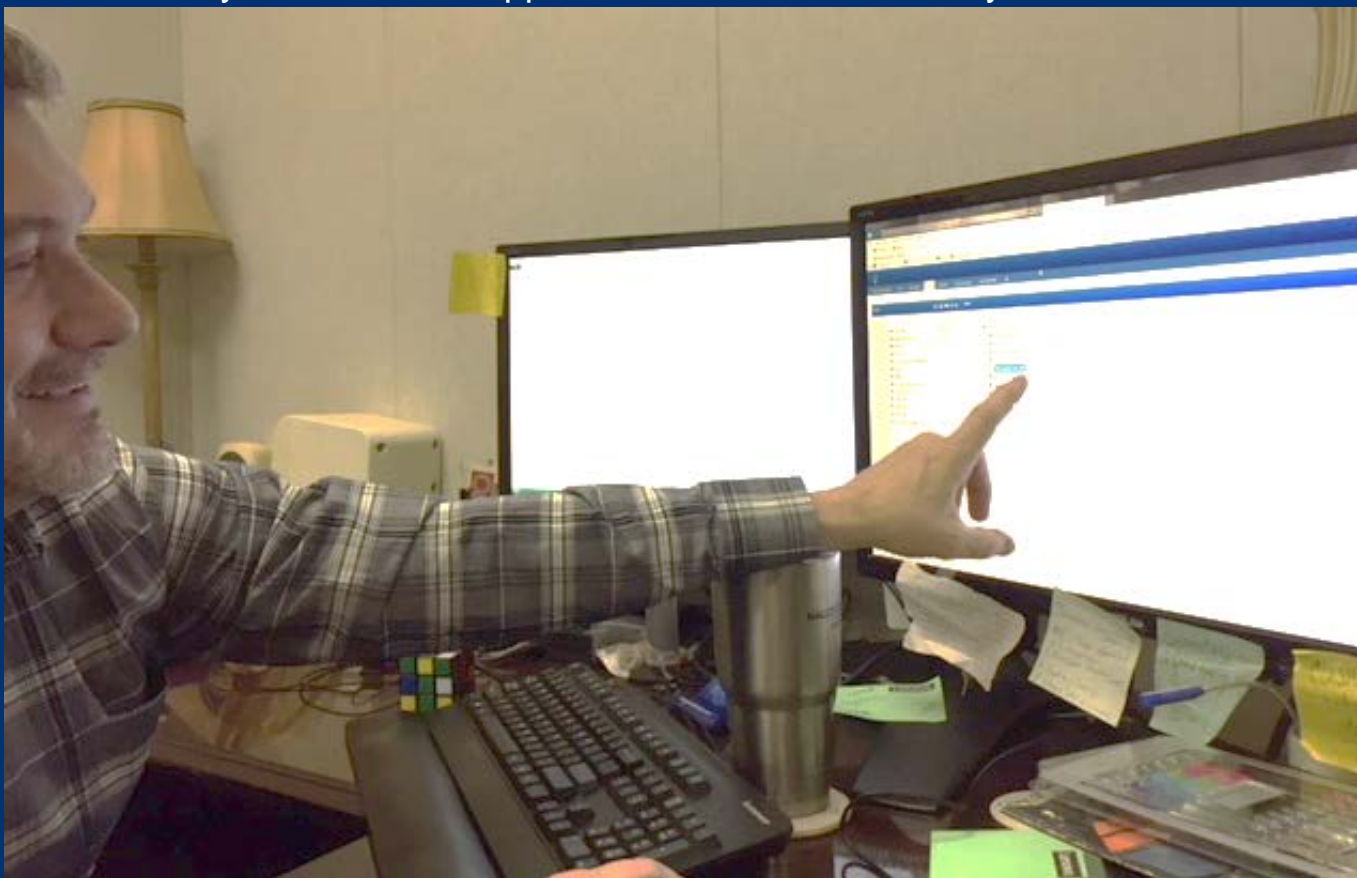
Posted by Jennifer Miller, Director of Performance Excellence and Cybersecurity Services

September 7, 2018



Customer Care Center and Information Services and Applications Working Together

On **Wednesday, September 5, 2018**, **John Crumbley** and **Jennifer Miller** met to review and discuss the iSupport system. John and Jennifer have continued to meet to review the completion status of service requests assigned to the Information Services and Applications team. Due to requests being routed to multiple team members, it is important that the Customer Care Center direct the services to the appropriate team. The ISA team includes two teams serving the Business need and those serving the Student need. Our teams continue working together to find the best way to serve and support our customers on a daily basis.



Performance Excellence

Posted by Jennifer Miller, Director of Performance Excellence and Cybersecurity Services

September 7, 2018



Service Request Report Review with Technology Teams

On **Wednesday, September 5, 2018**, **Jennifer Miller** met with **Larry Barrios** and **Jay Johnson** to review the reports distributed daily to the teams regarding their open service requests. The Leadership team receives a report detailing all overdue requests in their appropriate tier category. Our service requests are divided in the following manner:

- Tier 1 – Service request is within the expected SLA.
- Tier 2 – Service request is outside it's SLA by 1 – 2 days.
- Tier 3 – Service request is 2 – 3 days outside of its SLA. Assignees and Team Leads are made aware of the outstanding request individually.
- Tier 4 – Service requests is 3 - 4 days outside of its SLA. The CTO, Performance Excellence Director, and team lead are notified of the length of time the customer has been waiting for a remedy.

Along with this report, all team leads receive a report detailing the service requests assignment distribution of all team members so that workload can be reviewed and redistributed as necessary. Jennifer enjoys working with all teams to find solutions for customer service excellence for our district.



PerformanceExcellence@cfisd.net
AAS Service Request Distribution

PerformanceExcellence@cfisd.net
TSC Service Request Distribution

PerformanceExcellence@cfisd.net
THS Service Request Distribution

PerformanceExcellence@cfisd.net
CCC Service Request Distribution

PerformanceExcellence@cfisd.net
DII Service Request Distribution

Performance Excellence



Performance Excellence Weekly Reflection



This week our teams continued to focus on the needs of our customers. We reviewed the data surrounding our Performance Excellence program and worked to ensure we were communicating effectively with each customer. On Friday we distributed KnowBe4 training to 12,000 customers. Our technology team is continuing to find new ways to reach our district with new technologies and communication.

- Jennifer Miller