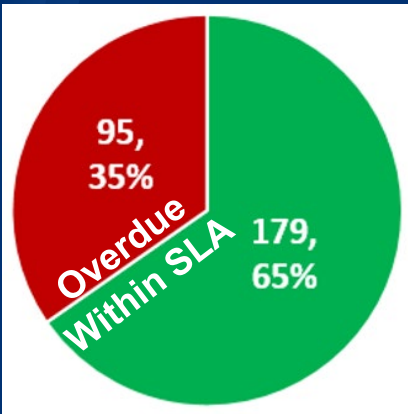




Performance Excellence Continues to Evolve

Performance Excellence involves multiple processes. This week, **Jennifer Miller** spent time evaluating different aspects of our program. Jennifer worked with **Greg Rhodes** as we are working to identify processes to his categories. Part of this review and categorization will allow Greg to view the number of issues addressed weekly in each of the categorizations.



On Tuesday, **Scottie Stevens**, **Aricia Netto**, and **Jennifer** reviewed the reporting process. Daily, this team puts together the overdue review for the department. This overdue review allows the Leadership Team to focus on the overdue service requests. This report directs the work of the department. Additional checks were implemented to ensure the information shared each day is correct and on target/

Jennifer also spent time reviewing customer submitted surveys detailing additional needed support. At times, processes need to be reviewed and reset to identify better solutions. This week, Jennifer was able to address 73% of our outstanding issues.



Each of these processes though different are connected through a desire for continuous improvement. This continuous improvement is what has allowed our teams to continue to improve each part of our process.

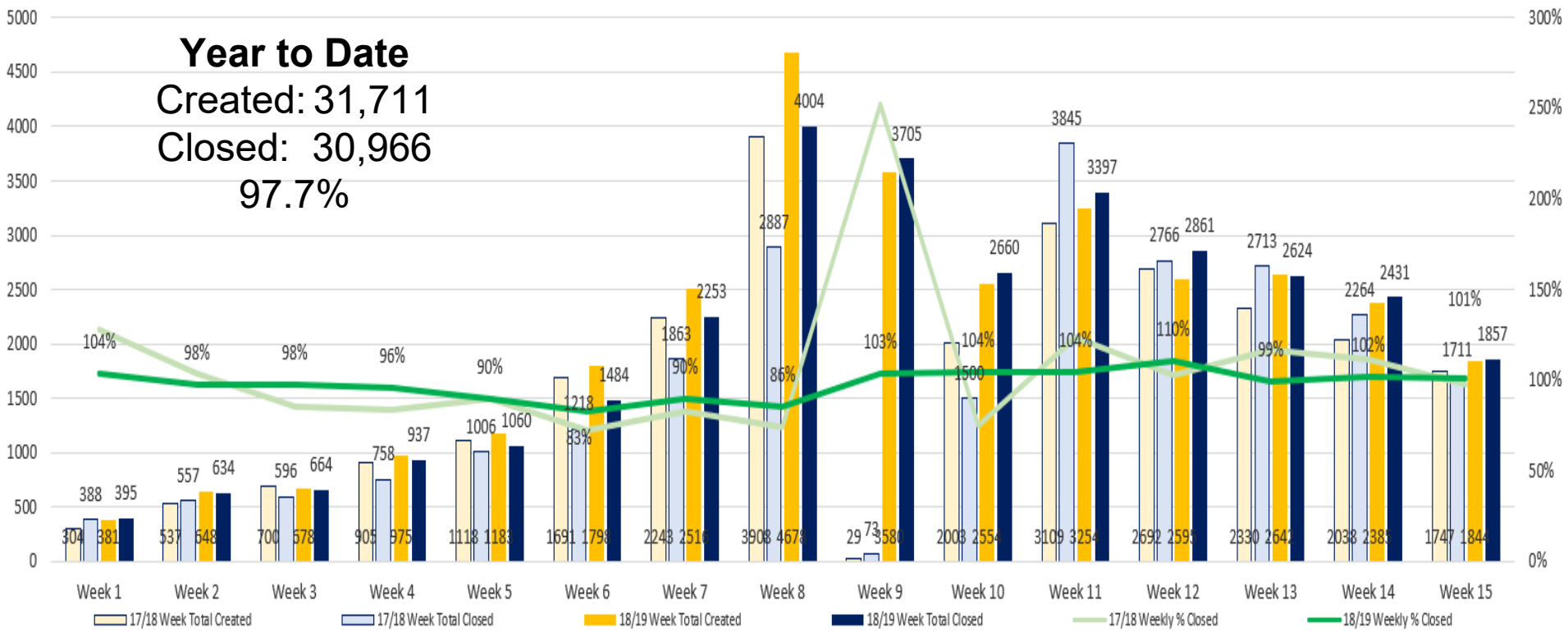
Performance Excellence



Service Request Creation and Completion Comparison

2017-18 and 2018-19 Created and Closed Service Request Counts

Year to Date
 Created: 31,711
 Closed: 30,966
 97.7%



Yearly Comparison

- Created**

- 17-18: 25,354
- 18-19: 31,711 **(25%)**

- Closed**

- 17-18: 24,145
- 18-19: 30,966 **(28%)**

- % Closed**

- 17-18: 95.2%
- 18-19: 97.7%

Performance Excellence



Excellence in Action

These team members earned an excellent rating on all surveys received this week. Each technician closed at least 3 service requests this week and earned an excellent rating on all returned surveys. These team members exemplify the Excellence we look forward to providing on all service requests. Congratulations for a job well done!!!

ISC Team Members

- Crystal Gilbert
- Amanda Medau
- Arlicia Netto
- Luis Velez
- Roland Padilla

Campus Technicians

- Holly Kusters
- Rock Valentine
- Richard Zelenka
- Richard Kurtz

Service Center Technicians

- Demetria Hargrove

Excellence is not a skill. It is an attitude.

- Ralph Marston



Performance Excellence Weekly Reflection



This week the Cybersecurity team provided a comparison of the district's and state's Privacy Agreements. We continue to work with districts across the state as privacy is important to all. Each day we see that what we do for students in our district reaches across district boundaries. We are fortunate to be in a community and state that focuses on data privacy.

- Jennifer Miller