



Texas K12 CTO Council Strategic Planning

On **Thursday, October 18, 2018**, **Frankie Jackson**, **Paula Ross**, and **Jennifer Miller** met with a group of technology leaders from across the state to begin planning for the Texas K12 CTO Council's focus over the next five years.

Nancy Rindone-Doughney from the Schlechty Center led our team in multiple activities throughout the day. The team first reviewed the formative years of the Texas K12 CTO Council. A review of previous leaders and their contributions invigorated the team to aspire to new accomplishments. We also looked at the "defining moments" of the Council. The goals of the morning were the following

- Ensure there was clarity in what has been accomplished.
- Assess the organization's capacity to improve performance.
- Determine future goal areas and draft goals.

After lunch, the team participated in a capacity audit and began identifying goals and writing draft goal statements. The team will continue to meet to complete the Strategic Plan Process over the next year.



Nancy Rindone-Doughney





Texas K12 CTO Council Fall Meeting

Leaders from Cypress-Fairbanks ISD joined Technology leaders from across the state to discuss Technology Trends in K-12 education. Those attending from Cypress-Fairbanks ISD included **Frankie Jackson, Paula Ross, John Crumbley, Jennifer Miller, Larry Barrios, James Costello, Leonard Chance,** and **Michelle Campos.** All attendees participated in presentations during the conference agenda.

Time	Session
8:00 – 8:20am	Welcome and Announcements
8:20 – 8:30am	<i>The Evolution of Endpoint Management</i>
8:30 – 9:15am	Keynote Speaker - <i>Fiber20: Creating a Regional Fiber Network</i>
9:15 – 9:45am	<i>The OneRoster Journey: Where Are We Now?</i>
10:00 – 10:45am	Panel - <i>Best Practices for Security</i>
10:45 – 11:15am	<i>Driving Tech with Learning at Dallas ISD and Alamo Heights ISD</i>
11:15am – 12:15pm	TxSPA Session (Bexar Room) OR Table Talk - <i>Hot Topics</i> (Hickory, Laurel, Magnolia)
1:00 - 1:10pm	SHUT THE FRONT DOOR and the Back One Too!
1:10 - 1:40pm	<i>802.11ax Wi-Fi in the Real World</i>
1:40 - 2:10pm	<i>Networking</i>
2:30 - 2:40pm	<i>Simple Technology to Enhance Learning</i>
2:40 – 3:25pm	<i>Team Building for Tech Teams</i>
3:25 - 4:30pm	<i>Table Talk - Committee Work</i>



Leonard Chance



Paula Ross



Michelle Campos



Larry Barrios



John Crumbley



Jennifer Miller



Frankie Jackson



James Costello

October Fall Conference



Texas K12 CTO Council Fall Meeting

During the K12 CTO Council Fall Meeting, **Jennifer Miller** hosted a session with a panel discussion with 4 Cybersecurity Leaders from across the state:

- **Steve Burpee**, Round Rock ISD
- **James Costello**, Cypress-Fairbanks ISD
- **Christopher Kar**, Fort Bend ISD
- **Adam Feind**, Northwest ISD



Adam
Feind

James
Costello

Jennifer
Miller

Steve
Burpee

Christopher
Kar

The panel discussed the following topics:

- Share the challenges you faced when beginning in your position with your district?
- Many districts don't have a cybersecurity professional position. How can school districts get started with a cybersecurity program?
- Identify the **external** threats you are addressing.
- Identify the **internal** threats you are addressing.
- How have you implemented cybersecurity training?
- Identify measures you believe should be in place to protect student data.
- How are you protecting students while online?

The team continued working together and provided this [document](#) to the attendees of the Fall Conference.

12 Cybersecurity Best Practices & Words of Wisdom

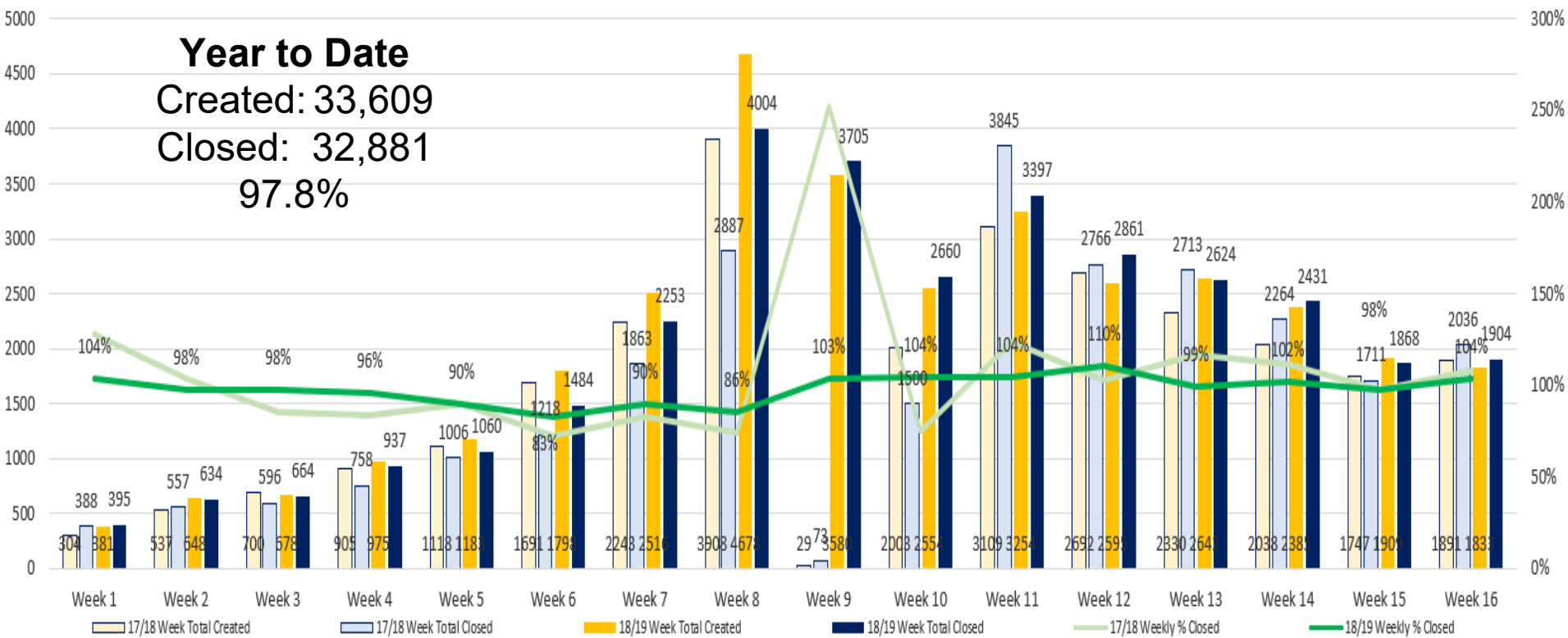
Texas K12 CTO Fall Meeting 2018



Service Request Creation and Completion Comparison

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

Year to Date
 Created: 33,609
 Closed: 32,881
 97.8%



Yearly Comparison

- **Created**
 - 17-18: 27,245
 - 18-19: 33,609 (23%)
- **Closed**
 - 17-18: 26,181
 - 18-19: 32,881 (26%)
- **% Closed**
 - 17-18: 96.1%
 - 18-19: 97.8%

Performance Excellence

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

October 19, 2018



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

- Aaron Widrick
- Luis Velez

Service Center Technicians

- Dencio Cabitac
- Demetria Hargrove
- Tara Maxwell
- Edward Quintanilha
- Ron Rogers
- Jose Vargas

Campus Technicians

- Esmond Desouza
- Jair Garza
- Gregory Mushen
- Leilani Natale
- Anthony Padilla
- Susan Pavliska
- Bob Rader
- Richard Zelenka

Excellence is not a skill. It is an attitude.

- Ralph Marston



Performance Excellence Weekly Reflection



This week I was privileged to attend the Strategic Planning Meeting for the K12 CTO Council. Spending time with Technology Leaders from across the state was very invigorating as we reviewed our accomplishments and next steps. On Friday, we participated in the Fall meeting. CFISD presented the final presentation entitled Technology Teambuilding. It was an honor to present our accomplishments.

- Jennifer Miller