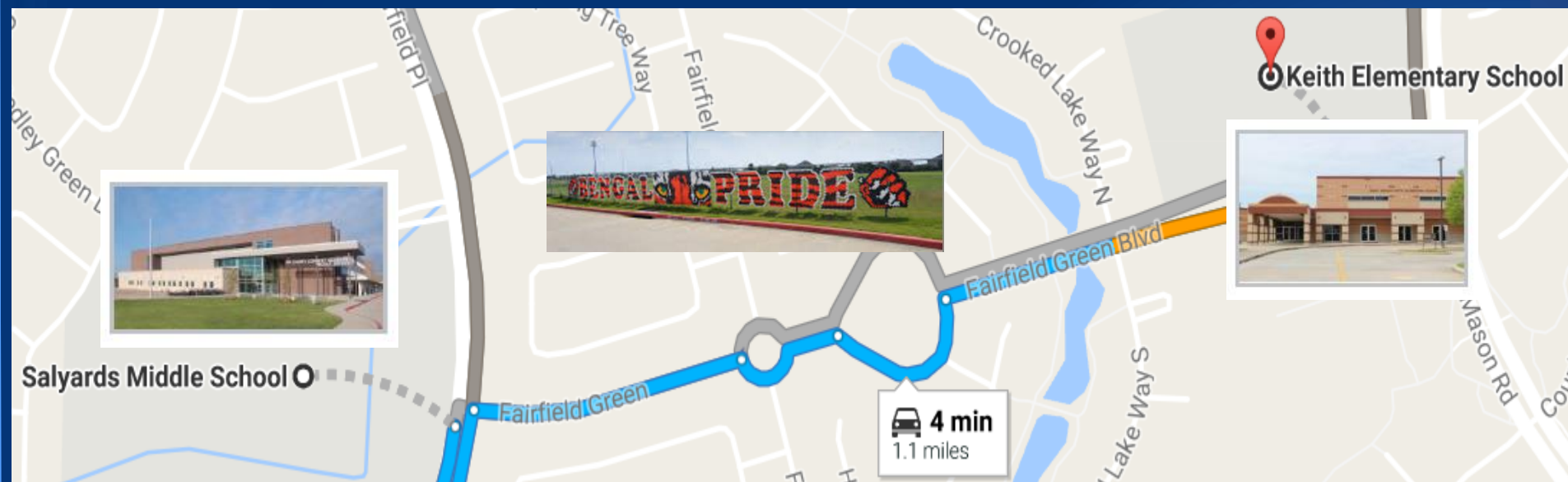




# Celebrating Creative Successes

On **Monday, October 24**, **Amanda Medau** received a call from a customer at Keith Elementary School regarding a broken printer cable. The Keith assigned Technician was at another campus addressing their previously entered service requests. **Amanda Medau** contacted the Service Center, but knew the customer would not be able to wait for service as several meetings had been scheduled that necessitated immediate action. Amanda contacted **Eric Pina** and asked if **Eric** could assist. **Eric** agreed to help, support and resolved the issue within 1 hour of being notified. Thank you **Eric** and **Amanda** for thinking outside of the box and doing whatever it took to meet the needs of the customer.



# Short and Sweet Successories

When asked about the successful high points of the week the following information was shared from our great team members . . .

**Demetria Hargrove (Service Center)** shared . . . I just wanted to take a few minutes to say I am a very BIG FAN of the Landesk Security Scan. It has been fixing so many issues that pop up within Landesk or with the software on some machines throughout my campuses. I had no idea what it could do or fix until now. Richard has been schooling me on all the many things it can fix from big issues to small issues, to even issues that seem hardware related. We all normally send a lot of emails in regards to complaints about something so I wanted to send an email to say Thank you!!

The DII team and to you and Richard for taking the time to teach me as new things arise.

**Tim Briggs (Hopper MS)** shared . . . I donated blood Thursday morning at Cy-Springs for M. D. Anderson; From needle stick to completion – 4 minutes. A new record for me. Great campus connection Tim – thank you for supporting Cypress Springs and MD Anderson





# Outstanding Service as Evidenced by Highest Survey Return

Information is compiled weekly reviewing the number of Surveys with an Excellent Rating upon completion of service.

Service Center Team

**Demetria Hargrove**  
**Robert Hernandez**

Middle School Campus Technicians

**Richard Cruz**  
**Rosemary Hernandez**

High School Campus Technicians

**Jair Garza**  
**Edward Quintanilha**





# Outstanding Service as Evidenced by Highest Rankings by Team on Service Request Count and Average Time to Close

Information is compiled weekly reviewing the Technician rankings by team detailing the most closed service requests and the shortest average time to complete all service requests.

## Service Center Team

**Demetria Hargrove**  
**Tara Maxwell**  
**Jose Vargas**

## Middle School Campus Technicians

**Coni Schelnick**  
**Shannon Simon**

## High School Campus Technicians

**Jair Garza**  
**Richard Zelenka**







# Outstanding Service as Evidenced by Highest Rankings by Team on Instructional Service Request and Average Time to Close

Information is compiled weekly reviewing the Technician rankings by team detailing the most closed service requests and the shortest average time to complete the instructionally categorized service requests.

Service Center Team

**Demetria Hargrove**  
**Tara Maxwell**

Middle School Campus Technicians

**Patricia Fisher-Holmes**  
**Paul Garrett**

High School Campus Technicians

**Demetria Hargrove**  
**Art Ramirez**





# Outstanding Service as Evidenced by Overall Highest Rankings by Team

Information is compiled weekly reviewing the Technician ratings of the number of Surveys with an Excellent Rating and highest ratings of All Closed Service requests and Instructionally categorized service requests.

Service Center Team

**Demetria Hargrove**  
**Robert Hernandez**

Middle School Campus Technicians

**Patricia Fisher-Holmes**  
**Coni Schelnick**

High School Campus Technicians

**Esmond DeSouza**  
**Jair Garza**

