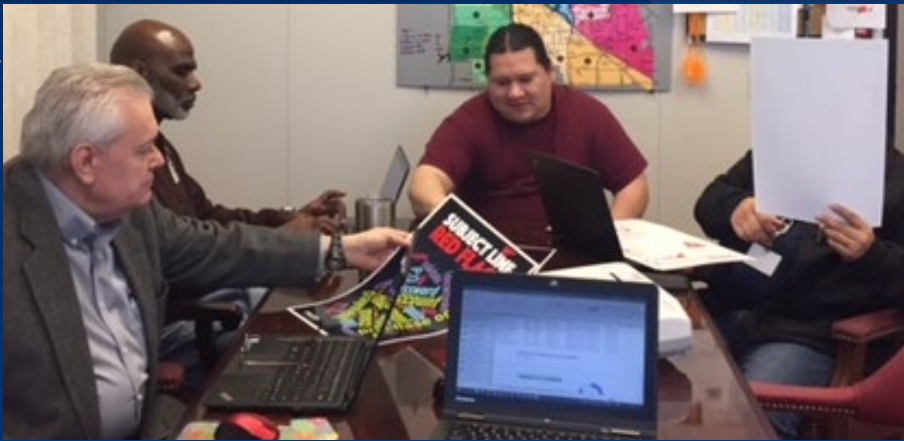


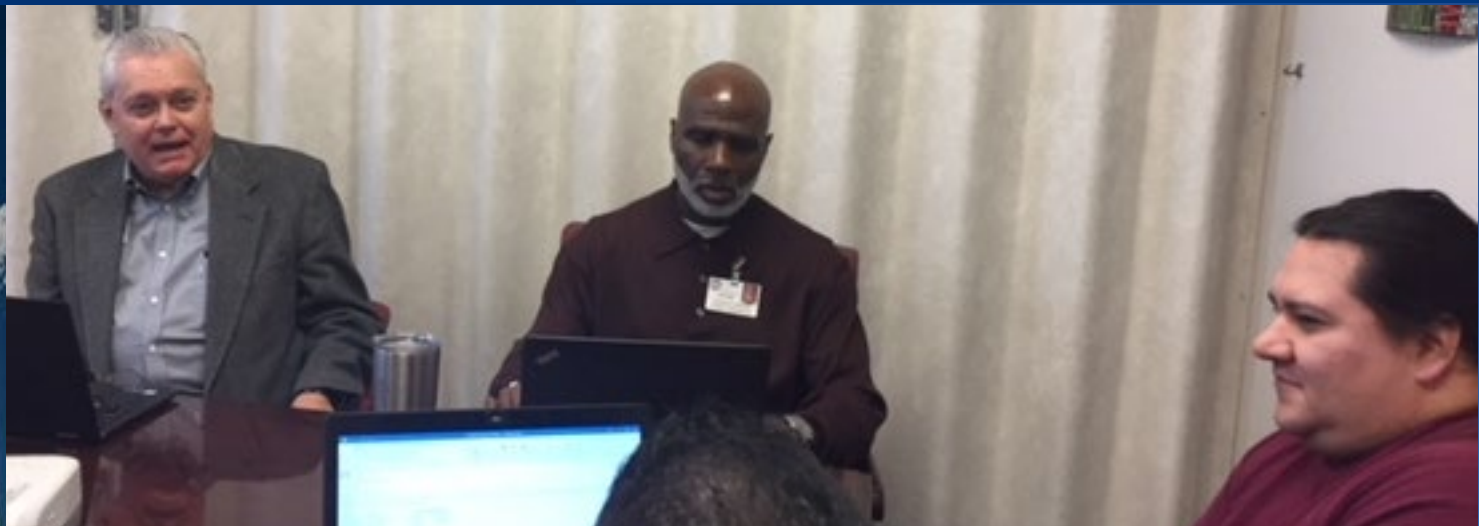


Technician Meeting Planning Expands

On **Friday, November 2, 2018**, **Jay Johnson, Larry Barrios, Scottie Stevens, Frank Adian, and Jennifer Miller** met to discuss the upcoming Technician Meeting. This week marked the first week that **Aaron Widrick** joined the team's planning session. **Aaron** serves in an integral role at the Customer Care Center in ensuring Technician needs are met daily by serving as the Technician Liaison. **Aaron** will broaden his responsibilities to include meeting preparations and presentations centered around specific questions from the Technician's survey responses. We are excited about this new opportunity for Aaron and know that he will address the technicians' needs in an excellent manner.



Larry Barrios joins the team reviewing the new Cybersecurity posters.



Jay Johnson

Scottie Stevens

Aaron Widrick



CoSN Certification Governance Committee Leadership Opportunities

This week **Jennifer Miller** led the Certification Governance Committee Meeting. Morgean Hirt and Robert Duke of CoSN present information along with **Jennifer** to the elected committee members. This meeting is held on the first Monday of each month. The Certification Governance Committee has full autonomy over all core credentialing decisions and all important aspects of the Consortium's credentialing programs and activities.

Jennifer currently serves as the Chair of the Committee. The committee reviews items such as exam rules, regulations and statistics, the CETL Summit to be held at the national convention in Portland, and the extent of the CETL project across the world. The committee's members are scattered across the country and meet via a web conference to discuss policies and procedures with an impact on the Certification process.

2018-19 Meeting Calendar

- ✓ August 3, 2018
- ✓ September 7, 2018
- ✓ October 5, 2018
- ✓ **November 2, 2018**
- December 7, 2018
- January 4, 2019
- February 1, 2019
- March 1, 2019
- April 5, 2019
- May 3, 2019
- June 7, 2019
- July 5, 2019

CoSN CETL Certification Governance Committee Meeting

CGC Monthly Meeting – November 2, 2018

Fri, November 2, 2018, 2018 12:00 PM - 1:00 PM EDT



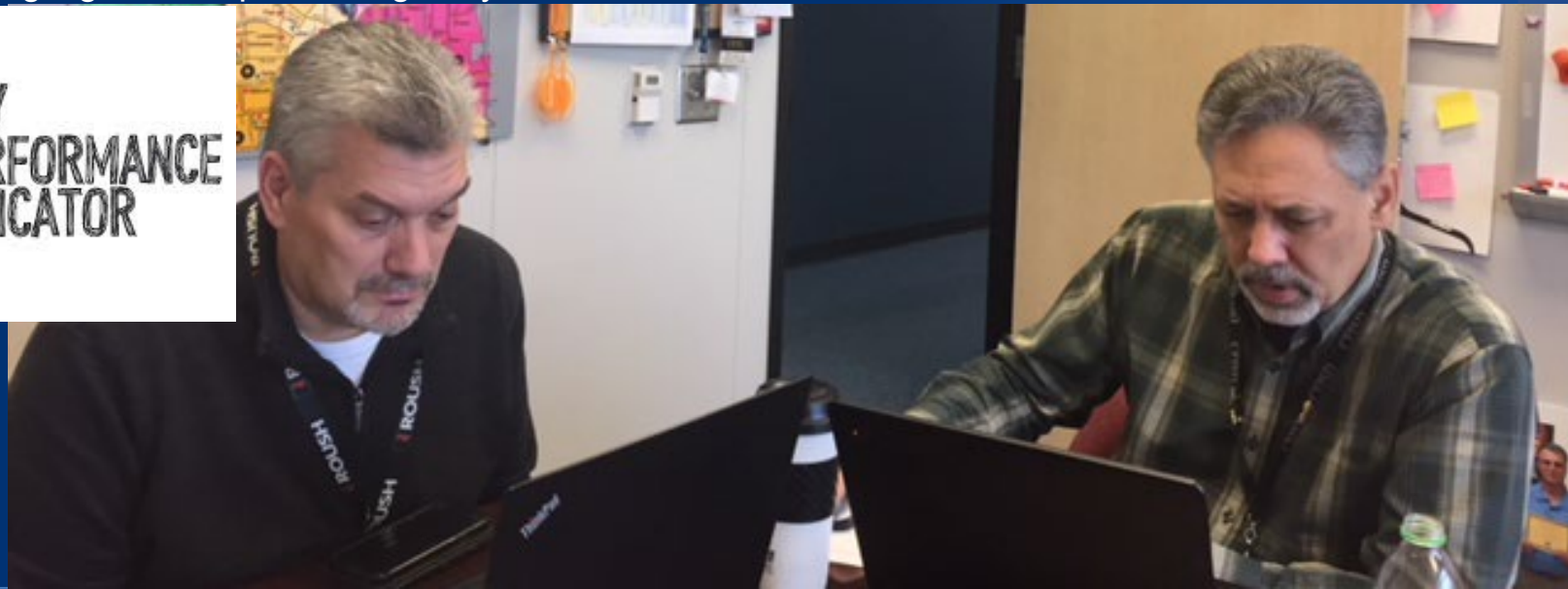


KPI Team Review

Jennifer Miller met with **Greg Rhodes, James Costello, Eric Pina, John Crumbley,** and **Eric May** to discuss their Key Performance Indicators for their teams. It is always interesting to meet with team leaders to review the accomplishments of their teams. Each team works diligently to make a difference in their customer's experience daily. It is wonderful to have a platform so share their successes.

Jennifer will continue to review the information and work with all teams to streamline their documentation and ensure their highlights are updated regularly.

Network Management Operations	Information Services and Application	CFISD Cybersecurity Services



Performance Excellence

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

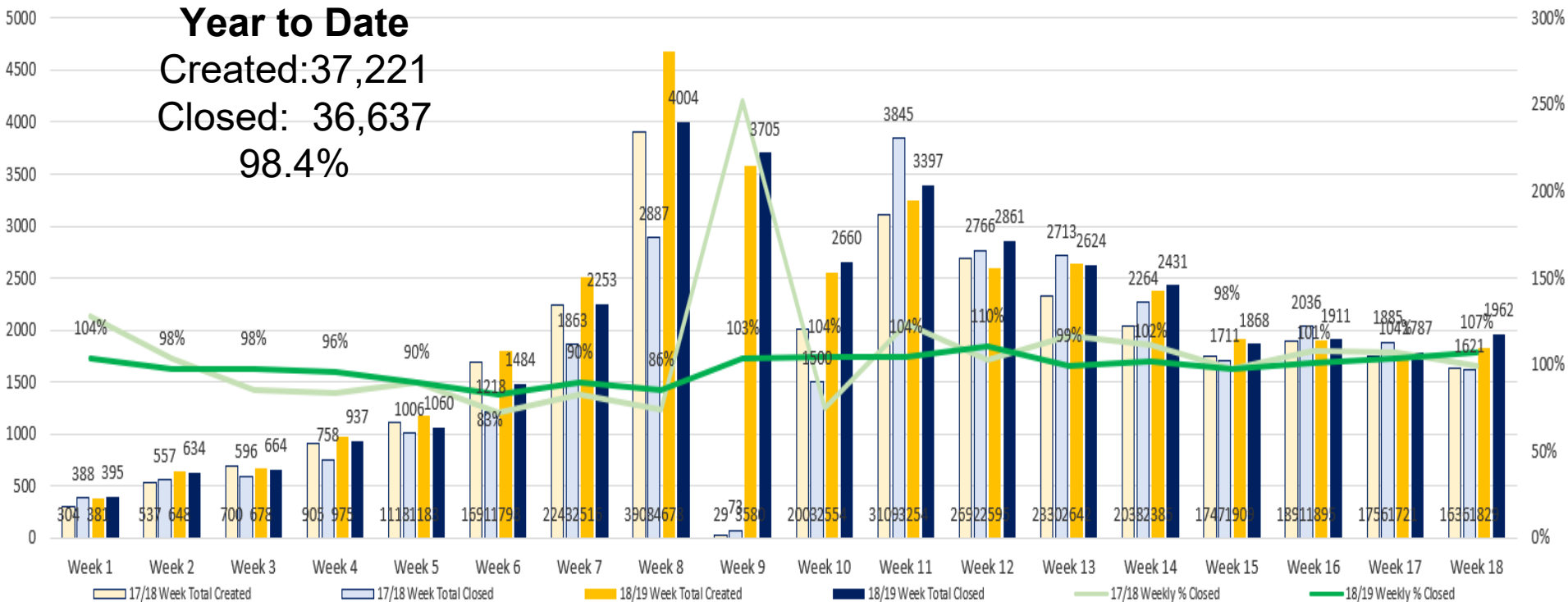
November 2, 2018



Service Request Creation and Completion Comparison - redo

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

Year to Date
 Created: 37,221
 Closed: 36,637
 98.4%



Yearly Comparison

- Created
 - 17-18: 30,637
 - 18-19: 37,221 (**21%**)
- Closed
 - 17-18: 29,687
 - 18-19: 36,637 (**23%**)
- % Closed
 - 17-18: 96.9%
 - 18-19: 98.4%

Performance Excellence



Excellence in Action – redo

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

- Ashley Katzenberger
- Amanda Medau
- David Glennon
- Kenneth Gibson

Service Center Technicians

- Dencio Cabitac
- Demetria Hargrove
- Tara Maxwell
- Jose Mendez
- Chris Preston
- Art Ramirez
- Jose Vargas

Campus Technicians

- Gene Garrett
- Jair Garza
- Lysette Logan
- Gregory Mushen
- Leilani Natale
- Bob Rader
- Rock Valentine
- Rosemary Hernandez
- June Hightower
- Sandra Hoppe
- Richard Kurtz

Excellence is not a skill. It is an attitude.

- Ralph Marston



Performance Excellence Weekly Reflection



This week I continued meeting with our team leaders regarding their team Key Performance Indicators. Each team has continued to keep their focus on the customer. This streamlined focus on customer success provides a well worn path to success. Team leaders are open to reviewing data measurements in new ways and presenting the information for review and reflection.

- Jennifer Miller