



March of the printers

Thursday **Richard Kurtz** visited **Watkins Middle School** to help **Brenda Willey** move the new network printers to their new homes in the Watkins portable village. This was a change of pace for Richard and gave him a chance to assist a campus in need. It also saved him a trip to the gym. Brenda now has the task of setting the printers up on the network. We know she will be able to get them successfully set up in no time this week. Thank you Richard for being willing to jump in and assist where needed.





Celebrating Success

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

CCC shared . . . There were several calls into CCC Friday reporting no internet access. CCC utilized the "Relate" feature in iSupport. The primary service request was assigned to the CCC Lead Analyst and the subsequent service requests generated were related to the primary service request. The subsequent service requests remained in the CCC Analysts queues. When the issue was resolved, ECN Department closed the service request leading service request. Once this request was closed all subsequently related requests were closed out as well. Leading to an efficient managements service requests. It was a great way to work smarter!



Paul Garrett (Dean MS) shared . . . A highlight of the week was being honored on Veterans Day with a Certification of Appreciation and A Thank You for your service plaque from the staff and students he serves at Dean Middle School.





Organizational Announcement

Welcome to Cypress-Fairbanks Technology Services



We welcomed Chris Seale to Cy-Fair High School this October. Chris is currently working towards his Associate's in Networking and Systems Administration at Lone Star. He currently has his A+ and Network Pro certification that he earned through Lone Star.

He loves doing anything outdoors and traveling with his family. When he has free time he also enjoys playing video games.

He has been married to his lovely wife Laura (who is an elementary teacher in Cy-Fair ISD) for 7 years and they have a beautiful 9 month old little girl named Brooke.

His favorite part about working at Cy-Fair High School is meeting new people and getting to do what he enjoys.

Welcome Chris Seale

Campus Technician Support

Posted by Jennifer Miller, Director of Technology Support Services – Performance Excellence

November 11, 2016



Organizational Announcement

Welcome to Cypress-Fairbanks Technology Services



We welcomed Thomas Bradshaw to Cypress Lakes High School this October. He previously worked at University of North Texas Fabrication Lab. He worked with CNC machines/Laser Cutters/Laser Printer/3d Printers. His duties included teaching, troubleshooting, and testing to help students achieve their desired results from the machines.

He is working on a degree in computer science at Lone Star and is hoping to transfer to the University of Houston soon.

His hobbies are 3D modeling, drawing, and programming. He has a heavy interest in game development which allows him to combine all three.

Welcome Thomas Bradshaw



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

Dencio Cabitac

Demetria Hargrove

Middle School Campus Technicians

Richard Cruz

Coni Schelnick

High School Campus Technicians

Thomas Bradshaw

Jair Garza



**Excellence
in Customer
Satisfaction**



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
Art Ramirez

Middle School Campus Technicians

Richard Cruz
Robert Love

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

Art Ramirez

Middle School Campus Technicians

Richard Cruz

Robert Love

High School Campus Technicians

Jair Garza

Chris Seale





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

Art Ramirez

Middle School Campus Technicians

Richard Cruz

Robert Love

High School Campus Technicians

Jair Garza

Richard Zelenka

