



# Organizational Realignment

On **Thursday, November 8, 2018**, organizational changes were announced during a team meeting. This week, the Customer Care Center team was moved to **Larry Barrios'** team and the Acquisition team was moved to **Jennifer Miller's** team. These changes were made in order to streamline several processes and working teams. **Jennifer** and **Larry** were both excited about the new learning opportunities these moves provide. On Friday, November 9, 2018, **Jennifer** and **Larry** began meeting with their new teams to ensure district and department needs continued to be met by all teams.

*Previous Alignment*

**Jay Johnson**  
Acquisitions  
Assets  
Sustainability

**Jennifer Miller**  
Cybersecurity  
Customer Care Center  
Performance Excellence

**Larry Barrios**  
Device Imaging and Integration  
Secondary Campus Technicians

*Current Alignment*

**Jay Johnson**  
Assets  
Deliveries  
Sustainability

**Jennifer Miller**  
Cybersecurity  
**Acquisitions**  
Performance Excellence

**Larry Barrios**  
**Customer Care Center**  
Device Imaging and Integration  
Secondary Campus Technicians

Creativity in life is about saying yes to new ideas.

Nolan Bushnell



# 2018 Fall K-12 Summit

On **Wednesday, November 7, 2018**, **Frankie Jackson, Paula Ross, Jennifer Miller, Jay Johnson, John Crumbley, Larry Barrios, and Eric Pina** travelled to the Region IV Service Center to participate in the 2018 K-12 Fall Summit. The event was sponsored by Aruba. This was a great meeting to learn about options from Aruba and to learn about solutions surrounding districts are utilizing.



### AGENDA:

- 10:00 am-10:30 am- Aruba's Dan Rivera provides an update on eRate
- 10:30 am- 11:00 am- Aruba's discusses their 360 Secure Fabric
- 11:00 am - 11:30 am – Greg Bartay, Pearland ISD CTO discusses Machine Learning as a Security Operations Center
- 11:30 pm-12:00 pm- Brett Williams, Klein ISD Network Manager discuss Securing Network Access



### Performance Excellence

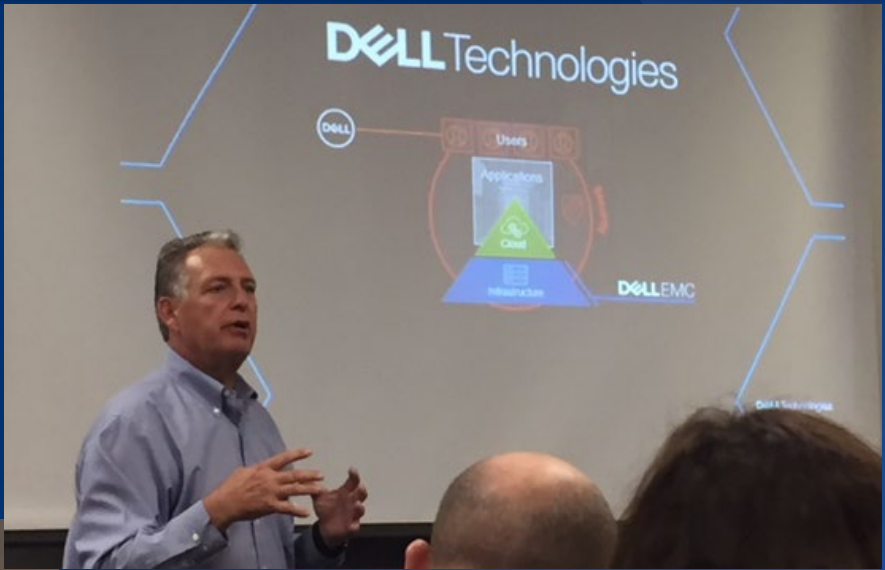
Posted by Jennifer Miller, Director of Performance Excellence and Cybersecurity Services

November 9, 2018



# Dell Future Innovations Workshop

On **Wednesday, November 7, 2018**, **Frankie Jackson, Paula Ross, Jennifer Miller, Larry Barrios, Greg Rhodes, and David Deitsch** participated in a presentation led by Jim Schul. Jim Schul is a Solutions Consultant with Dell EMC. Jim was previously the CTO for the Harris County Education Service Center and Fort Worth ISD. Jim led the meeting and presented a reflection and review session and then presented ways Dell EMC is assisting the K-12 educator. Meeting with solution providers allows our team to learn about vendor options and solutions surrounding districts are utilizing.



## Meeting Agenda

- Introductions: Cy-Fair ISD, Dell Technologies Quick overview of School Business (Teaching and Learning Accountability and Performance Measures)
- CFISD Current Innovations
- Brainstorming Activity – Future innovations in education. (What if?)
- Dell’s Transformation – Workforce, IT, Digital, Security

## Performance Excellence

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

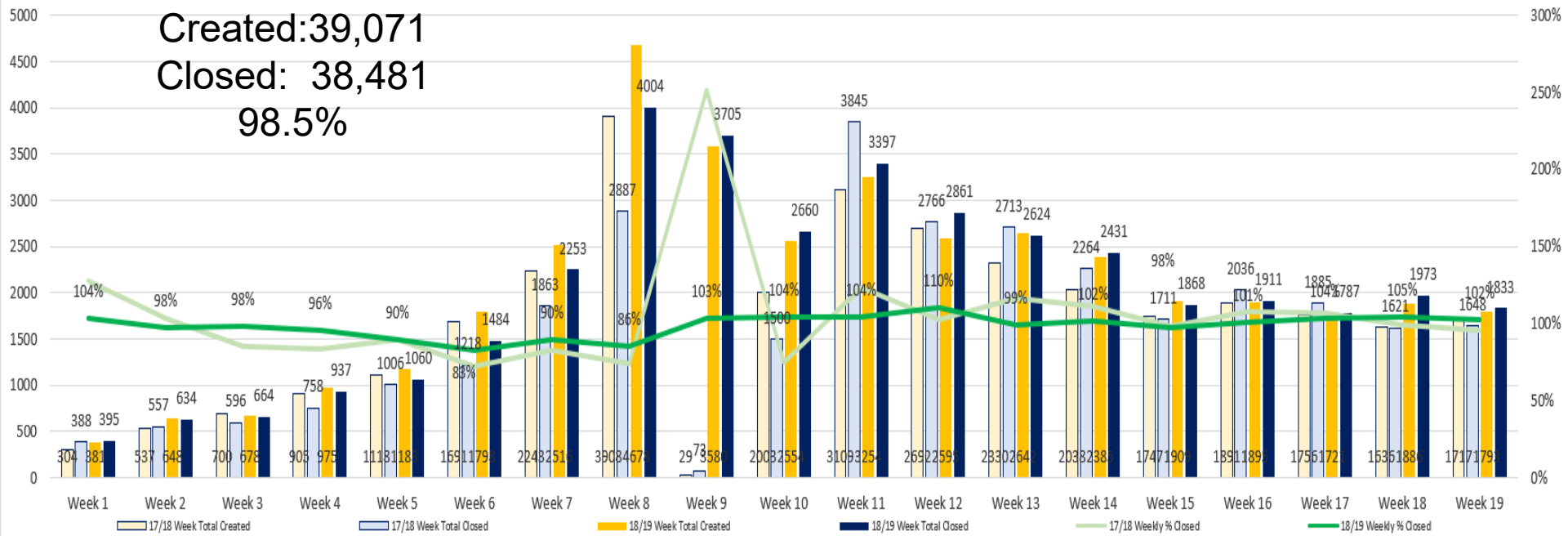
November 9, 2018



# Service Request Creation and Completion Comparison

**Year to Date**  
 Created: 39,071  
 Closed: 38,481  
 98.5%

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



## Yearly Comparison

- Created
  - 17-18: 32,354
  - 18-19: 39,071 (21%)
- Closed
  - 17-18: 31,335
  - 18-19: 38,481 (23%)
- % Closed
  - 17-18: 96.9%
  - 18-19: 98.5%

**Performance Excellence**

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

November 9, 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. An asterisk represents an excellent repeat performance. Congratulations for a job well done!!!

## ISC Team Members

- Aaron Widrick

## Service Center Technicians

- Dat Bui
- Dencio Cabitac\*
- Tara Maxwell\*
- Dannie Paguaga
- Edward Quintanilha
- Jose Vargas\*

## Campus Technicians

- Bill Fillmore
- Gene Garrett\*
- Jair Garza\*
- Anthony Padilla
- Bob Rader\*
- Sandra Hoppe\*

**Excellence is not a skill. It is an attitude.**  
**- Ralph Marston**



# Performance Excellence Weekly Reflection



This week organizational responsibilities were modified. As Lifelong Learners we are always looking for continuous learning opportunities. Our team continues to look at new options to realign support to better assist our customers. After supporting the Customer Care Center directly for 18 years, I am looking forward to this new opportunity to learn more about and support the Acquisition team.

*- Jennifer Miller*