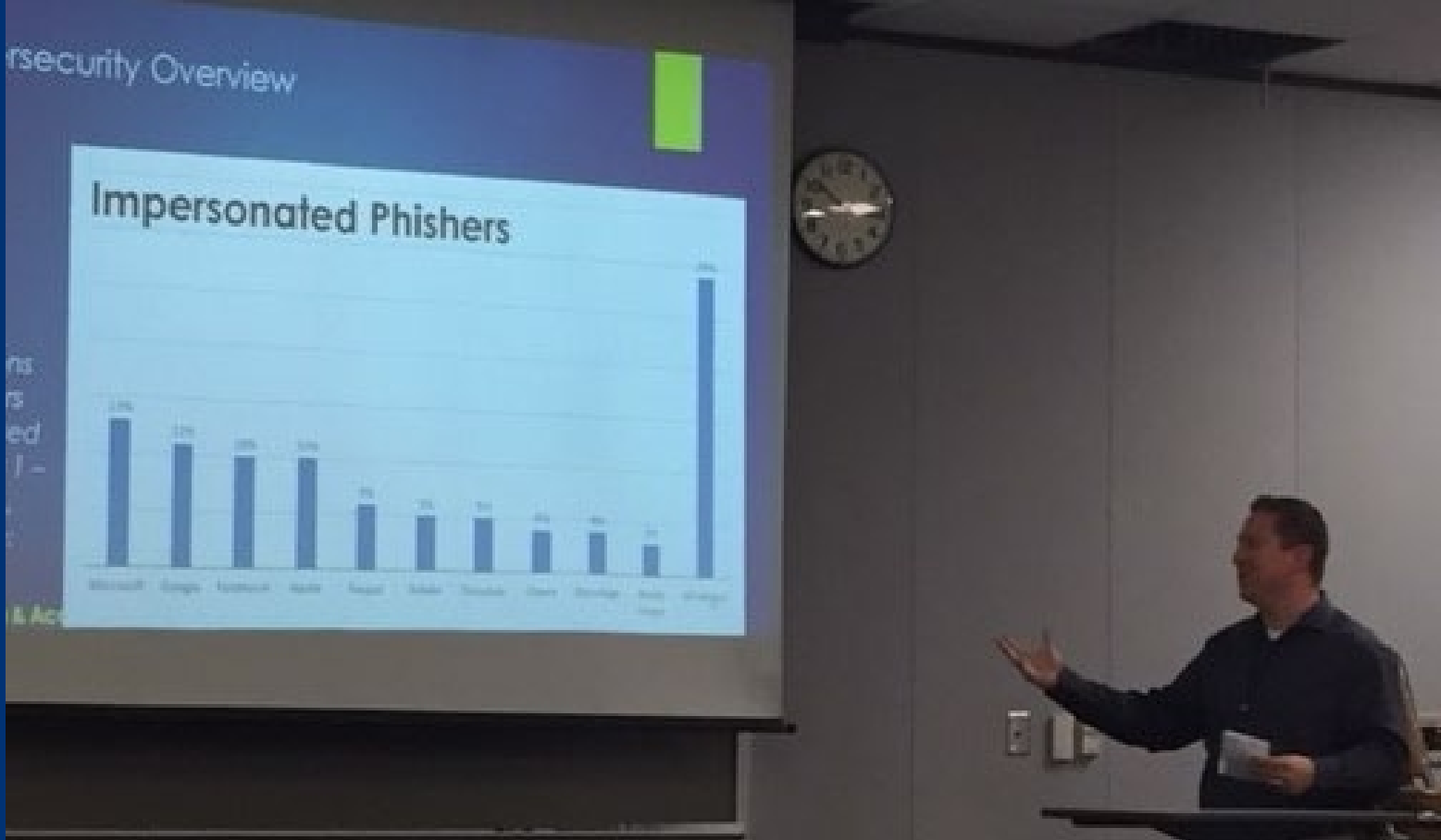




# Technician Meeting – Cybersecurity Updates

On **Wednesday, November 14, 2018**, the Technicians met to participate in the Technician Meeting. **James Costello** provided a cybersecurity update to the group revolving around current threats. The holiday season is a time that many cybercriminals attempt to gather information from unsuspecting victims. **James** reminded the Technicians to encourage all staff members to be vigilant and on guard at all times.





# Technician Meeting – Cybersecurity Updates

On **Wednesday, November 14, 2018**, the Technicians met to participate in the Technician Meeting. **Eric Pina** provided information regarding the training distributed by the team through the KnowBe4 system. To date, 23,978 training sessions have been completed. This training helps our staff by increasing their awareness of the multiple methods cybercriminals attempt to access our system. **Eric** encouraged the Technicians to remind their staff members to complete the training in a timely manner.





# Multi Factor Authentication Project



On **Thursday, November 15, 2018**, **Larry Barrios** and **Jennifer Miller** worked with **Jay Johnson** and the Multi Factor Authentication (MFA) process. This project has continued to grow as additional staff members are added to the list of those with completed profiles in the system. Currently the plan is to add ISC-West and several additional key team members in the week after the Thanksgiving holidays.

## Performance Excellence

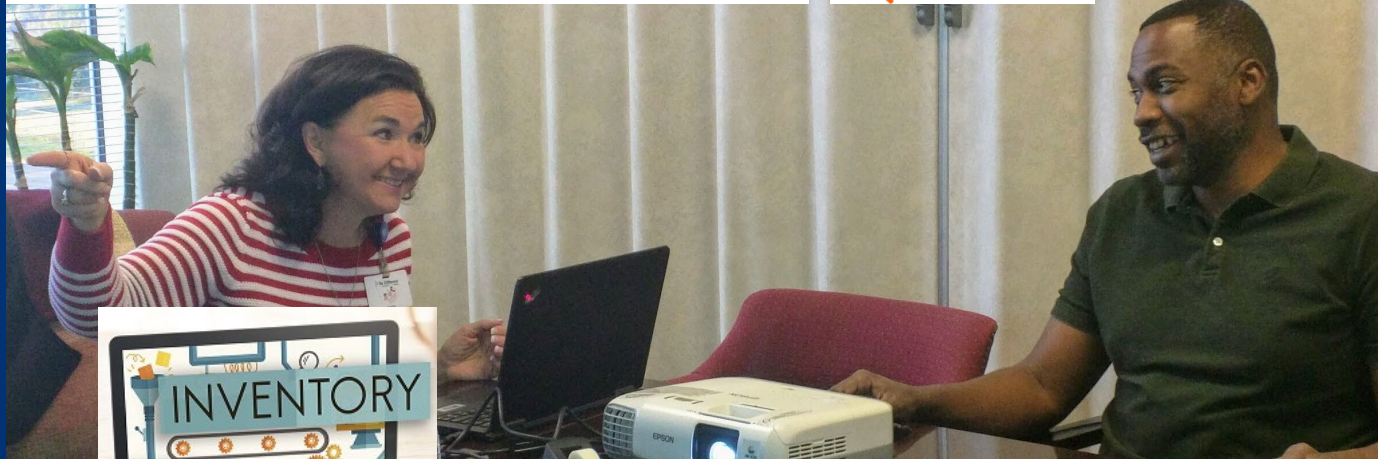
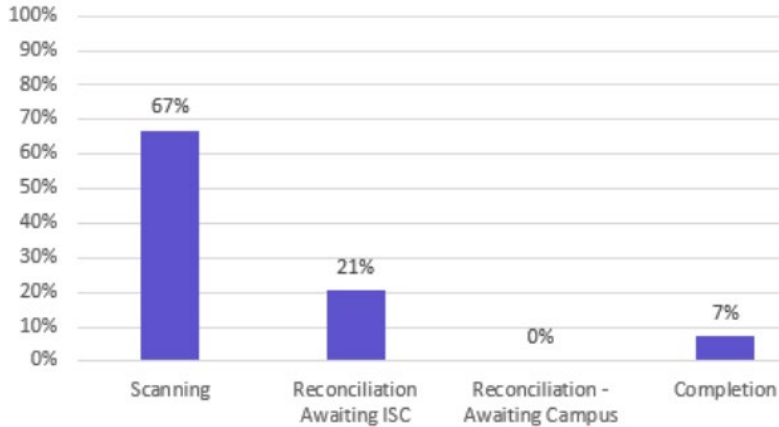
Posted by Jennifer Miller, Director of Performance Excellence and Cybersecurity Services

November 23, 2018



# KPI Progress Review

Percent Completed



On **Thursday, November 15, 2018**, **Jennifer Miller** and **Leonard Chance** reviewed data his team has continued to compile regarding the inventory completion steps. Jennifer and Leonard have met to determine how best to compile the information to showcase the success of all Technicians involved in the inventory process.

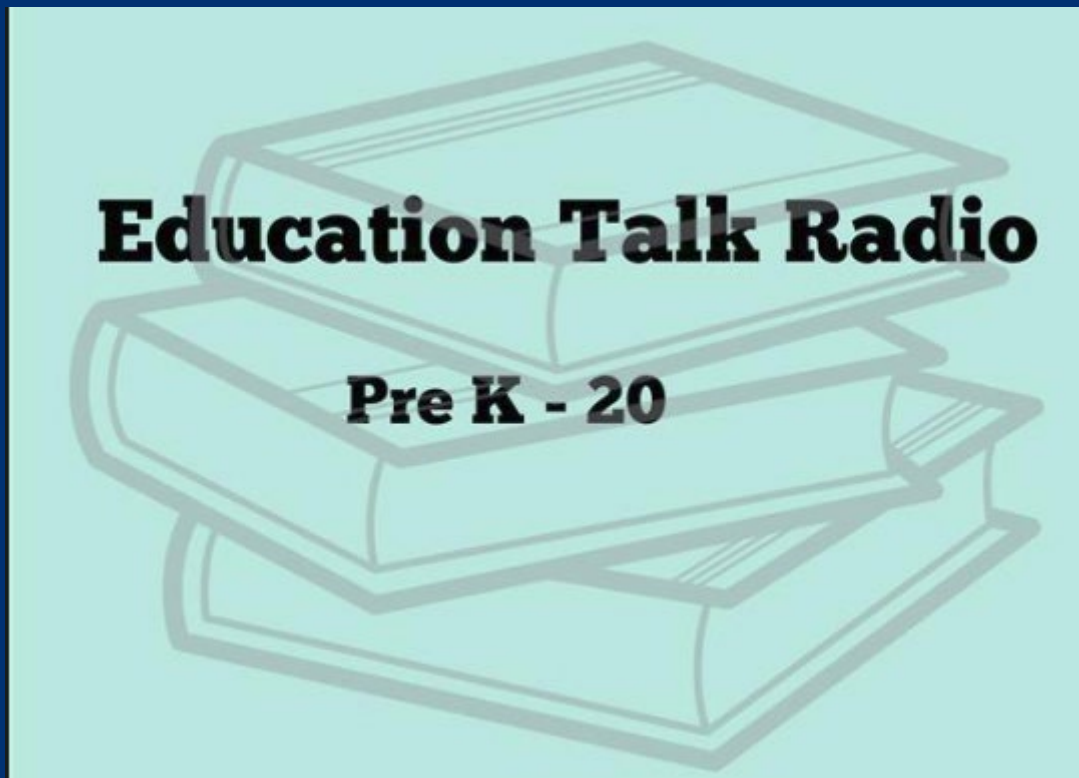
## Performance Excellence

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

November 23, 2018



# CETL on the Radio Blog



On **Monday, November 19, 2018**, **Jennifer Miller** and **Frankie Jackson** participated in a live radio show on Education Talk Radio regarding the Certified Education Technology Leader (CETL) program. **Morgean Hirt**, CoSN's Director of Certification and **Don Ringlestein** from Aurora, Illinois were also on the show hosted by **Larry Jacobs**. It was great to have an opportunity to share how the CETL program has impacted K-12 education. Click the graphic above to listen to the show.

## Performance Excellence

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

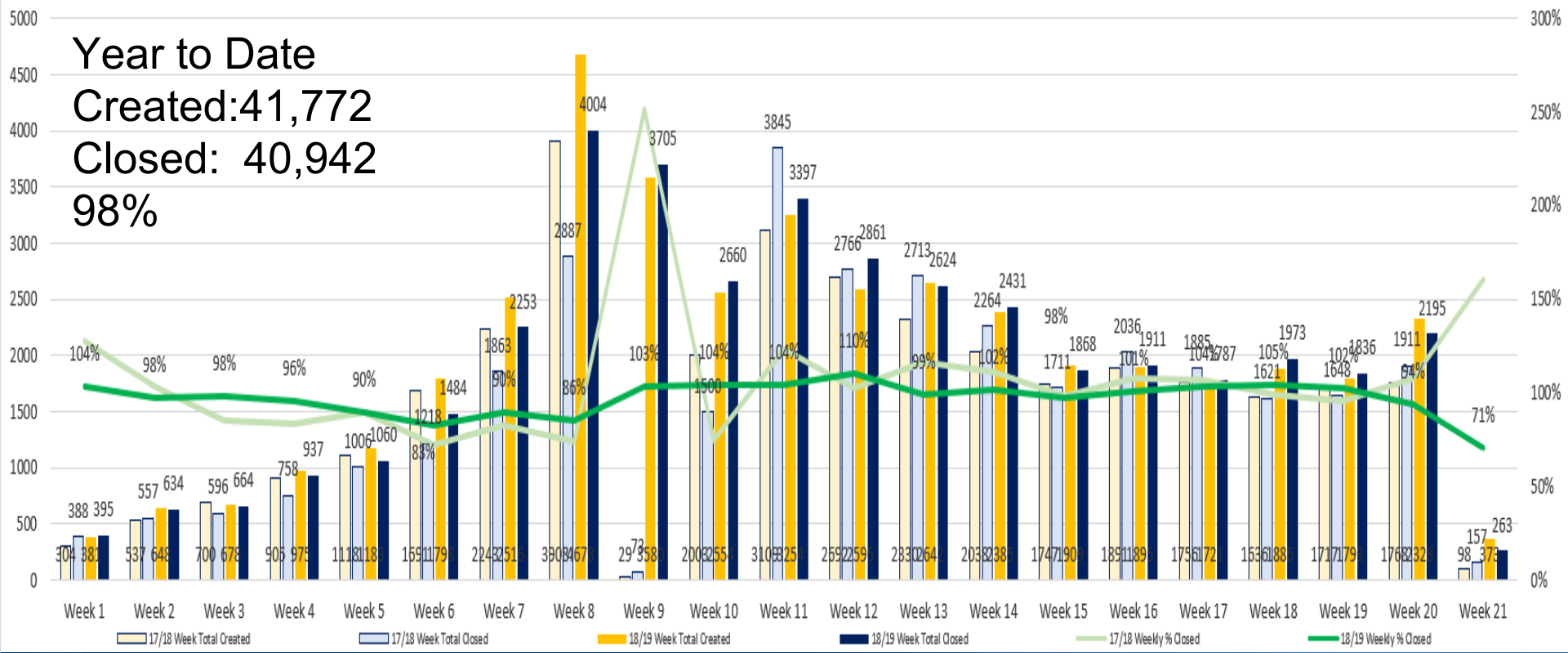
November 23, 2018



# Service Request Creation and Completion Comparison

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

Year to Date  
 Created: 41,772  
 Closed: 40,942  
 98%



## Yearly Comparison

- **Created**
  - 17-18: 34,220
  - 18-19: 41,772 (22%)
- **Closed**
  - 17-18: 33,403
  - 18-19: 40,942 (23%)
- **% Closed**
  - 17-18: 97.6%
  - 18-19: 98.0%

### Performance Excellence



# 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!!!

## Campus Technicians

- Bill Fillmore\*
- Kristofer Nguyen
- Daniel Pham
- Bob Rader\*
- Rock Valentine
- Richard Zelenka
- Sandra Hoppe\*
- Richard Kurtz
- Doreen Ranly

## Service Center Technicians

- Julia Gibson
- Robert Hernandez
- Tara Maxwell\*
- Jose Mendez
- Jose Vargas\*

## ISC Team Members

- Luis Velez
- Arlicia Netto
- Aaron Widrick\*
- Roland Padilla

**Excellence is not a skill. It is an attitude.**

**- Ralph Marston**



# Performance Excellence Weekly Reflection



This week as we prepared for and met with the Technician team I was once again reminded of how thankful I am to work with so many talented team members. Our Acquisition team jumped in and helped prepare for the meeting at a moment's notice. I truly appreciated their willingness to arrive early and continue to check in to ensure the meeting progressed smoothly.

*- Jennifer Miller*