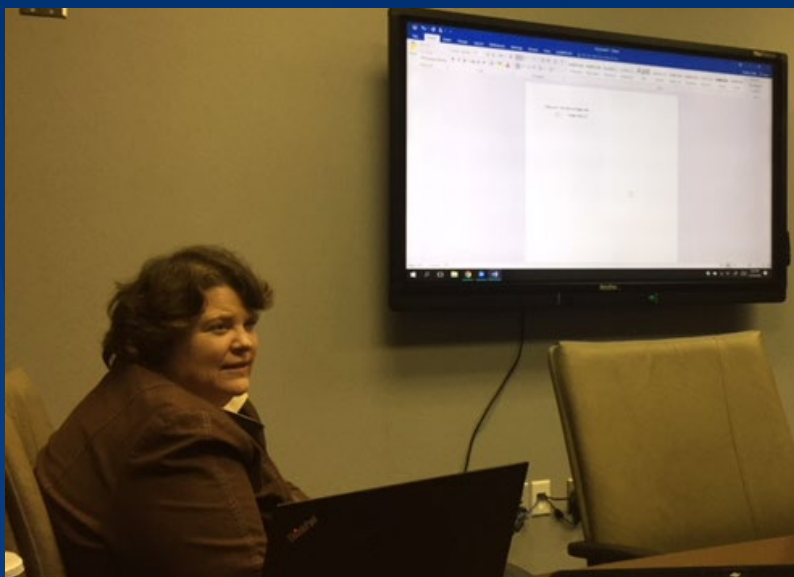
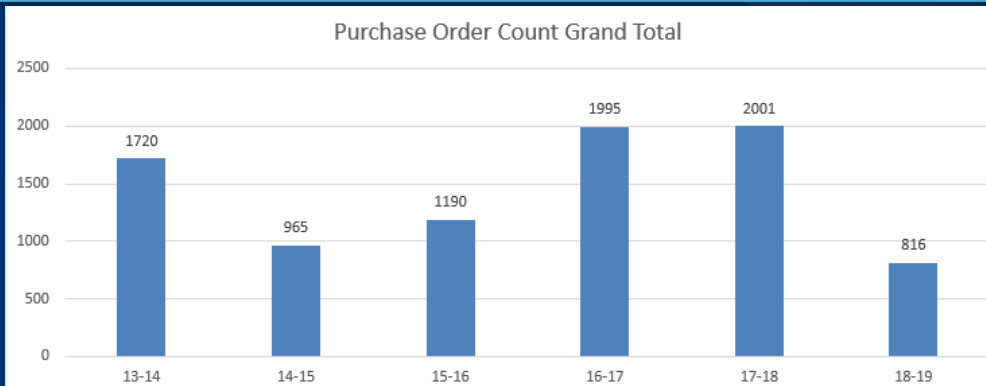


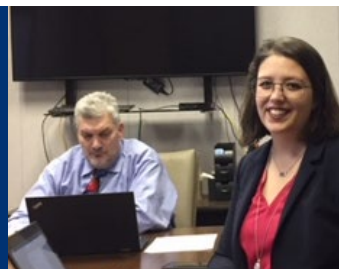


Acquisition Reports

On **Wednesday, December 12, 2018**, **Kim Bowlin** and **Jennifer Miller** met with Dava Clark, Geoffrey Brown, and John Crumbley to review the information they were able to compile from our Cognos system to review reports regarding the work of the Acquisition team. It is incredible to see that over the last 5 years, our Acquisition team has been responsible to process over 8,687 purchase orders. This year alone the team has completed over 816. We will continue to review the amount of services this team provides weekly.



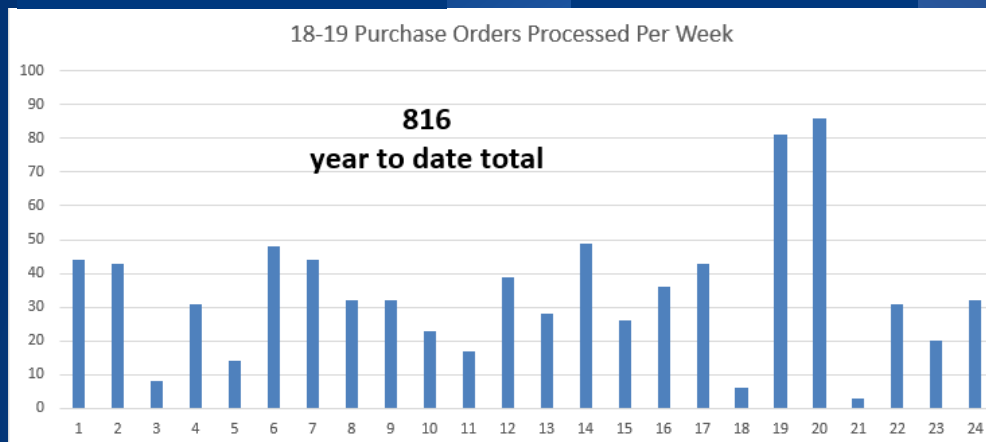
Kim Bowlin reviewing the data extraction



John Crumbley Dava Clark



Geoffrey Brown

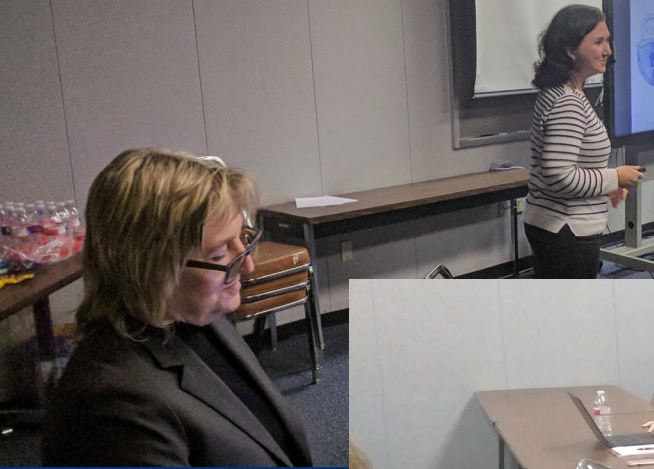


Performance Excellence



Data Governance Authority Committee

On **Monday, December 10, 2018**, **Jennifer Miller** led the Governance Authority Committee Meeting. This was the first meeting of this committee this year. This committee is comprised of Directors, Assistant Superintendents. This purpose of this committee is to **develop and implement** data privacy and security policies and practices as it relates to the protection, privacy, and security of students, employees, and personal data. The meeting provided the framework to the new committee, examples of cybercrime in the K-12 realm and reviewed three action items focused on the verbiage in the Student Handbook, Cybersecurity training, and content filtering.



Performance Excellence

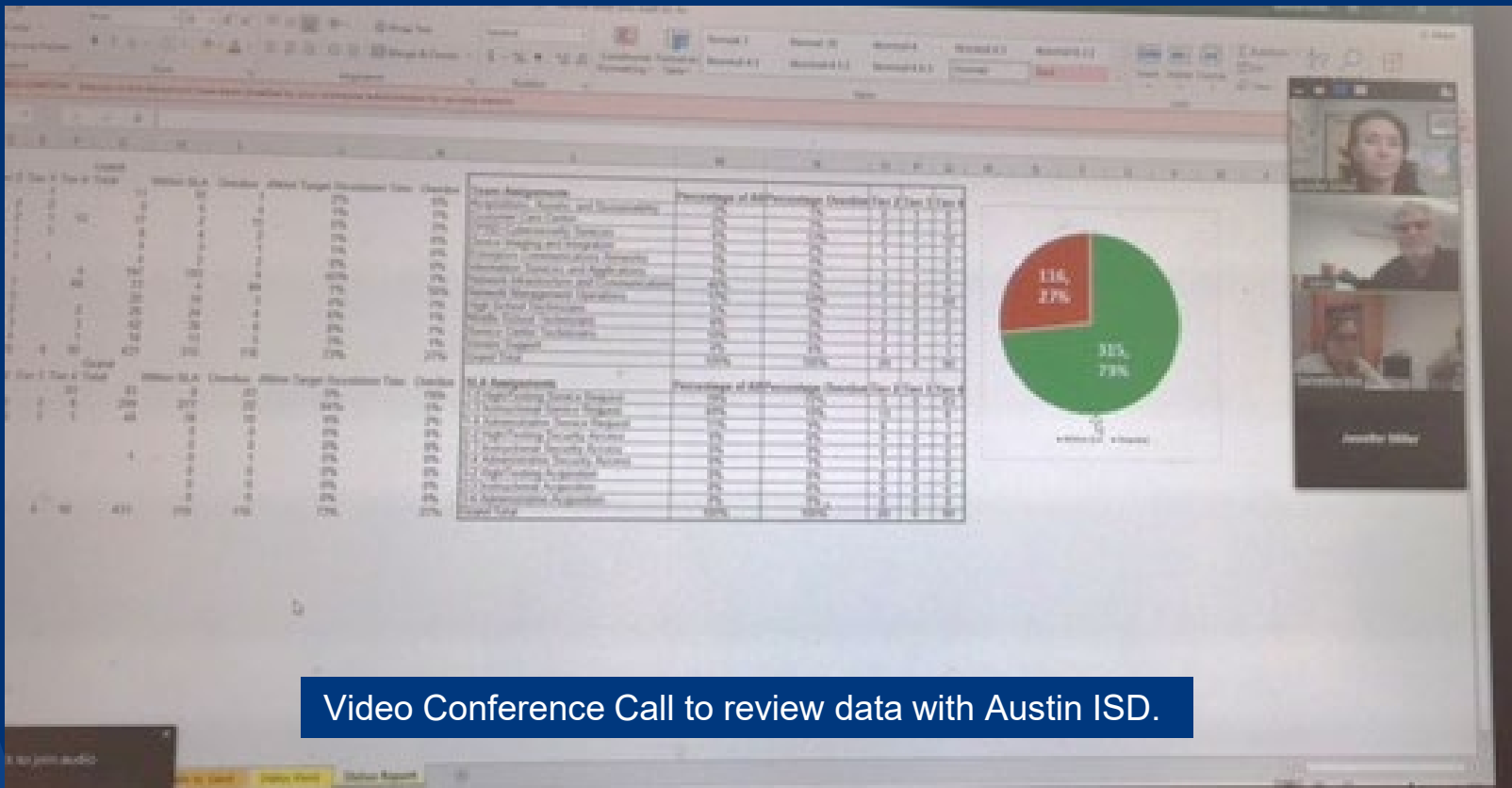
Posted by Jennifer Miller, Director of Performance Excellence and Cybersecurity Services

December 14, 2018



Sharing KPI Success with Austin ISD

On **Tuesday, December 11, 2018**, **Jennifer Miller** met during a Zoom meeting with **Lewis Wynn** and his team from Austin ISD. **Lewis** reached out to **Jennifer** with questions regarding the Key Performance Indicators(KPIs) CFISD Technology Services teams monitor and review. **Jennifer** shared the reports from the website and the spreadsheets that support each chart. Information was shared with the process in which we have continued to increase the number of metrics we measure. **Jennifer** and **Lewis** have discussed the opportunities that would be available if districts could begin sharing and comparing their metrics across the state and nation.



Video Conference Call to review data with Austin ISD.



Honoring our Department Retirees

On **Friday, December 14, 2018**, **Frankie Jackson** and **Carla Kennedy** were spotlighted at the Retiree Reception. Carla and Frankie will retire at the end of this calendar year. Carla and Frankie have provided incredible support to our customers daily. Our department has been marked with improvement since both have joined our team. Thank you for your service to our department.



Stuart Snow speaking on behalf of Frankie Jackson



Carla Kennedy introducing her friends and family



Kim Bowlin speaking on behalf of Carla Kennedy

Performance Excellence

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

December 14, 2018

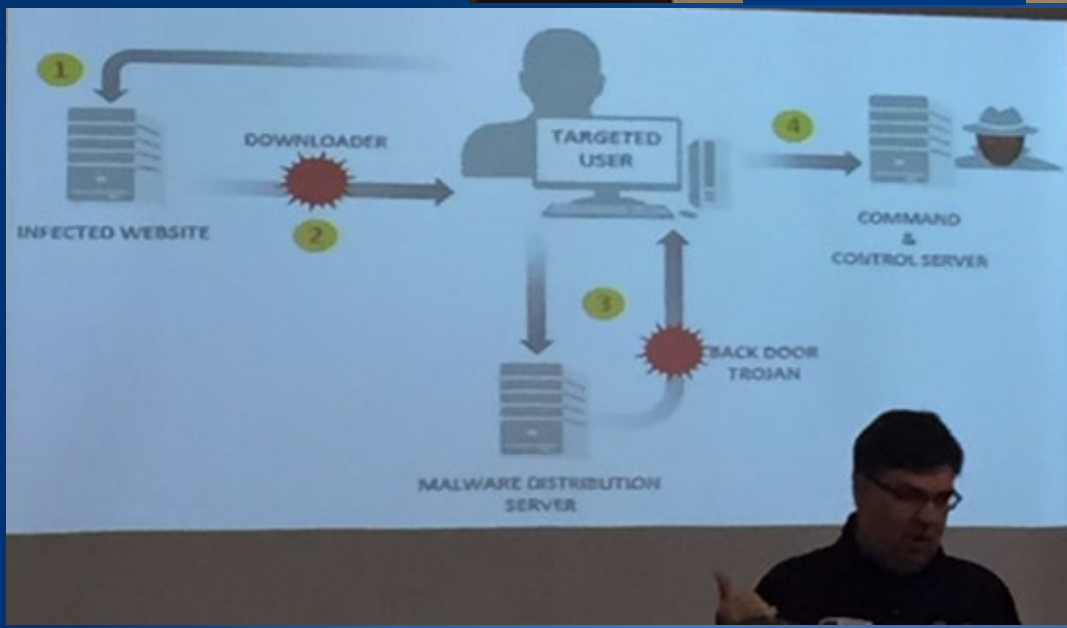
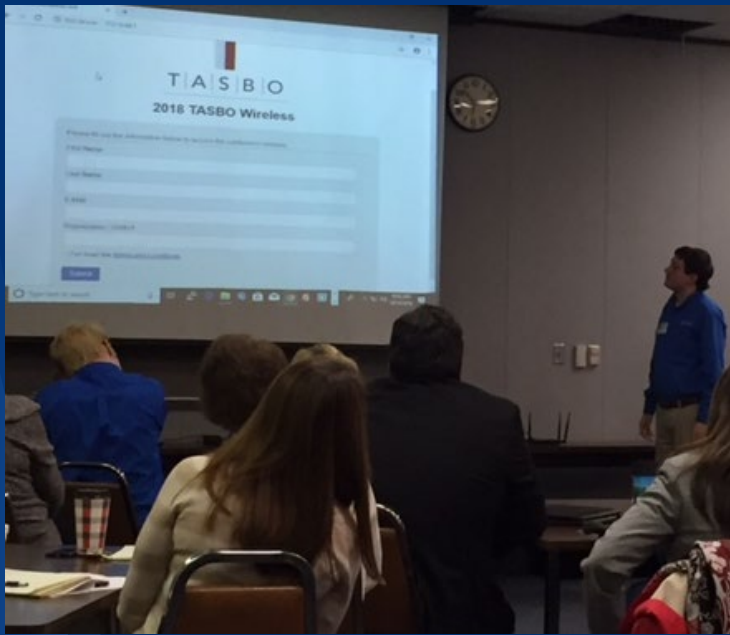


TASBO Cybersecurity Focus

On **Friday, December 14, 2018**, **James Costello, Jennifer Miller and Paula Ross** were invited to attend the local meeting of the TASBO organization. The TASBO meeting was held at the CFISD Instructional Support Center on Friday. Richard Martin, Managing Partner from Sentinel Cyber Intelligence presented information regarding the multiple ways bad actors attempt to gain access into our network systems. District employees from the Human Resources team, Finance team, Payroll team, and Student Services team were all in attendance. Ensuring our district is protected from cybersecurity attacks is a multi-faceted approach and will take all teams working together to ensure security.



Richard Martin



Performance Excellence

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

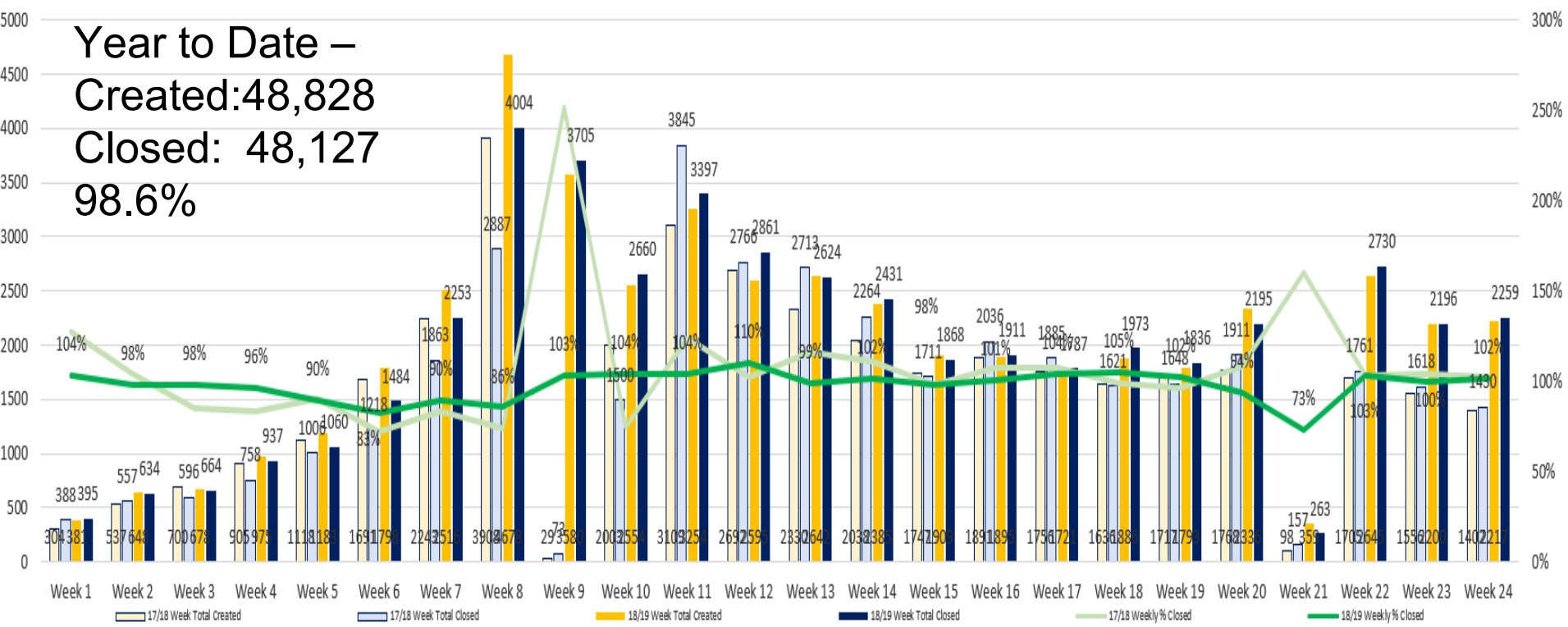
December 14, 2018



Service Request Creation and Completion Comparison

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

Year to Date –
 Created: 48,828
 Closed: 48,127
 98.6%



Yearly Comparison

- Created
 - 17-18: 38,883
 - 18-19: 48,828 (26%)
- Closed
 - 17-18: 38,212
 - 18-19: 48,127 (26%)
- % Closed
 - 17-18: 98.3%
 - 18-19: 98.6%



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
- Jair Garza*
- Lysette Logan
- Anthony Padilla*
- Richard Zelenka*
- Adriana Cantu
- Richard Cruz
- Sandra Hoppe*

Service Center Technicians

- Dat Bui
- Julia Gibson
- Robert Hernandez
- Jose Vargas*
- ISC Team Members
- Arlicia Netto
- Luis Velez*
- Eric May

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



Performance Excellence Weekly Reflection



This week we had several meetings with multiple leaders in the district. Our Governance Authority Committee met on Monday. Our teams also met to discuss multiple outreach initiatives to provide student support at home. In addition, our Acquisition team met to learn about new report options now available to the team. Each week our team embraces new opportunities to provide increased support.

Jennifer Miller