



Celebrating Success



Brenda Willey (Watkins MS) shared I have spent over 15 hrs getting my keyboarding room ready for Telpas. As of today it is ready 30 desktops have the Testnav and the STAAR programs loaded. I have 14 laptops also ready with these programs loaded. I have 11 out of 14 computers in my Ind. Tech room ready for Keyboarding to use the week of Telpas. Tomorrow I will get two laptop carts also ready for my keyboarding and yearbook teacher to use. I have ordered and received 30 new USB headsets to use for Testing only!!! In addition to that I have closed several I support tickets that required reimaging computers and laptops and I have kept my sanity for the most part!!



This Week's Technical Updates

TestGen - Automotive, Math, Science information

The TestGen packages (Automotive, Math, and Science) have been updated so that the software automatically finds the correct books for the curriculum. The package should be available in the Software Catalog even if it was previously installed.

If it *was* previously installed, you may have to login under your Technician account and remove the current TestGen before running the new TestGen package.



VOIP Voicemail Issues

Please always send the following three pieces of information when requesting VOIP voicemail support:

- 1) Name
- 2) Phone Number
- 3) MAC Address

READ OUR LATEST

**TECHNICAL
UPDATE**

Resolution Code in iSupport

Do not modify the Resolution Code until the service request is ready to be closed. Note: The resolution code is NOT required until the service request is closed for this reason.

Kaspersky License

Kaspersky issue has been resolved and updates are being made to your machines in the background now. If you would like to speed up the process, you can run a Security scan to initiate the policy fix.

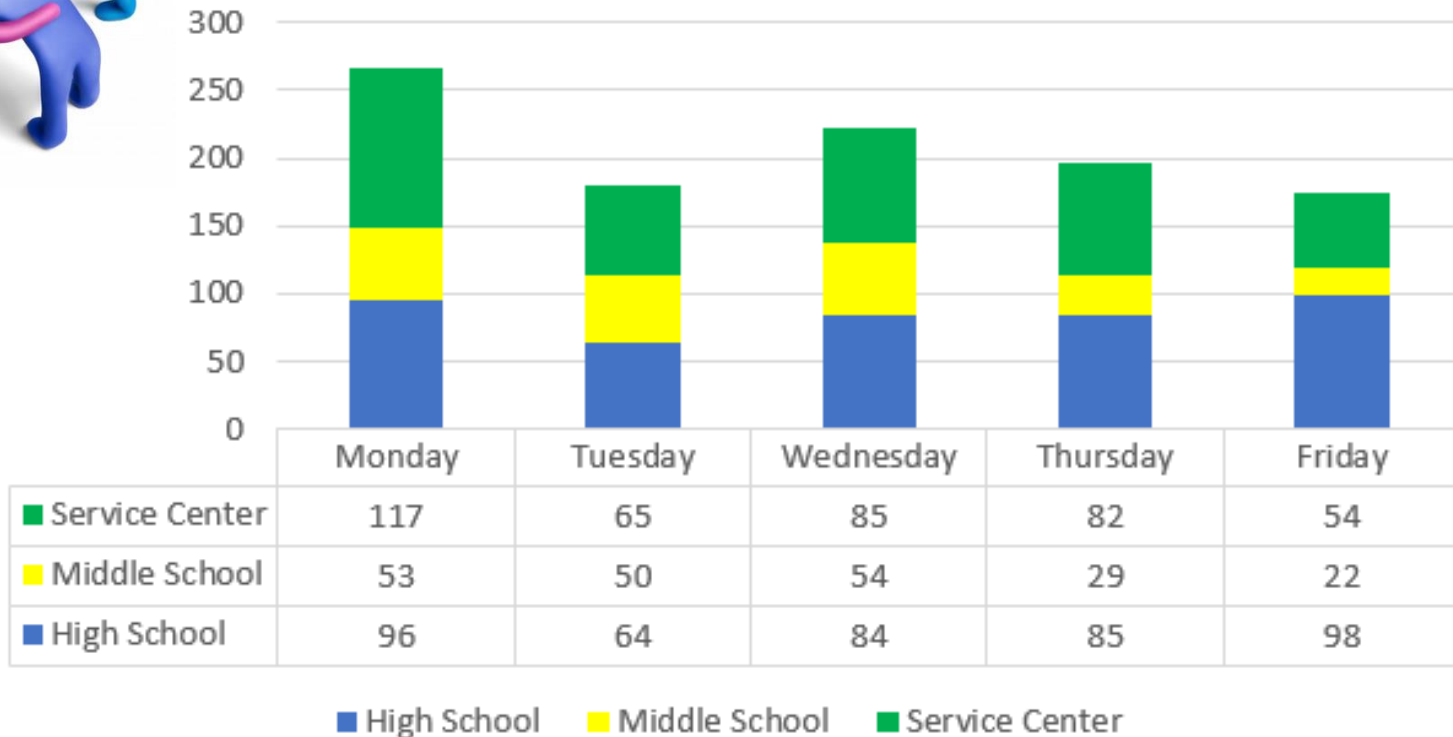


Closed Service Request Breakdown

This week our Campus Technicians and Service Center Technicians close 993 service requests. We are continuing to review the information regarding each week's successful completion in order to provide more efficient service to each customer.



Service Requests Closed by Technicians Week of March 3, 2017



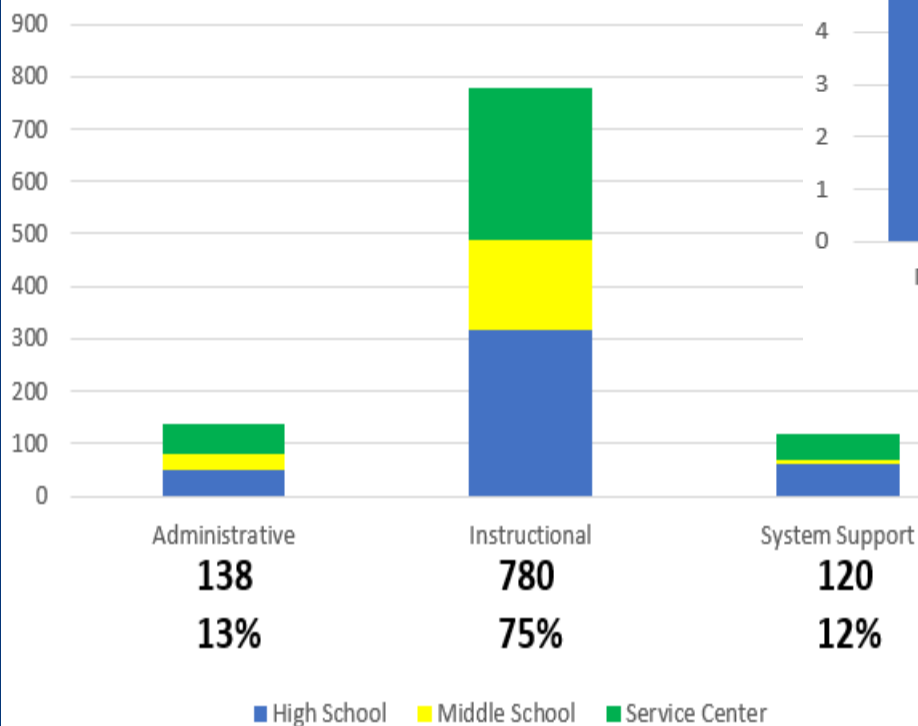
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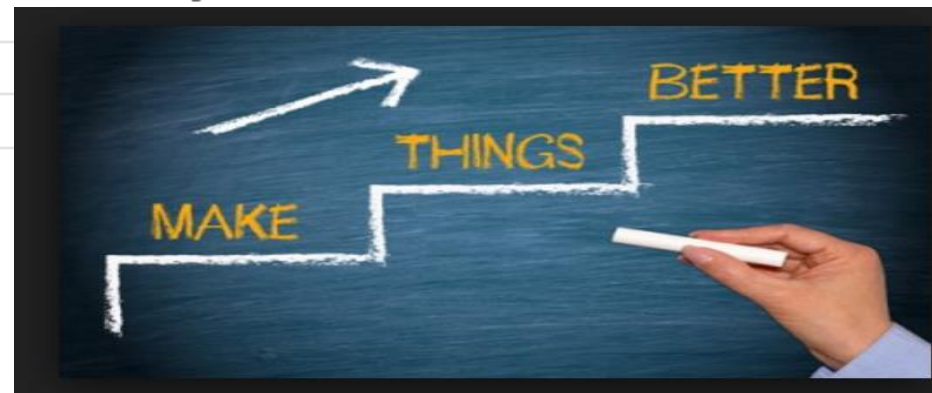
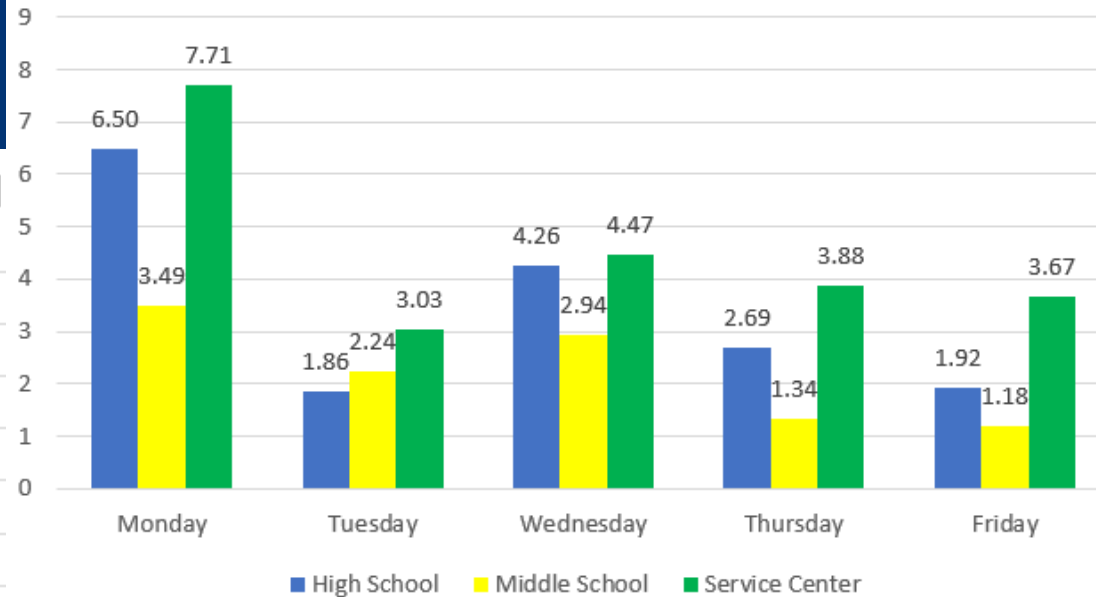
Closed Serviced Review

780 (75%) of our closed service requests this week were instructionally focused. Reviewing the age of these service requests allows our team to focus on new and more efficient ways to meet the needs of all of our customers.

1,038 Service Requests Closed by Level



Service Request Average Age of Each Focused Area by Level





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

James O'Reilly

Art Ramirez

Middle School Campus Technicians

Rosemary Hernandez

Coni Schelnick

High School Campus Technicians

Jair Garza

Luis Velez



**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

Julia Gibson
Tara Maxwell

Middle School Campus Technicians

Richard Cruz
Sandra Hoppe

High School Campus Technicians

Jair Garza
Chris Seale





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

Julia Gibson
Demetria Hargrove
Tara Maxwell

Middle School Campus Technicians

Richard Cruz
Rosemary Hernandez
Sandra Hoppe

High School Campus Technicians

Jair Garza
Chris Seale
Luis Velez





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

Dencio Cabitac
James O'Reilly

Middle School Campus Technicians

Richard Cruz
Rosemary Hernandez

High School Campus Technicians

Jair Garza
Luis Velez

