



# Celebrating Success



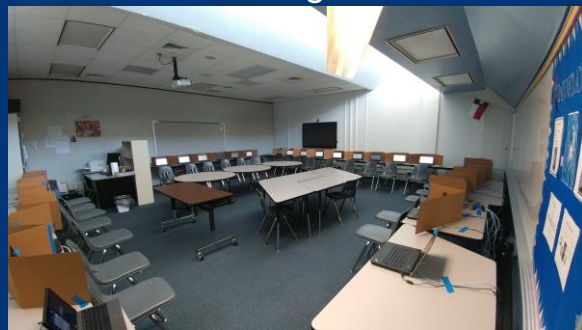
**Paul Garrett (Dean MS)** shared tested first day wirelessly in 3 rooms(77 students) Middle room had an inoperable AP, new Wi-Fi system allowed adjoining rooms to provide enough coverage. AP was back functioning that afternoon.



**Richard Kurtz** welcomed Matt Hernandez to the Technology team on Friday. Matt is now a part of the Langham Creek technology team. Welcome to the team Matt.



**Tim Briggs (Hopper MS)** shared TELPAS testing has gone very well this week.



**Paul Garrett (Dean MS)** shared picture of wireless set up at Dean Middle School.

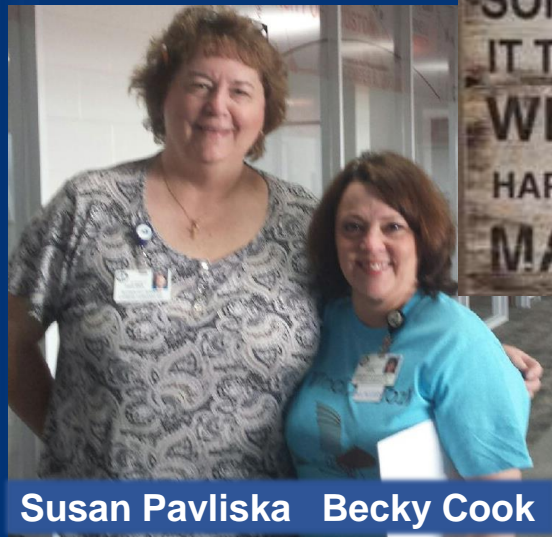


**Coni Schelnick (Thornton MS)** shared I survived my first day back after being sick and closed 15 tickets!



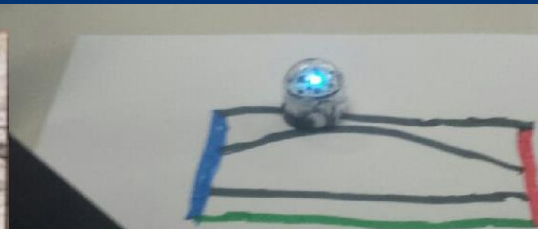
# DaVinci Day at Cypress Park

DaVinci Day was held at Cypress Park on March 25. **Bob Rader** did an excellent job of gathering 145 laptop computers for the coding and Ozobot sessions. **Becky Cook** and **Bob** worked to plan the best coverage for the event. On Friday **Ray Leung** and **Glen Carpenter** visited on Friday, March 24 to ensure that the Wi-Fi system was working as planned for the campus and event. On Saturday **Susan Pavliska** supported the initiative bright and early and stayed through until the end working with **Becky Cook**. Susan supported the event from the day's start to end in and helped with all aspects of the event. Just one more example of multiple teams diving in to work together, find solutions, and make IT happen for our students.



Susan Pavliska Becky Cook

It's great to be on a team that **MAKES IT** happen!!



Ozobot at Work



Susan stepping in to help however needed



Coding Team



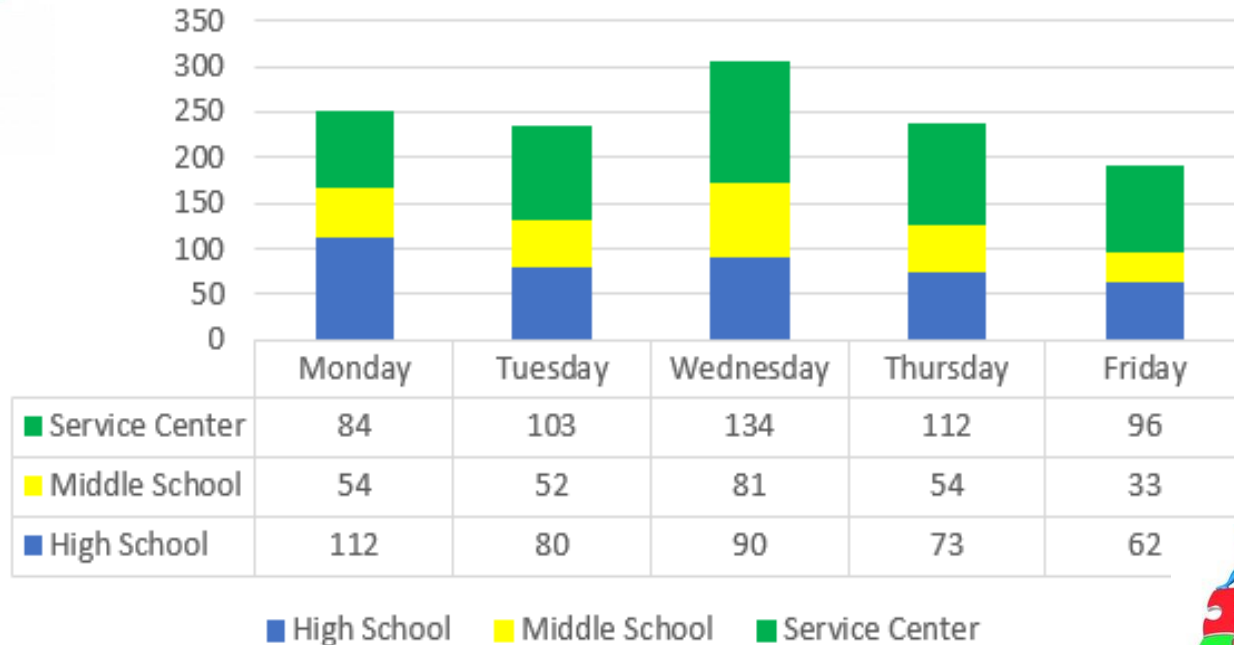


# Closed Service Request Breakdown

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 24, 2017

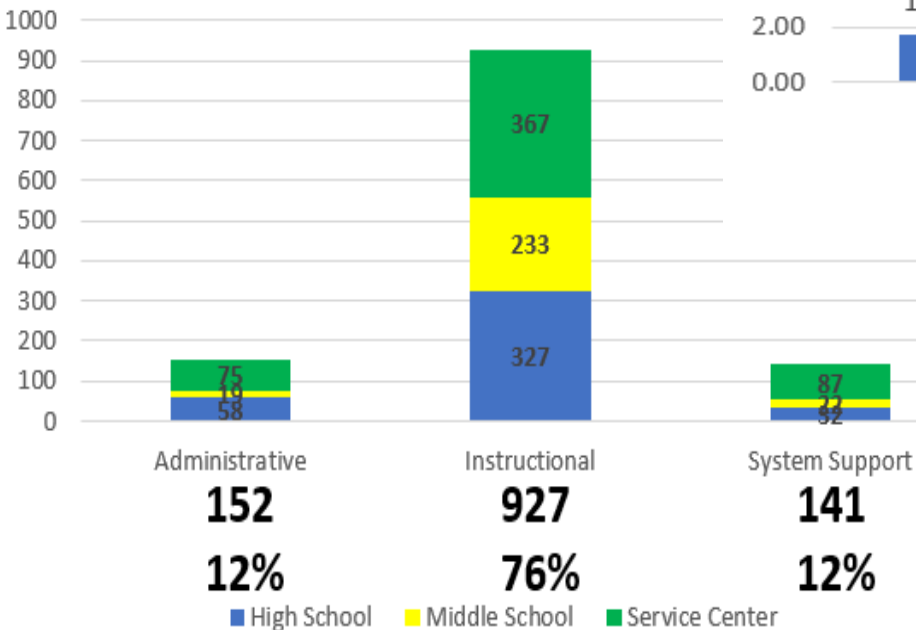




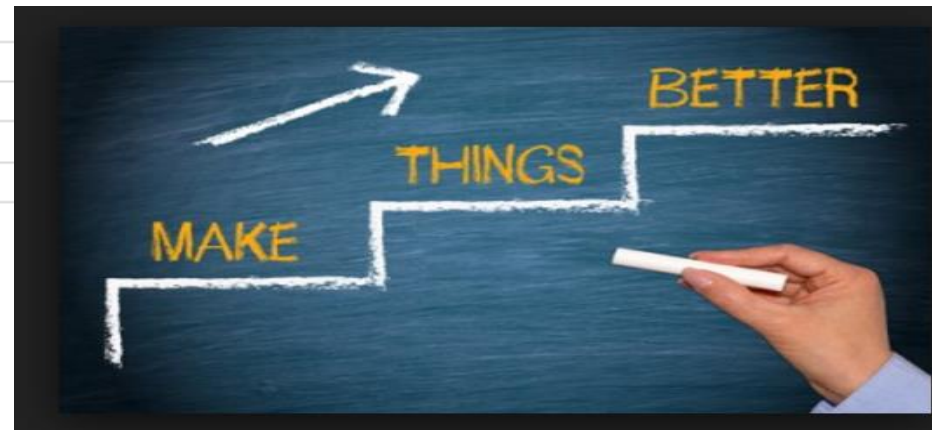
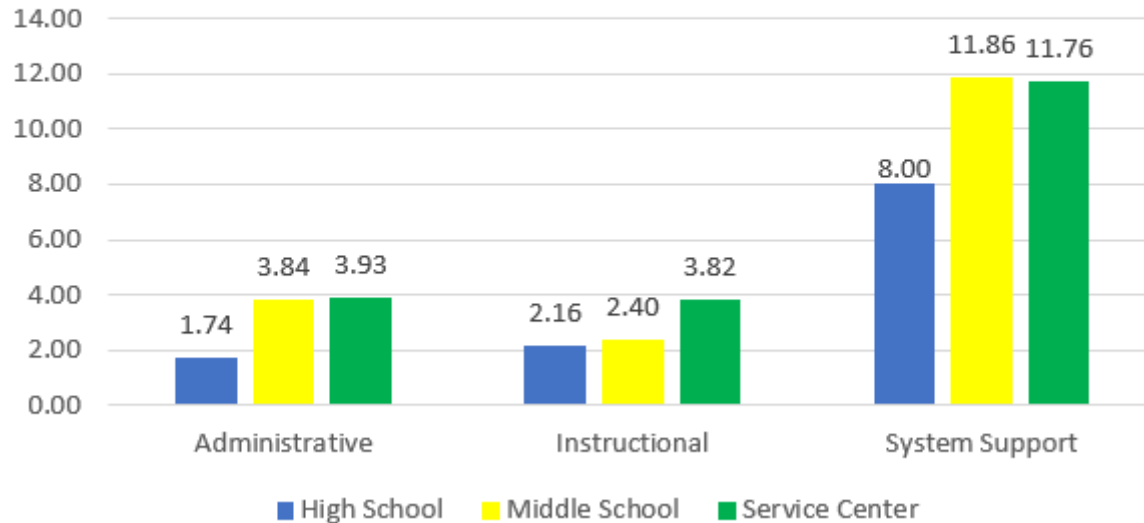
# Closed Serviced Review

927 (76%) 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.

1,220 Service Requests Closed by Support Category



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

**Timmothy Crook**  
**Brandon Splawn**

Middle School Campus Technicians

**Paul Garrett**  
**Sandra Hoppe**

High School Campus Technicians

**Jair Garza**  
**Leilani Natale**  
**Susan Pavliska**



**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

**Timmothy Crook**  
**James O'Reilly**

Middle School Campus Technicians

**June Hightower**  
**Sandra Hoppe**  
**Robert Love**

High School Campus Technicians

**Jesse Castillo**  
**Jair Garza**





# 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

**James O'Reilly**  
**Jose Vargas**

## Middle School Campus Technicians

**Patricia Fisher-Holmes**  
**Sandra Hoppe**  
**Coni Schelnick**  
**Shannon Simon**

## High School Campus Technicians

**Jair Garza**  
**Edward Quintanilha**





# 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

**Timmothy Crook**  
**Brandon Splawn**

Middle School Campus Technicians

**June Hightower**  
**Sandra Hoppe**

High School Campus Technicians

**Jair Garza**  
**Luis Velez**

