



Leadership Conference Begins the 18-19 School Year

On **Tuesday, August 7, 2018**, **Jennifer Miller** attended the Leadership Conference with the many of the Technology Services Leadership Team held at the Berry Center to signal the beginning of the 18-19 school year. This year, Dr. Henry shared many of the successful events that marked an extraordinary 17-18 school year.

Throughout the presentation different district leaders highlighted qualities of a CFISD leader including:

Servant Leadership

Emotional Healing

Putting Followers First

Some highlights of Dr. Henry's speech included the following regarding Servant Leadership:

One at a Time - Positive single interactions matter

Be an Actor - Sometimes you have to fake it.

Do-Overs DON'T exist - Acknowledge and apologize when you make a mistake

Give OTHERS Credit - Avoid "I" statements

Hang On - Don't give up on students, employees, or parents

Do it because you love it - It's not a job - it's a calling - mission minded – we are changing lives

Whatever role you're in, be a star - Do the job you are in now really well!!

The struggle turns the caterpillar into a butterfly.

We all love good experiences, but we learn the most from bad experiences.

Position vs Leadership - Position is a title - Leadership is serving

Dr. Henry then introduced us to this year's focus.

Safety and security vigilance

Academic performance improvement

Advocates for all children

I am so proud to be a part of a district continually looking for ways to improve and make a difference.



Performance Excellence

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

August 10, 2018



You Matter!!! – Let's Embrace and Share

On **Tuesday, August 7, 2018**, Angela Maiers provided the keynote address focused on ensuring that people realize and embrace the fact that each of us matter. Ms. Maiers introduced us to the following key concepts:

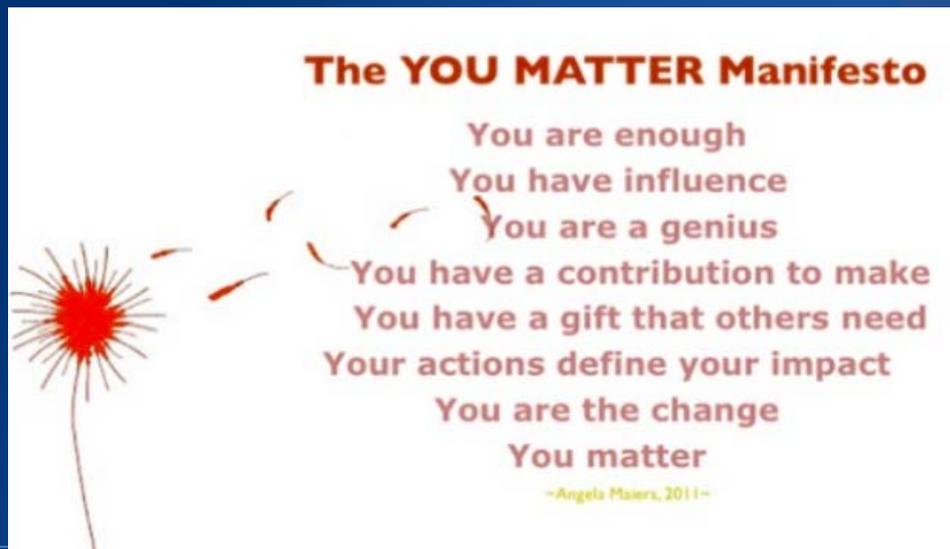
- If you show up- who you are every day you will change lives.
- Insignificance is our greatest global threat.
- We need to know that we matter. We have a need to be NOTICED, VALUED, and ESSENTIAL. These needs are as essential to us as food, water, and air.
- 5 year olds are brave enough to tell us that they need to be noticed, valued, and essential. We need to embrace the need as a 5 year old.
- The Working Dead - people feel like no one notices them. They don't believe in their heart that they are essential to anyone in it.
- Secure the heart or you don't have a shot at their brains or business.
- Our mission resides in the heart.
- People want to matter more than they want to live.
- Worthiness is a daily practice.

We need to remind ourselves - I matter - I am essential, I am needed, If I don't show up ready to serve, then I won't be ready to serve in the way our staff and students need me to serve.

Let's do this!!! - - It starts with us.



Angela Maiers



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Safety and Security: Focusing Our District and Department

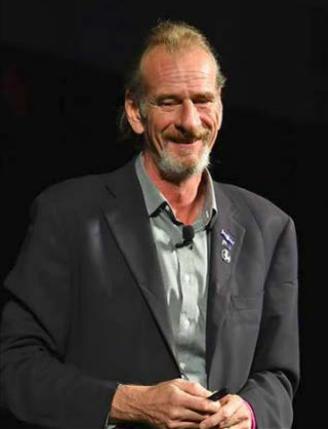
On **Wednesday, August 8, 2018**, CFISD leaders met to discuss school safety and security. Chief Mendez opened the session with the focus of the CFISD Police Department since its inception. Chief Mendez then introduced John Michael Keyes and A.J DeAndrea. Mr. Keyes and Sgt. DeAndrea shared the timeline of events that occurred on September 27, 2006 when Emily Keyes lost her life to a gunman in her school. They also shared lessons that others could learn from the event.



Chief Eric Mendez



A.J. DeAndrea



John Michael Keyes



Emily Keyes

During lunch the Technology team met with Polly Gifford to discuss the security framework and how it is impacted by the decisions each team makes in Technology. Our district is fortunate to work with Polly Gifford to ensure that we are continually reviewing the best options for our department and district.

The afternoon concluded with a presentation from Officer Wallace of the CFISD Police Department and a presentation from Franklin Sampson regarding mental health and the support that our counselors across the district can provide.



Officer Wallace

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

August 10, 2018



Technology Services Begins the 18-19 Year With A Great Kick Off

On **Thursday, August 9, 2018**, the Technology Department kicked off the year with a departmental meeting at Matzke Elementary. Dr. Eric Cupp was invited to serve as the speaker. In the cafetorium, Dr. Cupp shared his information regarding priorities and decision making. Dr. Cupp brings a common sense approach to making decisions and finding a way to priorities appropriately.

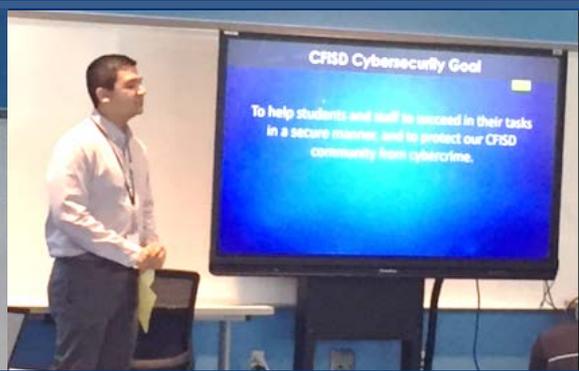
Simultaneously, Scottie Stevens led the Technician meeting held in the Library Kiva for all Technicians. James Costello and Eric Pina alternated presenting the current information regarding the focus of the Cybersecurity team. Jennifer Miller presented information regarding Preventative Action Reports (PAR) and the changes for the 18-19 school year. In addition, Jennifer presented reminders about service requests and the Service Level Agreement classifications. This was once again a great way to start the school year for the Technology Team.



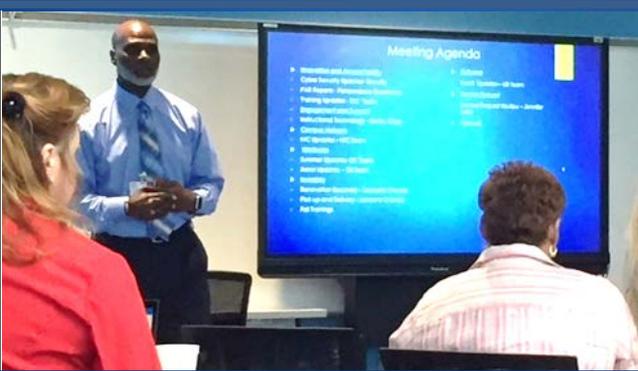
Dr. Eric Cupp



James Costello



Eric Pina



Scottie Stevens

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Technology Services Begins the 18-19 Year Reflecting on 17-18's Accomplishments

On **Thursday, August 9, 2018**, the Technology Department kicked off the year with a departmental meeting at Matzke Elementary. During lunch the leadership team introduced the entire department to those in attendance. After the introductions were made, Frankie Jackson began sharing highlights from the 17-18 year. All team leaders then began sharing their team's accomplishments for the 17-18 school year Jennifer Miller shared the following highlights regarding the 17-18 accomplishments from the department, the CCC team, and the Cybersecurity team. There is so much to be proud of – what a great team effort!!!

Customer Care Center Service

- 37,200 calls received 27,333 calls answered 73%
- 15% increase in answered calls from 16-17
- July 2014 – June 2018 - 110,633 calls answered
- 16,811 service requests closed independently on the date they were received - 16% increase
- 18,518 Customer Care Center created service requests were completed in one day - 14% increase

Technology Services

Customer Satisfaction Review

- 8,950 Excellent surveys received – 89%
 - 9,681 Satisfied surveys received – 97%
 - 29% decrease in Significant Improvement Needed surveys
 - July 2014-June 2018 – 51,893 Excellent surveys
- ### Service Request Closures – Technology Services
- 78,445 service requests closed
 - 12% increase from 16-17
 - July 2014 – June 2018 – 282,369 service requests closed

Cybersecurity

- Student Data Privacy Agreement created
 - 118 distributed 68 (58%) software vendors have signed their agreements
- Website Applications reviewed for safety – Qualys review
 - When presented with a failing website, at least 5 vendors have updated and secured their information.
 - Compliance course information has been updated
 - Student and Employee Handbook information has been updated



Performance Excellence



Performance Excellence Weekly Reflection



This week marked the beginning of our 18-19 school year. This is my 28th new school year in CFISD and I am just as excited today as I was preparing for my 1st year. The speakers this week focused our teams on ensuring that everyone realizes their importance, shared multiple ways to ensure our students and schools are safe and secure, and reminded us to set our priorities correctly. What a great start!! –
- Jennifer Miller