



# Voice of the Customer: Technician Meeting

## Next Meeting

Our next Voice of the Customer Technician Meeting will be on Wednesday, September 21. Click [here](#) to submit a topic for discussion. Both meetings will meet in Labs 1 and 2 at ISC – West.

### Meeting Teams

Zone 3 and 4

Zones 1 and 2

### Meeting Times

8:30 am – 9:30 am

12:30 pm – 2:30 pm

Meetings will be held in a new format this year. The first hour will cover district wide all team issues. The meeting will begin in Labs 1 and 2. The **second hour** the meeting will be divided into different small groups by campus level.

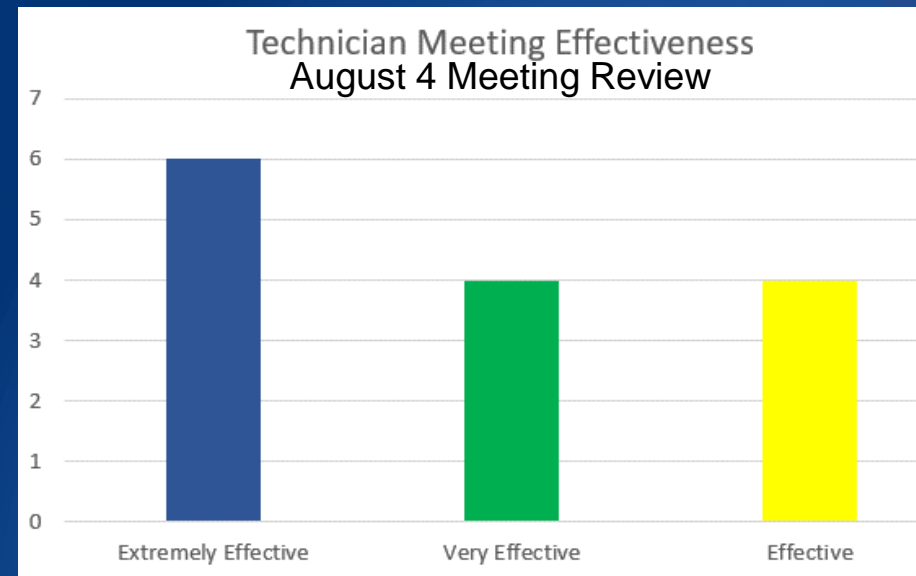
**Service Center** will meet in the **2<sup>nd</sup> floor**  
**Conference room**

**High School Team** will meet in **Lab 2**

**Middle School Team** will meet in **Lab 1**

Zones 3 and 4 will meet at 8:30 am

Presentation, Survey, and  
Suggestions – click [here](#)





# Short and Sweet Successstories

When asked about the successful high points of the week the following information was shared from our great team members . . .

**Rosemary Hernandez (Truitt MS)** shared . . . Just working like a mad woman trying to get everyone working and a big shout out to my hero Ingrid!!!

**Sandra Hoppe (Hamilton MS)** shared . . . Re-imaged machines and closed lots of service requests.

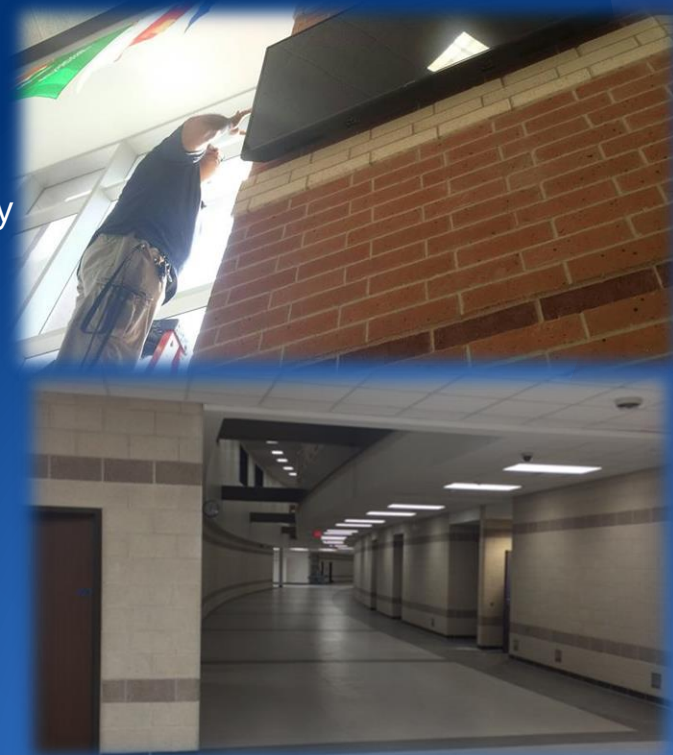
**Susan Pavliska (Cypress Ridge HS)** shared . . . **JAIR GARZA** CLIMBED TO NEW HEIGHTS THIS WEEK. He is a blessing to me and staff at Cypress Ridge. (PS – I am sure all safety precautions were in place.)



**Paul Garrett** shared . . . Started roll out of HoverCams to the core teachers. Have installed 45 over the last 2 days during their planning periods.

**Bob Rader** shared . . .

For the month of August I walked 184.2 miles or 368,436 steps at Cypress Park. I lost 15 lbs. No Gym membership needed!





# Successful Printer Logic Implementation

This week **Luis Castro** stopped by ISC-West and shared his excitement regarding the implementation of Printer Logic. See it in his own words here . . .

*Printer Logic is one of those pieces that our CFISD puzzle was missing for many years. In the past we needed to submit a technology ticket for a network printer to be set up, this could take some time to happen just because of the work load put on one-person shoulder. Our developers tried to worked with the old system but still some more issues came up and it took some mastering of the old system to make it work.*

*The search began, Printer Logic was found. The testing started with Printer Logic and it looked like it could be used easier and faster. It was then released to our Technicians in the High Schools. This is where I come in into the picture.*

*Doug Baker presented to many of us how Printer Logic could be used. It is a great piece of software that allows us to set up network printers. It is a matter of typing the information on the entry page, saving it, and it just basically works. Printer Logic could be set up in such a way that the end user goes to a map, finds the room where the printer is, hovers the mouse pointer over it, and information about the printer comes up along with an installation button. The end user will click and the printer will be installed to the computer.*

*With printer logic we can set the printers up so only one user will be able to use it and see it. Also we could deploy the printer to a lab, cart of laptops, and to a group of users. Once the printer is set up it could be moved to any place in the school. We have some other tools that allow us to know who prints, when they printed, how many pages they printed and more.*

*Overall Printer Logic is a great tool that will allow us to service our students, teachers and administrators a lot better and much faster. Special thanks to Esmond Desouza who tested it initially and has helped me with some solutions.*

Thank you Luis for sharing this great information. We are glad Printer Logic is working for you and your staff.







# Organizational Announcement

## Welcome to Cypress-Fairbanks Technology Services



We extend a belated welcome to Craig Parliament. Craig comes to us with help desk experience – serving 1 year as a Internet Help Desk Representative. He has also earned his A+ certification.

When not working at Cypress Ranch High School, Craig spends time rebuilding and renovating his 60 year old home. He is currently working to replace the entire electrical system in their home. Craig lives on a small bit of land and raises goats and chickens. He is an avid outdoorsman. Craig also enjoys building and fixing things. We are so glad that Craig has joined the Cypress Ranch Technician team.

# Welcome Craig Parliament



# 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

**Demetria Hargrove**  
**James O'Reilly**

Middle School Campus Technicians

**Rosemary Hernandez**  
**Brett Hummell**

High School Campus Technicians

**Jair Garza**  
**Stephen Hernandez**





# 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

**Demetria Hargrove**  
**Art Ramirez**

Middle School Campus Technicians

**Rosemary Hernandez**  
**Sandra Hoppe**

High School Campus Technicians

**Jesse Castillo**  
**Stephen Hernandez**





# 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

**Demetria Hargrove**  
**Jose Mendez**

## Middle School Campus Technicians

**Rosemary Hernandez**  
**Sandra Hoppe**

## High School Campus Technicians

**Jesse Castillo**  
**Stephen Hernandez**





# 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

**Julia Gibson**

**Demetria Hargrove**

Middle School Campus Technicians

**Rosemary Hernandez**

**Sandra Hoppe**

High School Campus Technicians

**Jesse Castillo**

**Stephen Hernandez**

