Acquisition Team
Improve Customer Experiance

Every day, we have committed to addressing.

What one key item can we address today that will improve our customer's experience?

Our team has committed to addressing key items that will improve the experience of our customers. One of our customer's greatest needs is having current up to date access to the status of their orders. Son Nguyen (member of the ISA team) has been working with us to address this customer concern. We are pleased to announce that with Son's help, our PO data which is accessible by customers in the district is refreshed nightly. Additionally, our vendor scheduling calendar data is refreshed and updated every two hours. Our PO data and vendor calendar data is accessible by any customer in the district using their computer or smart phone. Please see the next slide for the new look of our PO status online page.
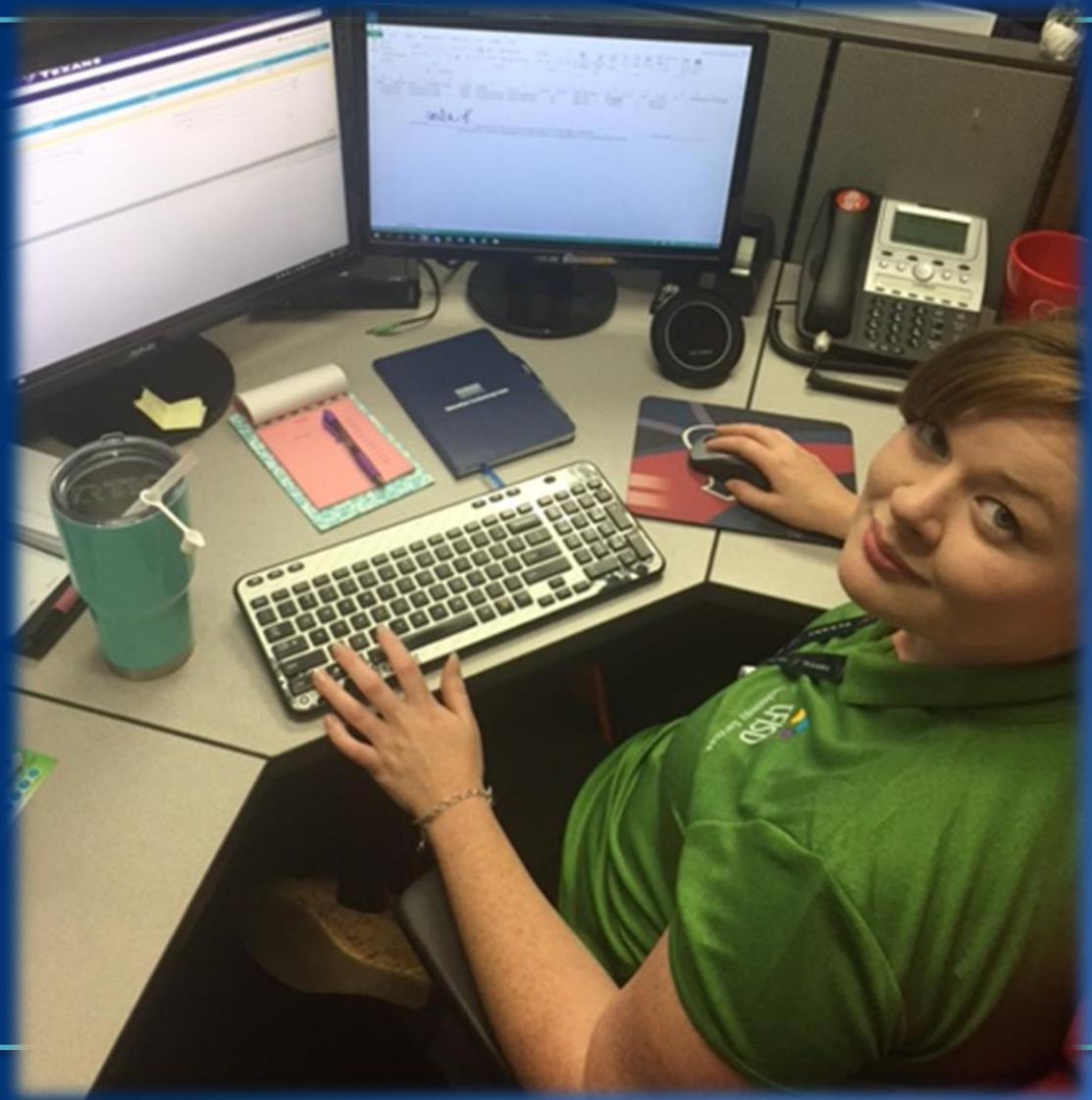
THANK YOU SON NGUYEN!!!

Assets Team
Processing Deliveries

Ashley Katzenberger meticulously processes confirmed deliveries for Prime Systems and ensures that they are accurate and free of errors before entering the items into the district assets management system. This is our Assets Team at work.

Assets Team

Leonard Chance, Assets Team Leader

Assets Team
Focus on Summer Construction

Janette Martinez from our Network team and Leonard Chance our Assets team leader meet to discuss further collaboration to improve the preparation for the upcoming summer construction projects. Due to the number of projects, the frequency and quality of the communication between our departments continues to improve to ensure a successful summer of project completions.

Technology Service Center
Technician Using Lan Desk Training

On ,Friday, April 24th, **Steven Rodriguez** utilized his Lan Desk Level 2 Certification Rights with remote viewing to help a teacher at Swenke Elementary school.

Steven received an iSupport Ticket from a teacher at Swenke elementary who was having problems with the audio from her new Yoga 460 laptop. It was not playing through the lightspeed sound system. Steven was able to remote in to her laptop and check to see if her default playback device was set to play through her docking station. Steven verified that the settings were correct and she still could not get audio. Steven then asked her to utilize her Hover Cam so that he could see and verify that everything was connect correctly for the dock and the lightspeed system. Steven was then able to notice that the power cable for the lightspeed audio link box was not connected. Steven instructed the teacher to plug in the cable and her audio was now restored. He was able to quickly and efficiently resolve her issue without the need to visit the campus

Way to Take Advantage Of Every Resource!
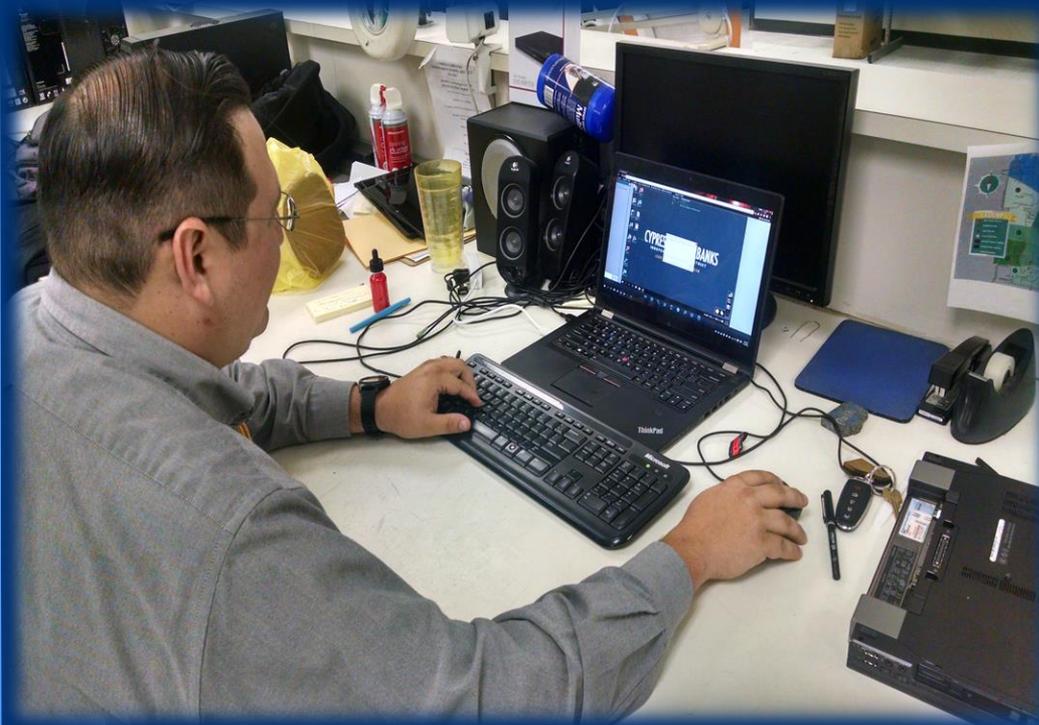
Sustainability Team

Posted by: Frank Adian Service Center Manager

April 21, 2017

Reflections
Acquisition, Assets, and Sustainability

AAS

This week in our book study group on Digital Leadership by Eric Sheninger, we talked about increasing student engagement and enhancing learning. Part of the discussion was about digital citizenship and how it needs to be taught in our schools. This made me think about how hard it is for our teachers to monitor all of the activity going on in the class room with all of the devices the students bring to the school and the need to instruct the students on using these devices correctly.

- Jay Johnson

Quote of the Week

"Advice is what we ask for when we already know the answer but wish we didn't."

- Erica Jong