



Acquisition Team

Working To Provide Better Customer Service

This week, we focused on improving customer service.

- 1) On Tuesday, we met with John Crumbley and Eric May from ISA. Our focus was capturing data from the PO system. Our goal is to obtain a daily file that we can upload into our on-line order data base.
- 2) Geoff Brown worked on linking our on-line vendor calendar with our order status. The two are merge and are searchable by location. See link below for the Technology delivery calendars and order status.
<http://www.cfisd-technologyservices.net/orders-and-deliveries.html>
- 3) Carla Kennedy has begun contacting all schools a week prior to delivery via email. Our future goal will be for the calendar to automate those emails.
- 4) On Friday, we met with Becky Cook to show her the changes we had implemented. We listened to some of her concerns and will work next week on addressing those outstanding issues.



Technology Service Center Efficiency in Action

The Technology Service Center was working on a full tank of efficiency when Cy-Lakes needed over half of their Reading Resource Cart laptops replaced. **Frank Adian** imaged 12 laptops, and **Chris Preston** picked them up while at the Service Center for other items. **Robert Hernandez** moved them from Chris Preston to the classroom.



Frank Adian

The entire process took less than a day, when it would have taken one person multiple days to accomplish alone. Robert was able to assist other customers while Frank and Chris shared some of the load, and he was able to deliver a finished product in no time at all. Way to be efficient, team!

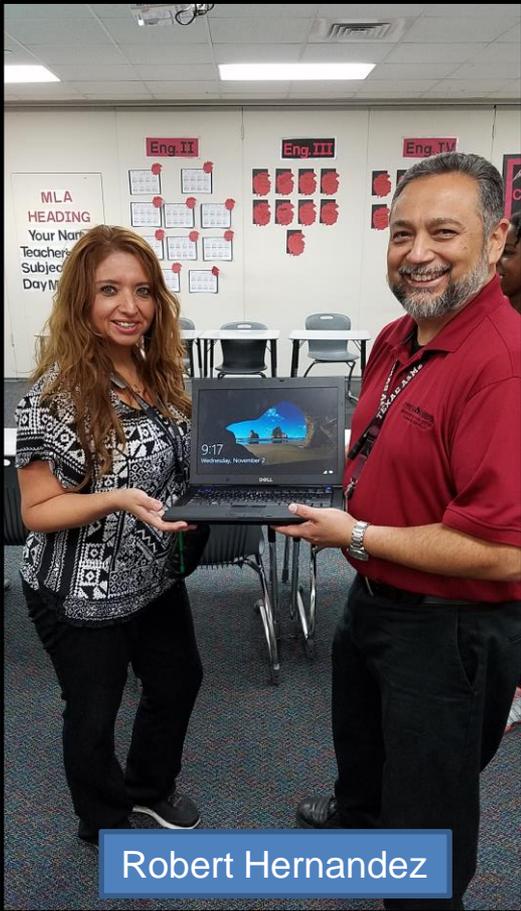


Chris Preston



Efficient

- Sharing time, resources, and information
- Involving others
- Being open minded
- Continuing to challenge the status quo
- Modifying plans in response to changing conditions
- Being action-oriented and results-driven
- Tackling problems head-on
- Accomplishing daily work tasks
- Working independently
- Defining processes that lead to efficiency

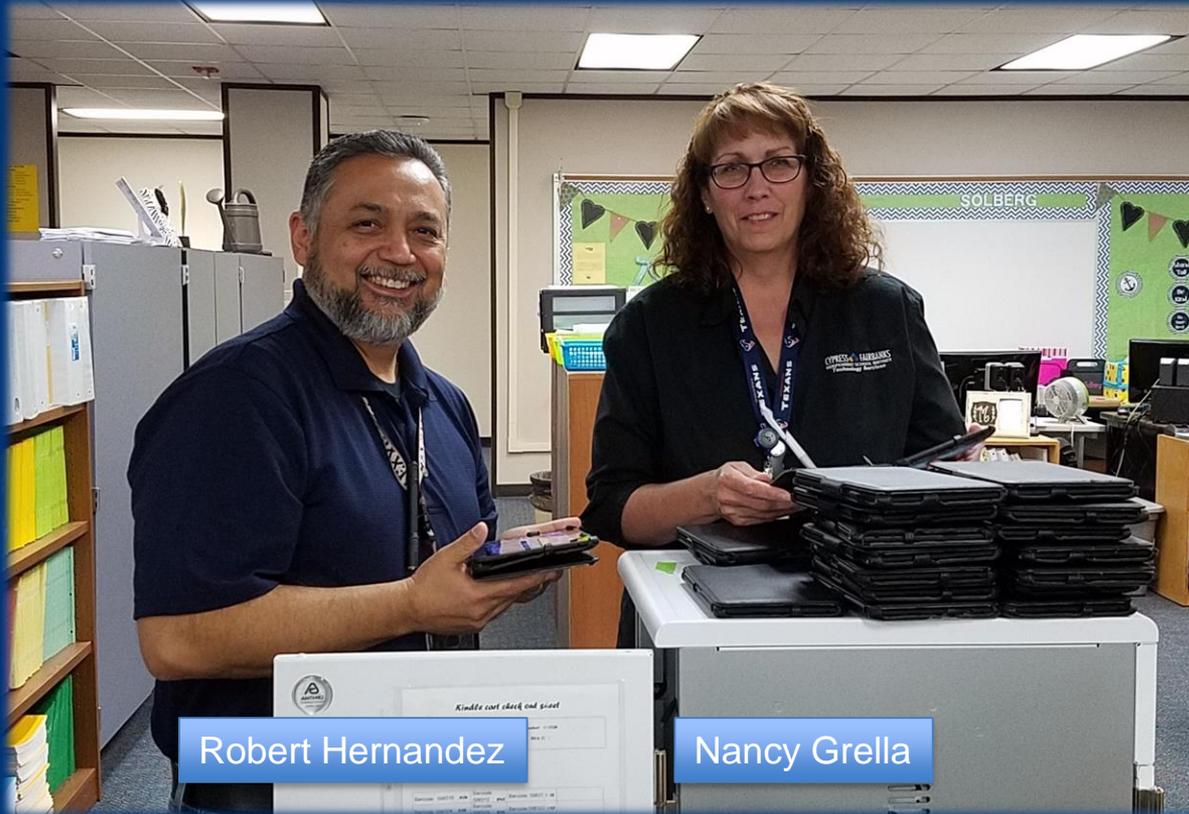


Robert Hernandez



Technology Service Center On Fire!

Sheridan Kindles



Robert Hernandez

Nancy Grella

On **Friday, November 4th**, **Robert Hernandez** of the Technology Service Center helped **Nancy Grella** of the Device Imaging and Integration team set up 82 Kindle Fire tablets to work on our wireless network.

The students and teachers at Sheridan Elementary are now able to use the tablets for instruction while connected to our WiFi network.

Great job, team!

Reflections

Acquisition, Assets, and Sustainability



I was out of the office half of last week. It was great to see how my teams were able to work together to keep everything working well. They were able to take care of all of the issues that came up while I was out of the office. It is always heart warming to know that your team has your back when you are out.

THANK YOU TEAM !!!

- Jay Johnson



“The best executive is the one who has sense enough to pick good men to do what he wants done, and self-restraint enough to keep from meddling with them while they do it.”

-Theodore Roosevelt

Sustainability Team

Posted by: Jay Johnson Director, Acquisition, Assets, and Sustainability

November 4, 2016