



Enterprise Communications Network Operational Highlights

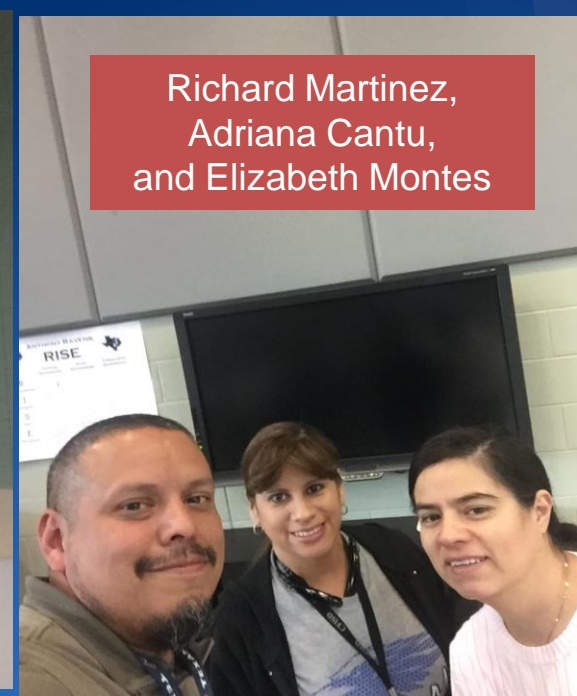
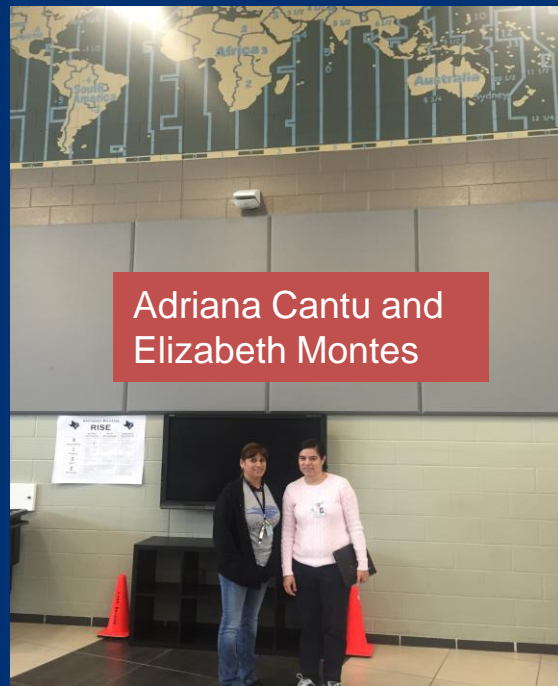


Elizabeth Montes, **Anna Senties**, **Glen Carpenter** and **Ray Leung** supported Denise Kubecka during the annual FFA Livestock Show in the Exhibit Center on **February 2-3, 2017**. **Ray** was able to explain to Denise how the VISITOR network worked. The ECN team members also meet with **Anthony Melton**, from DII and **Steven Rodriguez** from the service tech team. Collectively, Technology provided the necessary technical support for a successful FFA Livestock Show 2017.



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Adriana Cantu, service technician at Anthony MS, reported the Houston digital clock was not working properly. **Elizabeth Montes** noticed the iSupport issue had lingered for a while, so **Elizabeth** decided to see if she could help. After brief research, **Elizabeth** was able to resolve the issue and bring the clock online. Now the clock reflects the actual time of the city of Houston. While working on the clock, **Adriana** also noticed the Beijing clock was not working either. With the help of MCA, **Elizabeth** determined the clock was physically damaged, so **Adriana** submitted a maintenance request for the clock to be replaced. The effort to repair the clock at Anthony MS is a good example of “Team Work”!





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Thomas Hollister upgraded the switches at Woodward ES over the weekend to address a PoE issue. Unfortunately, one of the switches from the IDF D did not come back online after the upgrade of the IOS. Since **Thomas** was out of the office, **Elizabeth Montes** spent the day addressing the issue. The switch showed a V-Mismatch and **Elizabeth** was not able to upgrade the software on the switch. Therefore, **Elizabeth** replaced the switch with a new switch and brought the IDF back online. **Elizabeth** was then able to upgrade the IOS on the stand alone switch.



Elizabeth Montes at Woodard ES