



Enterprise Communications Network Operational Highlights



Oscar Villar



Andrew Tran

Oscar Villar worked with Jeff Lockhart of ICTX to upgrade the IOS on DataCenter 3's ASR-1002 at midnight **Wednesday**, then DataCenter 4's ASR-1002 at midnight on **Thursday, August 11, 2016.**



Thomas Hollister



Tony Rogers

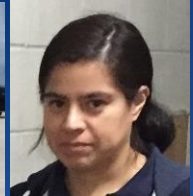


Ray Leung

Elizabeth Montes replaced a switch in the IDF M networking closet at CyFair HS. This switch has been problematic for six months. **Elizabeth** returned the switch to Cisco.



Anna Senties



Elizabeth Montes

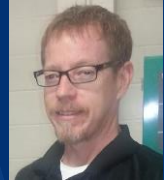


Roland Padilla



Charles Newton

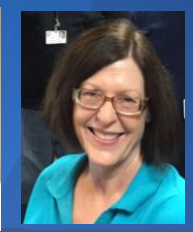
Glen Carpenter spent the week running around supporting a variety of wireless issues at the elementary campuses and the CFISD curriculum training that was taking place at a number of CFISD sites.



David Glennon



Glen Carpenter



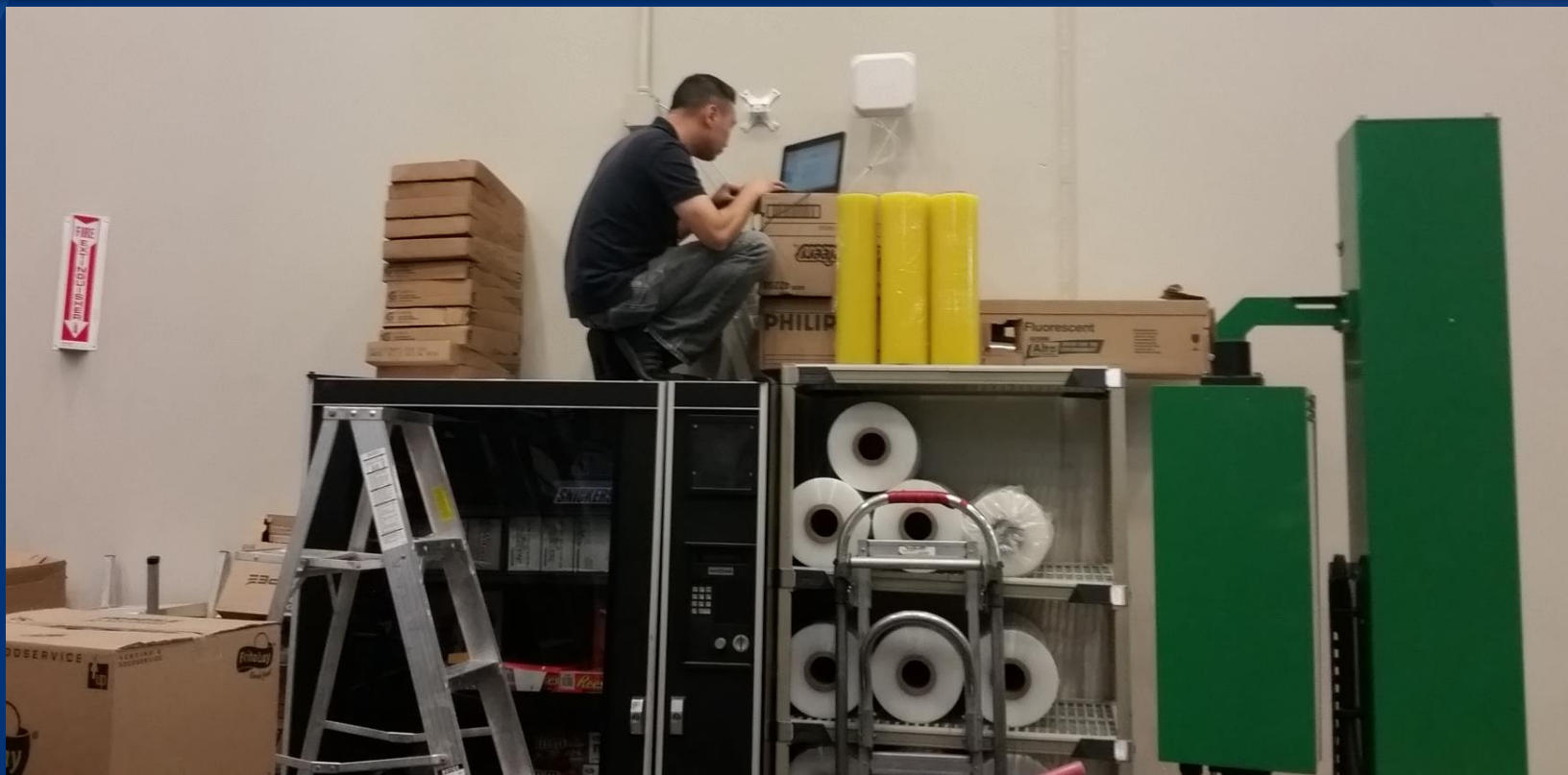
Janette Martinez

Tony Rogers' week was spent attempting to complete network connectivity at Watkins MS portable village, coupled with the portions of the original building structure that will remain in place for the upcoming school year.

Enterprise Communication Network Team



Enterprise Communications Network Operational Highlights



Anna Senties and **Ray Leung** worked with Layer3 to install the four new wireless access points (AP) in the Food Services Warehouse. These APs required a controller upgrade that was completed, but the APs still are not functional. The issue is being worked by **Ray Leung**, pictured above, and Layer 3 Communications.



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Members of the ECN Team traveled to Presido's office for a meeting on **Thursday, August 11, 2016**. In attendance from the ECN Team was **Oscar Villar, Tony Rogers, Charles Newton, Janette Martinez, Anna Senties, Roland Padilla, David Glennon, and Paula Ross**. The meeting agenda included the following topics:

Patching Standards in Network Closets – With numerous devices appearing at the campus level, many require connectivity in network closets. As long as the team is working with other departments and vendors, we can attempt to maintain our patching standards. However, it is difficult when we are not aware of newly installed devices.

Outstanding Cisco Switch Orders – New deployments requiring switches: VOIP, CFISD renovation, additional wireless, etc.

Cisco PoE Issue – Cisco 3850 switch firmware is being updated by quadrant leaders in an attempt to address power issues found with phones, wireless access points, security cameras, etc.

Enterprise Communication Network

Posted by Paula Ross, Director of Network Infrastructure and Communications

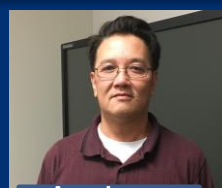
August 12, 2016



Enterprise Communications Network Operational Highlights



Oscar Villar



Andrew Tran

Janette Martinez is quickly becoming an indispensable member of the ECN Team. One of the recent problems the ECN team encounter is the Cisco 3850 PoE issue. The PoE issue has repercussions on network connectivity at the campus level. Each quadrant leader is deploying a firmware update to the switches in their quadrant. **Janette** has created a spreadsheet to track the process of upgrading campus switches that can be found [here](#).



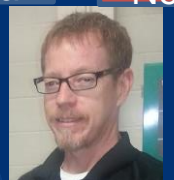
Ray Leung



Roland Padilla



Charles Newton



David Glennon



Even though this particular project is not on our immediate radar, the ECN team realizes it is a matter of time before we need to address distributed denial of service attacks (DDoS). On **Friday, August 12, 2016**, **Oscar Villar**, **Andrew Tran**, and **Paula Ross** met with James Hankins, Alex Draskovich and their engineering staff via phone to discuss F5's new hybrid DDoS Defender appliance. CFISD is contemplating the installation of an evaluation unit after the start of school.



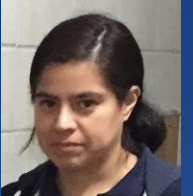
Thomas Hollister



Tony Rogers



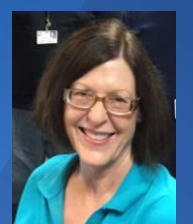
Anna Senties



Elizabeth Montes



Glen Carpenter



Janette Martinez



Enterprise Communications Network Operational Highlights



In an emergency, you need a communications system that enables immediate action and a rapid call or assistance. Telecenter systems improve response times and supports all emergency events, such as evacuation, shelter in place, lockdown and lockout. On **Thursday, August 11, 2016**, the Facilities Department hosted a meeting to present the Telecenter System. The meeting attendees included the CFISD police department, campus principals, administrative staff members, etc. The Technology department was in attendance to learn what type of support was needed for this initiative. **Andrew Tran** was in attendance to learn the networking needs at a campus. **Mike Diaz** was in attendance to learn the backend server support requirements. Reed ES is the first campus to be deployed next week. Facilities will send Technology their deployment schedule.





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Oscar Villar



Andrew Tran

Charles Newton, Roland Padilla, and David Glennon are focused on the VOIP deployment. However, they must maintain daily operations, too. Below are the activities the team worked on, with **Roland Padilla** as the lead:

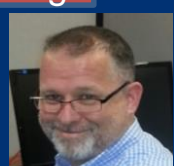


Ray Leung

- Received/addressed/reviewed/reassign to applicable staff 100+ isupport incidents regarding voice and data issues
- VOIP converted campuses reporting configuration or voicemail access issues
- Phone Service outages
- Phone service for new staff allocations
- Office moves and staff changes
- Long distance access requests
- Voicemail passcode resets
- Message director (auto attendant) changes and or updates
- Data drop connectivity issues



Roland Padilla



Charles Newton

One specific example of normal operational activity included a Saturday call for **Roland** and MCA to reconnect Watkins MS. Renovation work cut all phone lines on **Saturday, August 6, 2016**.



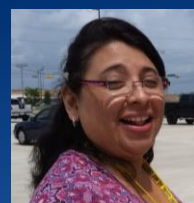
David Glennon



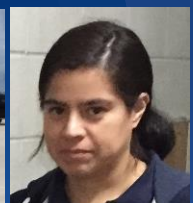
Thomas Hollister



Tony Rogers



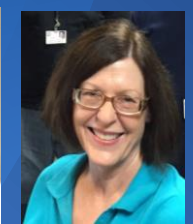
Anna Senties



Elizabeth Montes



Glen Carpenter



Janette Martinez

Enterprise Communication Network Team

Posted by Paula Ross, Director of Network Infrastructure and Communications

August 12, 2016