



# Richard Hoffman Exemplifies Being Accessible and Service-Oriented

Some say, "From Struggle Comes Success." Recently members of our team have struggled with the environmental stability of DataCenter 3. Although we have had a number of staff members working late night and early mornings to correct issues, there has been one team member that has been a constant presence. **Richard Hoffman** has been available for late night calls, operational support and coordination during the day, and very early morning calls (3 a.m.) Richard has made himself **accessible** and proven **service-oriented** doing everything within his power to keep DataCenter 2 and 3 online and fully operational. Richard responded during the recent flooding to ensure that the DataCenters were fully operational.

**CORE VALUES**

- Efficient
- Accessible**
- Systematic
- Highly-Skilled
- Student-Focused
- Service-Oriented**





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Richard Hoffman has been a constant presence throughout the following series of events:

- April 7<sup>th</sup>** Received a late night call that DataCenter 3 was 105 degrees and worked to bring temp down
- April 8<sup>th</sup>** Worked with technicians to bring second cooling unit online
- April 10<sup>th</sup>** Received weekend call that DataCenter 3 was warm and both units were offline and worked to bring temp down
- April 11<sup>th</sup>** Received call that DataCenter 3 was warm again; waited for technicians to arrive and locate root cause of issue
- April 11<sup>th</sup>** Worked with separate vendor to replace batteries in UPS for DataCenter 3



- April 12<sup>th</sup>** Worked with technicians to identify root cause of issues
- April 14<sup>th</sup>** Support technician with correcting root cause
- April 18<sup>th</sup>** Verified both DataCenter 3 and DataCenter 2 were stable during the recent severe weather



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Thank you Richard for your continued commitment to CFISD. Your dedication to Accessibility and Service-Oriented mindset is greatly appreciated.