



THANK
YOU

Thank you Technology Services Staff!

Summer Review Edition



WHAT WORK RELATED ACHIEVEMENT ARE YOU MOST PROUD OF THIS SUMMER?

- The LANDESK deployment.
- Starting storage and virtualization is awesome but putting a DC in the cloud positions us for so many things.
- BYOT Purchasing plan for parents and students.
- Being able to support LANDESK with the DII team this summer and also installing the HP printers in Zone 4.
- Creating PrinterLogic and network printer documentation from the ground up for all the techs so that they can manage their own fleet of printers at a campus level.
- Stoneware Textbook system.
- I am most proud of the LANDESK conversion and the tools it will provide us to better serve our staff and students.
- Summer LANDESK conversion and imaging all desktops and laptops.
- Interface to TCG (Benefit Solver) our new TPA for insurance and the Interface for KEV – (School Cash). This product allows parents to make credit card payments for their child on the campus.
- The process that we had in place to assist with LANDESK conversion at CCC.
- Deployed equipment to 20 locations this summer and made 11 locations live.



THANK
YOU

Thank you Technology Services Staff!

Summer Review Edition



WHO ARE YOU MOST THANKFUL FOR THAT HELPED YOU ACCOMPLISH YOUR GOALS OR SOLVE YOUR ISSUES?

- The entire **DII Team** as well as assistance from **NMO**, **ECN**, and all of the **Technicians** who helped.
- **Paula** gives me the freedom to follow those directions I feel benefit the district best but is always there to guide.
- Prime Systems.
- **Kim Bowlin** on ordering the printers and the **Technicians** for supporting DII.
- Everyone who proof-read and worked through the numerous drafts that were created in order to make them even better. The biggest thanks probably goes to **Sandra Hoppe** for the amount of time she spent reading every last word in numerous pages of documentation and providing great feedback!
- **Belinda Smith**, **Lee Honeycutt** and **Diane Hopmann**.
- I am most thankful for the entire **DII Team**. This was a true collective effort by every team member.
- My team and many others helped us accomplish this project.
- **Rich Crishock** for writing both interfaces with very little lead time.
- **Daniel Serwinek** with DII was a huge help. He went over and beyond in assisting customers and providing support at CCC.
- Additional CyFair personnel and the **ECN Team**.

Technology Leadership and Vision

Posted by: Katie Hernandez, Technology Services Department

Post Date: August 31, 2016

Thank you Technology Services Staff!

THANK
YOU

Geoff Brown,

Thanks for helping Prime at CyPark HS. Kim Bowlin



THANK
YOU

Shout Out to **Doug Baker** for helping me network my first printer.

I feel like I can fly at this moment...its so empowering to be able to accomplish a task.

Thanks again!!!! Susan Pavliska



A huge thank you to my new partner, **Jair Garza.**

He came to CyRidge HS this year and has made a huge difference in this short period of time. The staff loves having him on campus. His problem solving skills and knowledge, he freely shares with us all.

Welcome Jair and thank you. Susan Pavliska



Thank you Technology Services Staff!

Technology Services Mailbag



From: Giana Hall
Sent: Wednesday, August 17, 2016 11:48 AM
To: Larry Barrios <Larry.barrios@cfisd.net>; Frankie Jackson <Frankiej.jackson@cfisd.net>
Subject: Customer Service

Good morning! I am the AP Secretary for Owens Elementary.

I submitted a ticket on July 27, 2016. The issue did not get resolved that day. I then received a call from **Lillie Swearingen** who immediately recognized my issue and got it resolved. She was very professional and understood that I could not access what the previous technology representative tried to have me access. I just had to take the time to acknowledge her professionalism and expertise. It means a lot to have knowledgeable staff available to assist you when you need it.

Please let her know how great she is.

Thanks,
Giana Hall
Owens Elementary
Administrative Secretary

