

Transformation Team (T3) Leadership



Technology Leadership and Communication



Meeting (May 19, 2014)

Monday 2:00 - 3:30 Frankie's Office

Meeting Objective: Stop the Technology Services Department's World from Spinning to Focus On:
High-level, Visionary, Team Building, and Technology

Attendees:

Jennifer Miller, Jay Johnson, John Crumbley, Oscar Villar, Larry Barrios, Paula Ross, Frankie Jackson

AGENDA

1. Discussed the Leadership Topic - [Finish Strong](#). Shared examples of what it means to [finish strong](#) or not finish strong.
2. Closed out Fred's Transition plan. Frankie thanked the team for stepping up and transitioning Fred's job responsibilities. The team also discussed thoughts on a replacement strategy.
3. Discussed the [Leadership Values and Team Assessment](#) that the team completed for Frankie. The leadership assessment questions were based on our department's organizational core values. The team assessment questions were from the book, 5 dysfunctions of a team. The results of Frankie's leadership results are shown [here](#).
 - Based on the leadership assessment results, Frankie plans to take the lowest scoring core value, "efficiency" and use that as a focus area to improve her leadership effectiveness.
 - Based on the team assessment results, Frankie plans to bring opportunities to the team to openly share our weaknesses and mistakes.

Jennifer, John, and Paula have opted to conduct the survey with their staff. The results will only be used as a means for each leader to improve their leadership effectiveness. To ensure anonymity, Katie Hernandez will administer the survey and the results shared independently, with each leader.

4. Discussed succession planning for Frankie's CTO position. Frankie asked who might be interested in participating in her succession plan.
6. Discussed plans for hiring new staff - Our goal is have a full team on June 1st. The following is the status. Ask the leadership team to submit all new hire recommendations to Frankie first.
 - [NMO team \(E-mail\)](#) - Paula has picked 2 candidates - HR doing background checks
 - [ECN team \(Network Specialist\)](#) - Posted Oscar's Position

- DII team ([Technology Hardware/Software Analyst](#)) - Made a recommendation waiting on HR
- [CCC Analyst posting](#) Testing is ongoing. Interviews to begin late this week

7. Reviewed each team leader's highlights, issues, innovations, needs, priority, ideas - or any other topic that needs to be discussed (as shown in the following):

A. Customer Care Center (Jennifer)

Service Request System RFP - closed Recommendation for iSupport made
Server purchased?

PO # - has this been sent through Purchasing?

Training - Janette and Jair are hosting Training Sessions
Tuesday and Thursday at 9:00am and 10:00 am

Campus integration - being led by Janette

Administrative buildings need to be trained - preparing to begin with an email to directors.

Need a landing page for isupport -

my.cfisd.net - Rodney and Karey working on

infoserv - can a Technology section be set up on the left and move the links there?

inside.cfisd.net - Rodney and Karey working on

www.cfisd.net/ Quick links/ Employees Only - contacting Leslie



Zen icons - great suggestion and setup - along with the link opening up in Chrome - thank you to Lillie and Jair

TA meeting - May 28 Agenda under construction

All department luncheon - 11 - 1 Barbeque Cookoff

TA Meeting - 9:30 - 10:59 -

End of Year procedures

Email transition update

Additional iSupport information

Appreciation - working on awards - suggestions?

most tickets created at each level by school

most tickets closed by person - each level

first inventory returns by level - can Chance supply the information

complete iSupport campus transitioners - (Heat login turned off)

Beginning of Year - calendar for 14-15

Overdue tickets - 36% of our workload is on overdue assignments. Email sent out for everyone to review their tickets. Specific email to those with overdue service requests Monday night.

B. Acquisition, Assets, and Sustainability (Jay)

- ★ New inventory system is now being used by the TAs, 58% completed, all TAs should complete soon. Chance is working with the TAs to complete their inventories.
- ★ Have ordered Microsoft Surface 2 PRO and Lenovo Yoga. Prime should deliver the Surface today. Larry will need to make an image for the Surface.
- ★ Chance is working with Becky Cook to get her the NCLB break down.

It will take Chance 3 to 4 day to get this information.

- ★ No POs until July 1st.
May be able to order if it is an emergency.
- ★ New laptops for the Board room have been delivered. Will be ready for June board meeting.
Should only need admin image.
- ★ Summer work.
Chance has sent a request to the TAs to see who wants to work.

C. Information Applications and Systems (John)

- ❖ IBM / KPMG Audit
 - Final Review Wed 5/21
- ❖ eSchoolPlus Upgrade Complete
 - error with reindexing
 - Sunday night worked - Monitoring
 - Replicating eSchool db for reporting
 - Teaming on ports @ Bleyl
 - Survey Teachers
 - Rodney and I working on this
- ❖ eFinancePlus Upgrade
 - Continued error fixing
 - Webinar Training this week
- ❖ Ask John about ImageTrax upgrade, laserfiche (From Larry)
 - Laserfiche Coordinating with Dan McIllduff

D. Enterprise Communications and Networks (Oscar)

Aruba POC - Have rolled out POC to all Schools. Addressing issues with wireless system.

Phonoscope .. Continue receiving project progress from Kevin Kane. He has given a status of 85% complete at this point and a June 10th deadline for completion.

Anthony Middle School- AT&T has been contacted and they are in process of working with onsite project management to install necessary lines. Currently working on engineering. Phonoscope is working to install fiber necessary to connect Anthony. Locating Conduits and looking for MDF racks to terminate fibers. Working with GC onsite to get these things ironed out. Timeline has been pushed back several weeks..

Police Department - Personnel are moving in to the new CFISD Police Station starting today. We are preparing wireless AP units and pulling cabling to attach the wireless AP units.

Good Job Roland and Elizabeth Montes.

E. Device Imaging and Integration (Larry)

- E1. Printshop Get Greg/Lance to look at "server" in print center
ISC/W Labs-discuss need for LAB server-how to setup environment
KIOSKS -working on image. Will get repair to image and replace using E35?
- E2. Logical Front -VDI 2 -still no Thin-Clients
CyRanch
CyFair
- E3. Push for ClearPass- Finish Schools -
Push to schools is done
Turned off CFISD_CP and CFISD_GUEST at all schools-issues
Danish running on CFISD_CP-testing tablets on Mac and Kindles
Meet with Aruba 5/20 at 9:00
- E4. Continue interview process.Waiting on HR
- E5. Upgrade Kaspersky
- E6. Build Bundles for Email Migration
Office SP (2007 & 2010)
Link Client -testing now 32bit and 64 bit (not going to work on XP)
Password Helper-did work ????
assistant
Outlook Clients (trying to virtualize)-NEED SETTINGS
Retain (GWAVA)_NEED SETTINGS
Brainstorm
- E7. Conversion Excursion - May 23rd, Friday at noon
- E8. Summer work
EMAIL
Tablet -lenovo 2 Win8 reimage
Ipads on MAC for class sets
Surface 2
- E9. Conference call with Transfinder on Thursday at 1
New Transfinder LE (ISS 2008 server)
New Transfinder Mobile (DMZ)
- E10. Connectivity issue with Certiport- Get with Oscar

F. Network Operations Management (Paula)

- F1. Microsoft Conversion
 - a. Remaining - ISC/W Labs server, Print Shop 3 servers
 - b. Conversion Excursion - May 23rd, Friday at noon
- F2. Email conversion
 - a.Ongoing meetings with Catapult Systems, review migration planning documents, timelines and supporting documentation
 - b.Communication via eConnection tomorrow
 - c. Documentation to support CFISD communication
 - d. Test provisioning adapter & GWAVA tool
- F3. Password Policy and Password Self Serve -
Communicate change this week; Deploy next week
- F4. Microsoft - Thomas Green on site Wednesday
- F5. Destiny - Hardware ordered; Coordinating dates for arrival of hardware & installation prior to summer training

- F6. Order placed for 5 new servers - 2 ZCM, 1 iSupport, 1 AD upgrade for domain, 1 ECN
- F7. Fortinet - move server rack from Bleyl to ISC to house Fortinet appliance.
- F8. Prepare/Review License Renewal with Nancy for all products.
- F9. File Structure/File rights - Jair
- F10. Prepare for Summer School