

Transformation Team (T3) Leadership



Technology Leadership and Communication



Meeting (June 23, 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, Frank Adian, John Crumbley, Oscar Villar, Larry Barrios, Paula Ross, Frankie Jackson

AGENDA

1. Discussed the Texas K-12 CTO Council Conference and those attending, discuss the new skills/insights that were gained as a result of attending the conference.

- Frankie - Meeting Mr. Hayes of Hayes Tip/Web Developer; and the leadership practice of presiding over a conference of this magnitude
- Jennifer - How CyFair is recognized across the state, and how home access to the Internet is more prevalent
- John - Networking with other school districts, e.g. Katy ISD, and hearing about their processes and issues
- Larry - Learning about wireless technologies and BYOD implementations
- Paula - Impressed with Polly Gifford's knowledge on the Broadband panel discussions

2. Discussed the week of coordination activities with our upgrades: ICTX, Fortinet, E-Mail; and identify all issues and key milestones. Spent most of the meeting discussing every open task and issue associated with these 3 projects.

3. Discussed plans for hiring new staff - The following is the status.

- [NMO team \(E-mail\)](#) - Kimberly Osborne - starting on July 1st
- [ECN team \(Network Specialist\)](#) - Extended offer - waiting for acceptance
- DII team ([Technology Hardware/Software Analyst](#)) - Made a recommendation - HR extended an offer. Waiting on acceptance
- [CCC Analyst posting](#) - Recommendations submitted to HR
- Director of Networks, Infrastructure, and Communications - Waiting on posting for Networks, Infrastructure, and Communications.

4. Discussed the annual evaluation schedule and progress. Teams are working through their evaluations.

5. Discussed if we want to renew our Gartner Group consulting agreement or not. The leadership team is divided on whether or not they feel the value is worth the amount of the agreement. Frankie will assess the 2014-2014 budgets and make a decision.
6. Discussed summer vacation schedules. Katie sent out a shared google doc spreadsheet for everyone to update. Some are making plans. Most are waiting until after the July 1st upgrades.
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 -

iSupport Server purchased - installation after the excitement

Email to go out this afternoon notifying principals who requested that HEAT be left on, that it will be closed down this week to coincide with all other network upgrades. The training documents will be attached to the email. Doug is visiting ISC personnel today. Scottie has visited campuses and administrative buildings sharing the great news.

Need a landing page for - Technology Service Request Entry

my.cfishd.net - Rodney and Karey working on

infoserv - completed

inside.cfishd.net - Rodney and Karey working on

www.cfishd.net/ Quick links/ Employees Only - need to verify with network team that iSupport is available externally

TA meeting - Meeting planning underway for 14/15

Great Suggestion from Larry - structure the first meeting as though it is a clinic or conference, have participants rotate to multiple speakers. Speaker present information to smaller groups instead of one time to the whole group. Currently working on the arrangement. Will need to find out who has information to present.

Welcome and Introductions - Jennifer

Keynote - Frankie

Session 1 - ?

Heat tickets - working to move to iSupport Service Requests - all moved - no new HEAT tickets. Working to train Juan Cruz on Tuesday or Wednesday

Overdue tickets - 24% of our workload is on overdue assignments. LARGE improvement

Will begin working this week on subscription emails for managers regarding overdue requests

B. Acquisition, Assets, and Sustainability (Jay)

- ★ New inventory system is now being used by the TAs, 100% completed.
- ★ Summer work.
 - Chance has scheduled summer workers some will start June 11th..
 - 12 Student workers and 20 TAs including 4 summer school TAs.

- ★ Kim working with Frankie on AT&T phone contract.
- ★ Working with Prime to improve delivery scheduling.
- ★ Kim preparing Google Doc spreadsheet for Anthony MS technology equipment. Have already started to received some of the equipment.
- ★ Already receiving new allocation requests for 2014-2015.
- ★ Service Center team completing any outstanding Heat Tickets and moving to iSupport.
- ★ Frank and Ken handed out the Microsoft Surface 2 Pro tablets to the service techs.
- ★ Frank and Ken working on new service schedule for service center team.

C. Information Applications and Systems (John)

- ★ eSchoolPlus Upgrade Complete
 - EOY Secondary Report Cards Started Early! - Done (56,983)
 - Preparing for year roll-over
 - error with reindexing - working with SunGard
 - Survey Teachers - compile results
- ★ eFinancePlus
 - Year-End closing / New-Year Kickoff underway this week
 - Upgrade-Waiting on SunGard and Cisco for 2 remaining issues
Cisco made a change this morning and we are testing
- ★ IBM / KPMG Audit
 - Add'l Last set of Questions - Again

D. Enterprise Communications and Networks (Oscar)

- Frankie, Kim and the ECN team met with the AT&T team. AT&T is working on an acceptable phone contract to bridge the gap until we implement a new phone system and service.
- Phonoscope - Fiber to Anthony MS installed. Bleyl video feed re-routed directly to the SNOC. After CFISD secures space at CyrusOne, Phonoscope has a separate project to pull fiber to the ISC and each hub site.
- ICTX - On June 13, 2014, fiber crews arrived on Jones road and began drilling along Fallbrook to pull fiber in to the ISC. ICTX successfully installed and activated NTT Internet service on Thursday, June 19, 2014.
- Fortinet - Firewall-1 successfully installed on Phonoscope service on Friday, June 13, 2014 to support Office365 migration. Tipping Point IPS and Blue Coat packet shaper removed. Firewall-2 successfully

installed on ICTX/NTT service on Thursday, June 19, 2014. Firewall and circuit testing will be performed until the cut-over from Phonoscope to ICTX which is scheduled for Sunday, June 29, 2014.

- Presidio - Polly and Oscar met with Presidio to discuss high level network designs. CFISD requested a tentative router and switch roll-out schedule. Discussed 16k wireless cabling project. (Note: Patch cords were left off of the RFP. We have requested a quote.)
- Anthony Middle School- ECN met with Presidio for an Anthony Middle School project kickoff meeting and network design meeting. Phonoscope successfully installed fiber connecting Anthony MS to the ISC on June 9, 2014. Racks have been installed. We are waiting for the Cisco equipment ordered by Presidio.
- High School 11 - Aruba working with PBK on wireless design.
- CFISD.net web page successfully moved on June 13, 2014, from Big City to Cloud Flare. DNS hosting move delayed until ECN researches DNS hosting options.
- Aruba Wireless - ECN, DII, Paula and Polly met with Aruba & L3. A schedule was discussed to address the 11 schools which are experiencing Cisco wireless issues. High level design points were discussed.
- Police Department - Facilities is moving Portable buildings which has interrupt connectivity to the portable and the Ag-Barn. Facilities has installed conduit, however, they expect the ECN to pay for the fiber which they dug up during construction. The user wired and wireless networks are up. (Note: Facilities has not built IDF-C.)
- Food Production Center - Facilities is adding a new food warehouse along with a new IDF.
- Michelle Campos is doing a great job of supervising the Network MDF/IDF inventory and closet cleaning project. The ECN team is supplemented this summer by 2 High School TAs and 2 student workers.

E. Device Imaging and Integration (Larry)

- E1. KIOSKS -Testing-Will get repair to image
- E2. Logical Front -VDI 2 - Thin-Clients-learn to setup. What is next Step
- E3. Waiting on HR-position-still (everything is done)
- E4. Upgrade Kaspersky
- E5. Build Bundles for Email Migration-Started at schools-2 teams
 - [OFFICE 2010 and OFFICE 2007 service packs](#)
 - [Microsoft Online Services Login Assistant](#)
 - [Outlook Client 2010](#)
 - [Outlook Client 2007](#)
 - [One Drive for Business](#)
 - [GWAVA Retain Client/Plugin URL LINK](#)
 - [Lync Client 2013](#)
 - [OneNote Client 2007](#)
 - [OneNote Client 2010](#)
 - [Arms Password Recovery Tool](#)
 - [Verbage for login screen](#)

- Brainstorm Plugin for Videos
- E6. Summer work
 - EMAIL Conversion doing schools-
 - Tablet -lenovo 2 Win8 reimage
 - Ipads on MAC for class sets
 - Surface 2
- E8. Image for Yoga and Surface

F. Network Operations Management (Paula)

- F1. Microsoft Conversion
 - a. Remaining - Decommission Novell servers
 - b. Apps/appliances still pointing to edir: ~~VPN~~, time source
- F2. Email conversion
 - a. Documentation
 - c. Distribution Groups - Nicole Ray
 - School Messenger for external
 - Distribution List for internal mass
 - d. idAuto - review provisioning process from beginning to end
 - e. Retain exposed outside
- F3. Password Policy and Password Self Serve - Summer Schools
 - Initially no upper end limit - established 16 character
- F4. Microsoft -
 - Addressing remediation recommendations; patching DCs,...
- F5. 5 new servers - 2 ZCM, 1 iSupport, 1 AD upgrade for domain, 1 ECN
- F6 Fortinet - 6/29/14
 - a. NAT IP servers & vendors
- F7. Review License Renewal with Nancy for all products.
- F8. Xerox leased printers - 30 deployed last week; Stephen helping;

G. MANAGEMENT OVERSIGHT (FRANKIE)

- G1. Prepare a CIPA Public Hearing Presentation for the June Board Meeting**
- G2. Prepare a RFP for a project manager to help manage the 2014 Bond projects.**

G4 Monitor top 3 priorities:

- G.4.1 - Swap out Phonoscope for ICTX**
- G.4.2 - Swap out Content Filter and Firewall with Fortinet**
- G.4.3 - Convert E-Mail to Microsoft 365**