

Inside the Tech Team



We Want to Share

1. The dept. to team transition
2. Who we are
3. How we communicate
4. Our support model
5. Our core values and definitions of success



Moving from a Department to a Team

We Needed...

- ⬡ A better way to communicate
- ⬡ Clarified roles
- ⬡ To learn about each other
- ⬡ A common purpose, shared beliefs
- ⬡ To build trust
- ⬡ Instructional empathy

Five Strategies to Become a Team

(Slack!) More of a way of life

Responsibility chart

#shoutout #wins #fails #lessonslearned

Core values exercise

Strengthsfinder 2.0 and Myers-Briggs

Meeting games

1. Meet the Team





LCUSD Tech Team 2019-20

James Maturan, Kevin Crain, & Lindsay Staley @ LCHS

David Lamb @ PCY

Cameron Krischel @ LCE

Omar Torres @ PCR

David Paszkiewicz @ all sites

Derek Abrego, Tobias Lewsadder, Jeff Watts,
& Jamie Lewsadder @ the DO

2. Communication and Slack

How we stay connected and learning



What Slack Provides:

- Real time chatting by system/problem/topic (channels)
- Targeted, non-exclusive conversations
- Offers learning opportunities



What Slack Provides:

- Communication extends to classroom and office staff
- Separates work and personal life on phone
- Able to catch up with conversations as needed
- Direct messages





All time Slack usage by active members.
Spikes represent state testing season.

229 members

Name ▲	Account type	Days active ?	Messages posted ▼
 jamie Lee 🚗 Lewsadder Interprets dreams	Primary Workspace Owner	—	60,832
 Kevin Crain tech support	Workspace Admin	—	58,783
 Jeff Watts Resident Wizard	Workspace Admin	—	54,589
 Tobias Lewsadder technologist	Workspace Admin	—	29,627
 Kyle Smith TOSA	Member	—	19,585
 Lindsay Staley	Member	—	19,115
 Jeffrey Kaufman former techretary, senior int...	Multi-Channel Guest	—	12,576
 David Paszkiewicz Your Friendly Neighborhood ...	Member	—	10,874
 Nick Lysek Junior Superadmin and Co-f...	Single-Channel Guest	—	10,429
 Reda Hanna	Member	—	10,097
 Jonathan Connelly-Rodri... Technologist Level 1	Multi-Channel Guest	—	6,946



Slack Users, all time
messages posted



Name ▲	Account type	Days active ?	Messages posted ▼
 Kevin Crain tech support	Workspace Admin	28	964
 jamie Lee  Interprets dreams	Primary Workspace Owner	30	888
 Jeff Watts Resident Wizard	Workspace Admin	29	817
 Cameron Krischel solve problems	Member	19	502
 Omar Torres Technologist I for PCR	Member	22	285
 James Maturan Technologist Level 1	Member	30	149
 Derek Abrego SIS & CALPADS	Member	21	149
 David Paszkiewicz Your Friendly Neighb...	Member	27	146
 David Lamb Technologist Level 1	Member	20	97
 Andre DSC	Single-Channel Guest	18	71
 Kyle Smith TOSA	Member	30	70
 Tobias Lewsadder technologist	Workspace Admin	18	66
 Karen Hurley	Multi-Channel Guest	17	64
 Monica Peralta district wide secretar...	Single-Channel Guest	12	47
 Ken	Single-Channel Guest	14	45

Last 30 days of Slack messages posted

Demo



3. Tech Support And Zendesk

How we deliver support and customer service



What Problem Zendesk Solves:

- Record of everyone's work
- Improves communication and issue tracking
- Offers a knowledge guide for self-service
- Open to staff, parents, and students
- Team accountability, metrics, and reporting
- Analysis of hot spots and major issues
- Documents process for tech support
- Spots repair trends



Reporting period: Last 30 days

Leaderboard

	275 Solved Tickets (total)	98.26 hrs First Reply Time (average)	
1	David Lamb		56
2	Jeff Watts		31
3	Cameron Krischel		31
4	Omar Torres		30
5	James Maturan		30
6	Kevin Crain		29
7	Jamie Lewsadder		27
8	Derek Abrego		23
9	Tobias Lewsadder		13
10	David Paszkiewicz		5

Leaderboard

Knowledge base stats

2
Articles
(total)

1,817
Views
(total)

-1
Net Votes
(total)

0
Subscriptions
(total)

0
Comments
(total)



Knowledge base stats

< Overview Tickets Satisfaction Prediction Efficiency Agent Activity Skills Chat SLAs Talk >

Agent activity Drill in supported

1. Choose an agent to get started

USER FILTER: Admin - Jamie Lew...
Days since last login: 1 Days 

2. Apply additional filters

DATE RANGE: Aug 14 2019 - Dec...
BRAND: All

★ Customer satisfaction	🔗 Tickets solved by agent	🕒 Median time assigned to agent
-	281	54.1 hrs

Reporting by agent

Time

← Median first reply time

7.2 hrs

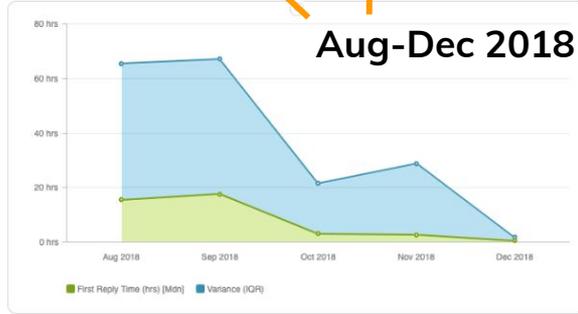
↻ Median full resolve time

66.5 hrs

○ Median assignment time

0.0 hrs

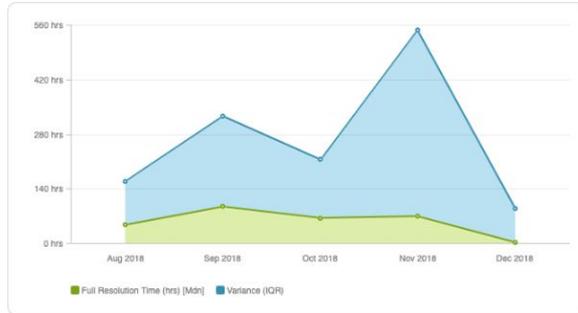
First reply time - median & variance



Tickets by first reply time



Full resolution time - median & variance



Tickets by full resolve time



Time

← Median first reply time

3.3 hrs

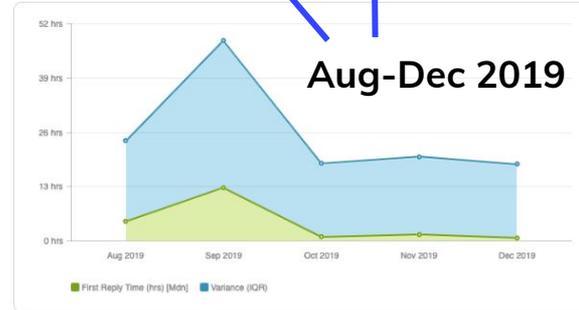
↻ Median full resolve time

43.2 hrs

○ Median assignment time

0.0 hrs

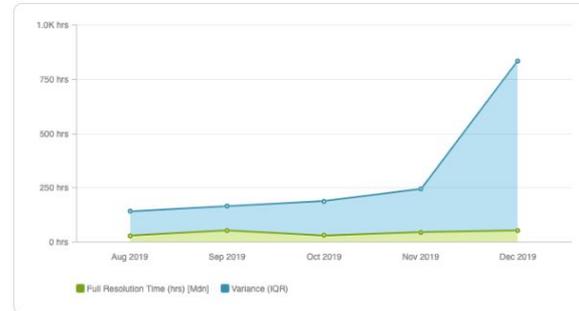
First reply time - median & variance



Tickets by first reply time



Full resolution time - median & variance



Tickets by full resolve time



4. Team Culture

Core values to daily operations



Tech Team Official Mission Statement



We give access to those who push the power buttons propelling unimaginable and creative outcomes.

Tech Team Core Values/ Definitions of Success

We are successful when:

- We have supplies to support repairs
- We resolve issues with professionalism and courtesy
- We listen to what the customer needs and wants
- We work as a team and communicate
- We admit mistakes and claim responsibility
- We understand what we need to learn
- We add value



Words We Live By

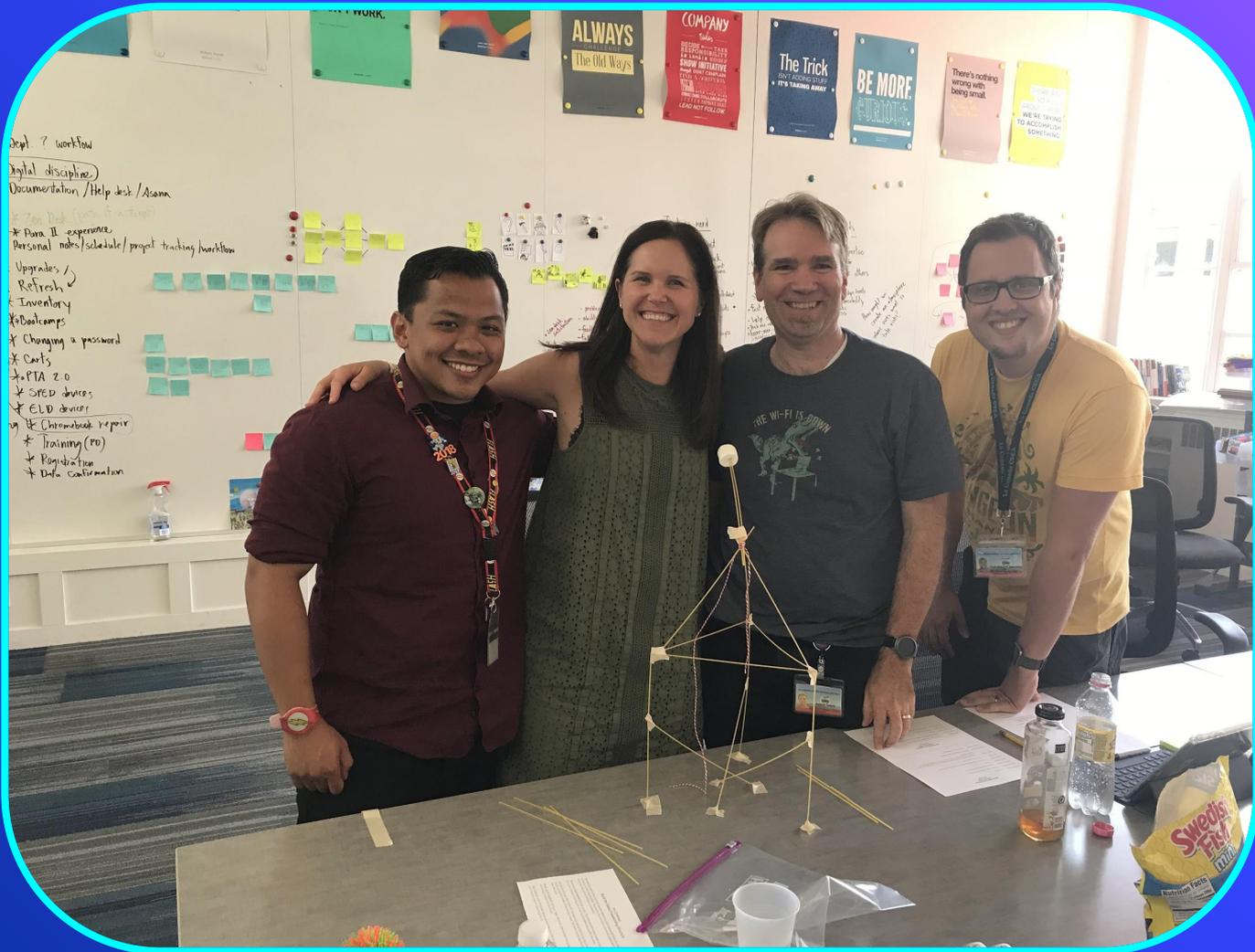
- Leave everyone we meet smarter than when we found them.
- Family first.
- Be dispensable.
- Learn everyday.
- Protect instruction.
- New ideas are always welcome.
- Have fun.
- May the Force Be with You.









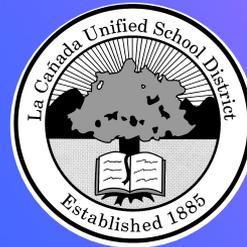




And What's Next?

- Team reflection on what works and what needs adjusting
- Collaboration between other departments (HR and SPED to start)
- Refining our innovation and learning culture
- Rethinking our training models
- Staging our projects over time to build a calm culture

**Thank you
LCUSD
Governing
Board!**



Credits

Special thanks to all the people who made and released these awesome resources for free:

- ⬡ Presentation template by [SlidesCarnival](#)
- ⬡ Photographs by [Unsplash](#)