



# The School District of Palm Beach County Technology In Motion

## Stay Informed

Visit our website at:  
[www.palmbeachschools.org/it/](http://www.palmbeachschools.org/it/)

## Contact us

Service Desk  
(561) 242-4100 or PX 44100  
[ITservicedesk@palmbeachschools.org](mailto:ITservicedesk@palmbeachschools.org)

## IT Policy

[www.palmbeachschools.org/it/Policies](http://www.palmbeachschools.org/it/Policies)

## Technology Plan

[www.palmbeachschools.org/techplan/](http://www.palmbeachschools.org/techplan/)

## Frequently Needed Forms

Mainframe Access	<b>PBSD 1362</b>
PeopleSoft Access	<b>PBSD 2308</b>
District Cellular Device	<b>PBSD 2317</b>
Request for Services (principals/directors)	<b>PBSD 0117</b>
Software/Hardware Technology Request (for TCC)	<b>PBSD 2199</b>
Third Party (Non Employee) District Network Access Request	<b>PBSD 2413</b>

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## IN TOUCH WITH THE CIO

Welcome to the Back to School Edition of Technology in Motion (TIM). I hope everyone was able to enjoy time-off with family and friends. It was a great time for a break, to get re-energized for another exciting school year. We continued the summer trend in Information Technology to step up efforts to ensure that our schools are ready for the upcoming year. Many projects and initiatives were completed this summer. Here is a list of few key ones:

*Successful rollout of District Enterprise single sign-on portal:* Through this initiative, all web-based applications, content and information is available in the new portal with minimum impact to our users.

*eSupport:* New issue reporting and service catalog: Heat self-service has been replaced with a new Service Catalog to provide a more robust, aligned and consistent interface to our users. Additionally, school techs can use eSupport to enter school technical issues and requests, which escalates the issue directly to the IT Service Desk.

*The Public wireless network* has been replaced with a more enhanced and modernized wireless network and renamed to [SDPBC Guest Network](#).

*Upgrade to Internet Explorer 11:* to ensure compatibility for District-wide web based applications

*XP migration to Windows 7:* IT teams are working with our schools to ensure that older and unsupported equipment is moved out and replaced with Windows 7 machines. It is important we retire Windows XP from our District due to the fact that Microsoft no longer supports XP. As a result of this, they have stopped providing any security updates or patches for phishing or any security vulnerabilities. IT staff is working with our schools for a smooth transition.

*CBT (Computer based testing):* IT is working with Assessment and Budget to explore options to help schools with required resources for testing.

*Annual online security awareness training:* Thanks to everyone for taking this online training to meet our state audit requirements. With this training, we make our users aware of computer phishing and security threats, and how to protect their personal information. We will be launching FY15 security awareness training for our users, which must be completed before winter break. More communication will be forthcoming.

Additionally, this summer we worked to implement business and instructional applications, upgrade classrooms and labs, install necessary hardware and equipment, and conduct training. All of the ongoing projects and new initiatives require a high-level of collaboration and communication. Within IT, we will strive to provide the highest level of customer service and satisfaction to our partners and schools to help with the instructional needs of our students.

I look forward to another satisfying and successful school year.

Best Regards,

## THE NEW DISTRICT ENTERPRISE WEB PORTAL

BY NATASHA BELL-HAYDEN



Information Technology is excited to announce the implementation of an Enterprise District Portal. The Portal will serve as a single point of entry for District staff to access applications, content and information.

The new Portal was rolled out to several District-operated administrative departments in a phased approach this summer. The Portal went live to all District staff on July 28, 2014.

### Portal Benefits:

A portal offers many benefits to District staff:

- All web-based applications will be behind a secure portal; even when connecting from home
- Staff will be automatically logged into applications and systems without entering ID/password
- Staff will no longer need to remember or book-mark addresses to District applications
- Organizes District applications and allows removal of internal applications from the District public website

### Key Change:

- Employee-used applications will now be available from within the Portal, instead of from the District web site
- The *Employee* page will be re-designed and employee-based information will be available in the Portal
- The browser 'home-page' of computers on the network, will default to the Portal home page, instead of the District home page
- When at home, staff will log into the Portal in order to access email. Access to the Portal will be available on the *Employee* page to access email and other applications.

### Training and Support:

Portal training material and information is currently available within the Portal; use the 'Portal Help' tile to find FAQ's, Videos, etc.

For Portal questions, concerns or suggestions, click on the Feedback link, which is available on the Portal login page and on the Portal home page.

Google Mail/Calendar

Updates, Tips and Tricks

## Simple Google Calendar Tips Will boost Your Productivity

### 1. USE KEYBOARD SHORTCUTS

Keyboard shortcuts help you get around the Calendar quickly. For example:

- "S" goes to the Settings menu,
- "D", "W" and "M" produce day, week and month displays
- "/" pulls up the search box
- "Q" brings up the "Quick add" field

An entire list of Google keyboard shortcuts can be found at:

<https://support.google.com/calendar/answer/37034?hl=en>

### 2. GET YOUR CALENDAR AGENDA IN YOUR INBOX EVERY DAY

You can set Google Calendar to email you your agenda on a daily basis. To take advantage of this useful tool, hit "S", go to the "Calendars" tab and click the "Reminders and notifications" link that appears to the right of your name. This will let you manage your notifications. Now click the "Daily agenda" option to receive an email with you agenda every day at 5 a.m. in your current time zone.

### 3. ADD NATIONAL HOLIDAYS

Google Calendar can show various national holiday. To activate this, hit "S" for Settings, click on the "Calendars" tab, look for "Other Calendar and click on "Browse interesting calendars" to the right. You can now preview and subscribe to various calendars. A selected holiday will appear on the left side of your mail calendar view, under "Other calendars".

### 4. ADD TASKS INTO YOUR CALENDAR

While Gmail **Tasks** don't show up in your calendar by default, the service is simple to enable. On the left side of your main calendar, click on the "My Calendars" menu and select "Tasks". These will display to the right of your calendar.



## PHISHING AND SPEAR PHISHING: BOTH SCAMS, NOT SPORT

You may be familiar with phishing attacks. These are emails sent by cyber criminals to millions of potential victims around the world designed to fool, trick or attack them. Usually, these messages appear to come from a trusted source, such as your bank, coworker, or friends. The emails often have an urgent message or a deal for you that is simply too good to pass up. If you click on the link in a phishing email, you may be taken to a malicious website that attempts to hack into your computer or harvest your username and password. Often the phishing email may have an infected attachment. If you open the attachment it attempts to infect and take control of your computer. Cyber criminals send these emails to as many people as possible, knowing the more people that receive the email, the more people will likely fall victim.

While phishing is effective, a relatively new type of attack has developed called **spear phishing**. The concept is the same: cyber attackers send emails to their victim, pretending to be an organization or a person the victim trusts. However, unlike traditional phishing emails, spear phishing messages are highly targeted. Cyber attackers send spear phishing messages to very few select individuals, perhaps five or ten targeted people, such as superintendents, principals, COO, or others at higher organizational levels. Unlike general phishing, with spear phishing the cyber attackers research their intended targets, such as reading the intended victim's LinkedIn or Facebook accounts or any messages posted to public blogs or forums. Based on this research, the attackers then create a highly



customized email that appears relevant to the intended targets. This way, the individuals are far more likely to fall victim to the attack.

### Tips on Protecting Yourself

- ◆ Limit the information you post about yourself, such as mail forums, Facebook or LinkedIn. The more personal details you share, the easier it is for cyber attackers to craft a spear phishing email that appears relevant and genuine.
- ◆ If an email which asks you to open an attachment or click a link appears suspicious, or requests sensitive information, verify the message. If the email appears to come from a company or a person you know use the contact details you already have on file to contact the sender and verify that they sent you the message.
- ◆ Support District security efforts and follow the appropriate security policies and completing the Security Awareness training as assigned.
- ◆ Remember, technology cannot filter and stop all email attacks, especially spear phishing emails. If an email seems a bit odd at first, read through it carefully.



## BEST PRACTICES FOR INTERNET SECURITY

*Use Several Methods of Security, Don't Rely On Just One!*

- Have a strong password and keep it safe
- Use antivirus software and keep it updated
- Make sure your firewall is turned on
- Apply your software security patches and updates
- Carefully review your privacy settings on all social networking sites
- Research any file before you download it
- Beware of websites and emails that ask for personal information
- Secure your home wireless network
- Remember that mobile devices are also computers; secure them with the same degree of protection

### SECURITY AWARENESS SUDOKU SECODOKU

Fill in the grid so that all nine rows across, all nine columns down, and all nine 3x3 boxes contain letters U Y T R S I E C each used only once.

S				Y	U	T		
	U			R	Y			
Y						E		
C			U					I
	S							
		S	Y	I				E
R				U				S
		E	R		C			
	U		I	C		R		

Hint: the correct solution will spell a word diagonally.

# HELLO eSUPPORT!

BY MICHAEL SIMS

The **HEAT Self-Service** support technology used by District staff to **self-report** issues or request services to the IT Service Desk, **has been retired**. Heat has been replaced with the **eSupport Technology Service & Support Catalog**.

The eSupport application will allow schools and departments to obtain improved and consistent support for technology issues, as well as provide a centralized catalog of technology services, and standard escalation processes. It will provide District-users with user-friendly resources to report issues and request services, increased functionality, and automate many processes allowing for quicker resolution.

The new **eSupport** tool follows the Information Technology Infrastructure Library (ITIL) set of practices for IT Service Management (ITSM). **eSupport** will provide IT and school techs with an easier way to identify incidents (issue/trouble) vs. service requests (change/new service), and provide a mechanism for District staff to track and manage requested services, incidents and measure service quality. The project supports the Districts Technology Plan and goals to integrate various support applications used within the District. The new **eSupport** Service Catalog will provide District staff with one location to:

- Report incidents and request service
- View service announcements
- Review knowledge base documents from support staff

**eSupport** is available in the new District Enterprise Portal. Make sure to browse the new eSupport Service Catalog and get a better understanding of the different technical services available.



Another great benefit of moving to eSupport is that it will be available to school technology support staff (ITSAs and STSTs) to report and manage issues and troubles at their local schools. For the first time, school technicians will be able to use one system that is fully integrated with the IT Service Desk.

We are excited to provide enhanced technology support to our District staff. Please contact the IT Service Desk if you have any other questions at 561-242-4100 or PX 44100.

## IT PARTNERS WITH TRANSPORTATION SERVICES TO IMPROVE THE CUSTOMER EXPERIENCE

By Michael Callahan

Since October 2013, IT Enterprise Applications staff has been meeting weekly with Transportation Services staff to help leverage technology towards the goal of providing safe, cost-effective, timely service for SDPBC students. A few of the projects the IT teams have partnered on include:

**DSO Support Call Center** - IBM TRIRIGA has been used in the DSO Support Call Center since Dec. 2012 to track, route, escalate and resolve almost 35,000 customer calls. Upcoming technology improvements to the Call Center will include an interactive chat function and an Operations Center Display to show real-time status and key performance indicators;

**AssetWorks Upgrade** - IT Applications staff is managing a project to upgrade the *AssetWorks* fleet/vehicle maintenance application. This upgrade will provide better tracking, service and reporting for the vehicle maintenance process;

**TERMS Data Integrity** - IT Applications staff developed and put in place a process to identify incorrect and/or incomplete students addresses, and provides reports to the school centers for correction. This will improve the accuracy of data in TERMS for all uses including transportation;

**Late Bus Web Interface** - IT Applications staff and Transportation Services technical staff are working on a web interface to identify late buses in a timely manner.

**Phoenix Fuel Card Update** - IT Applications staff along with IT Infrastructure System Support staff, played a crucial role in transitioning the upgraded Phoenix Fuel Card process to SQL servers, providing a more secure and stable environment.

Other initiatives that IT is continuing to partner with Transportation Services include:

- \* Improved Driver License Verification Process
- \* Transportation Services Web and SharePoint Sites
- \* Routing Software Replacement
- \* Asset Review/Windows 7 Update
- \* Synovia GPS Tracking
- \* Disaster Recovery
- \* eLearning Management

IT Enterprise Applications staff appreciates the open collaboration and spirit of cooperation everyone involved has shown in moving these critical projects forward!





## TRAVELING? USE CAUTION WHILE ON PUBLIC WI-FI

By LARRY PADGETT

Free internet access seems to be everywhere and as a society; we have come to appreciate being connected everywhere we go. But the more we connect, the more bad guys (hackers, scammers, identity thieves) are connecting, too!

### TIPS FOR STAYING SAFE

1. **OPEN WIRELESS NETWORKS ARE NOT SECURE.** If you can log into a network without a password, that means anyone else can too. Never send personal or confidential information over an open public wireless network. Even something as simple as the password to your web-based email can give hackers access to get your important data.
2. **KEEP YOUR FIREWALL AND ANTIVIRUS PROGRAMS UPDATED.** Firewalls keep out hackers, while anti-virus programs detect and remove many types of malicious software.
3. **WATCH OUT FOR SHOULDER SURFERS.** Most public networks are in areas where there are a lot of people. Make sure that no one is looking over your shoulder while you conduct your business or read your email.
4. **VERIFY THE NAME OF THE NETWORK YOU ARE CONNECTING TO.** Just because you can connect to a network does not mean you should. If the owner of a network has left it open to the public by mistake, it could still be illegal to use it. Remember, computers with Windows operating systems are set up to connect automatically to available networks, unless you change the settings.

## DISTRICT MOBILE GOOGLE PASSWORD CHANGES

By FABIO RINCON

The Information Technology division will be changing the way passwords are utilized on mobile devices, such as tablets or smart phones, on Google mail.

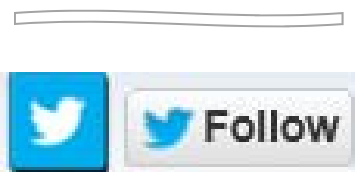
As of July 1, 2014, district users no longer need to visit the district's *Mobile Password Reset* page to obtain a unique **mobile** password. Instead, District network passwords changed after July 1, 2014 will be utilized as the **mobile Google mail password**. Users who have configured their **mobile** devices with the **old** password generated by the *Mobile Password Reset* page will be prompted to enter their new network password.

As per district security standards, utilizing the same network password will simplify ease of access and enhance network security throughout the district.

Employees will be prompted to change their passwords on a regular basis. All passwords must comply with the following guidelines:

- \* You cannot use any of your previous passwords or any part of your employee ID or user ID.
- \* The password must be at least 8 characters long AND adhere to three out of the four conditions below:
  1. Uppercase letters (A through Z)
  2. Lowercase letters (a through z)
  3. Numeric digits (0 through 9)
  4. Non-alphanumeric special characters (for example, @, \$, #)

Your cooperation and assistance with this important security effort is greatly appreciated.



## BUSINESS LEADERS UNVEIL A NEW WEBSITE

By Kara Rubinson

On April 9, 2014 the Palm Beach County Business Development Board (BDB) unveiled a new website ([www.pbcedu.org](http://www.pbcedu.org)) that provides a comprehensive overview of the K-20 education in Palm Beach County. The site was conceptualized and developed over 16 months by a task force of over 40 local education and business leaders, including Board Member Frank Barbieri, Natalia Powers from Communications, and Kara Rubinson from IT Enterprise Applications. The primary purpose of the website is to market Palm Beach County's regular K-12 schools, charter schools, private schools, colleges, and universities, to CEOs and their employees who are considering moving or expanding their company to Palm Beach County.

According to Kelly Smallridge, BDB President and CEO, the website is just the beginning of the task force's effort to market and advocate the quality educational opportunities that exist in the county.

The [pbcedu.org](http://pbcedu.org) website builds on the concept of the Palm Beach County Public Schools Showcase launched in October 2013, and available off the District's home page or at [www.palmbeachschools.org/showcase](http://www.palmbeachschools.org/showcase)



"The design of the websites showcase, the great partnership we have with the Business Development Board to promote the great achievements and programs through our nationally recognized public school system in Palm Beach County", said Frank A Barbieri, Jr., Esq., District 5 Board Member. "The site will provide parents, community members, and prospective businesses with the vital information needed when making a decision about education in South Florida."

## Windows XP End of Life Updates

By Fabio Rincon

Earlier in the year, Microsoft announced that it would no longer provide security or technical support for the Windows XP operating system.

The district is transitioning to

### Microsoft

**Windows 7** as the standard operating system for all district-provided desktops and laptops.



During the transition process, IT staff is focusing on reducing the amount of computers running Windows XP. It is mandatory that all district desktops and laptops, that meet the minimum hardware criteria, be upgraded to Windows 7. IT staff is working with schools to address the hardware upgrade requirements on computers in order to run Windows 7.

As always, the Palm Beach School District IT Division is committed to the ongoing improvement and success of technology across the district. Bulletin P-14856, published in May, contains more details to assist schools and departments.



### EMAIL SAFETY TIPS

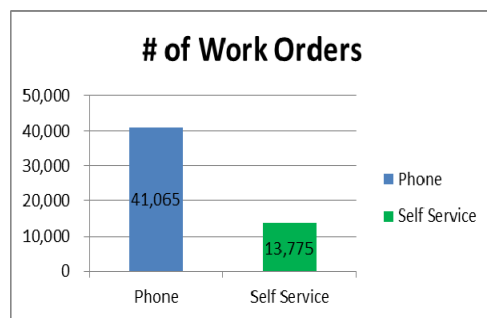
- ✓ Never open attachments from unknown sources.
- ✓ Never share your password.
- ✓ Always logout when you are finished with your computer.
- ✓ Be sure to clear your history and your cookies.
- ✓ Do not reply to spam or other harassing or offensive email.

## IT SERVICE DESK

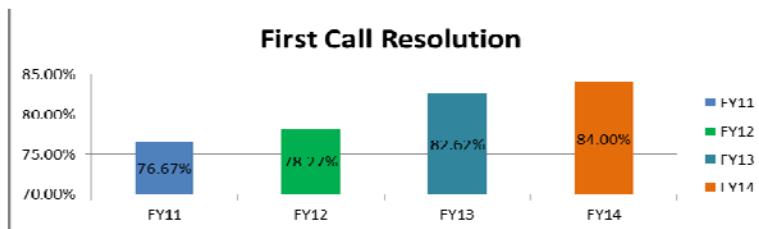
By JOYCE PARKER

FY14 has been another busy year for the Service Desk. From July 1, 2013 through May 31, 2014, almost 55,000 work orders were either called in to the Service Desk or submitted online via HEAT Self Service.

Tier 1 and 2 Service Desk staff, including our Desktop Support and Audio Visual field teams, touched an average of over 1,000 work orders per week, resolving 70% of the work orders themselves, and assigning the others to Tier 3 support for items requiring greater permissions or subject matter experts.



First Call Resolution Rate (FCR) is a measure of how often the Service Desk staff are able to resolve customers' issues during their initial call to the Service Desk. In 2011 the Service Desk had achieved an FCR rate of 76.67%. The average FCR for an educational institution is 62.6%. The average target rate is 69.4% and only 34% of educational institutions achieve this target.



Our Service Desk has exceeded this target by 7.27%. We are very proud to report that each year, the Service Desk has improved on its FCR, with an amazing 84% in FY14! They have more than met the challenge to improve their FCR rate by 2% per year!

In addition, our customers have given us a 96% customer satisfaction rating! This rating reflects the support from the Service Desk as well as the Tier 3 support from all the various teams in the three IT Departments. Each survey response is read. Unhappy customers are contacted immediately, and positive comments are passed on to the successful technicians.

The Service Desk also performs the following functions that are outside the realm of a typical service desk:

- Testing applicants for ITSA and STST positions
- Monitoring posts to the school tech SharePoint site, responding with answers or forwarding questions to Tier 3 staff
- Facilitating *Beginning of Year* and *End of Year* meetings for the school techs
- Provide onsite training for new school techs
- Chair and staff the registration & check in committee for the annual Technology Conference

Another key function, not usually handled by a Service Desk, is the support of schools during computer based testing. This includes: Core K-12 assessments, FCAT and End of Course exams, supporting the school techs and test coordinators with technical concerns, provides training through webinars and print materials, infrastructure trial test, and staffs conference phone lines during crucial times to provide speedy assistance.

We are very fortunate to have such hard working and committed staff on the team!



*"Debbie (Kaczor) is always very responsive and a pleasure to work with!"*  
Ken Kohler -ERP Team

*"I wanted to take a moment to tell you about a very helpful employee in your Records Management Division, Mrs. White....I appreciate the efforts made by Mrs. White (Antoinette White) and felt genuinely cared for in the process as she listened and helped me with what was a very important matter to me."*

Nancy D.

LWHS Graduate-Scholarship Applicant

*"The University of Florida Algebra Nation resource is now fully integrated into the Palm Beach IT system! Kudos to your remarkable team, Diana Snider, Lee Kolbert, Mike Via and Roy Burke, who have been tireless in their efforts to make this wonderful resource available to algebra students across the district. Students now have access to this support as they prepare to take the EOC in a few weeks. ..."*

Philip Poekert

University of Florida, Partnership Mgr.

*"I wanted to let you know what an excellent job Alex (Toro) is doing on our purchasing website project. ... Alex is very talented and the manner in which he is supporting us is very much appreciated."*

Sharon Swan

Director of Purchasing

*"Mrs. Antoinette White and Renae Weller has been giving me that World Class Customer Service I always wanted to get from a business. I'm informing you that you have great employees in your records department. I believe they should be given an award for all that they do. It's important that I get my student transcript to my college, and they went out of the way to make it happen..... I appreciate your staff and I will always treasure that in my heart."*

Ron H.

*"Awesome Customer Service from Andreina Toro!"*

Liz H.



**BILL & LINDA BANASZEK**

retired in April. Bill retired from the Data Center with 30 years of service. Linda retired from Infrastructure with 26 1/2 years of service. It didn't take long before they hit the road to begin their new journey, traveling around the county.

We wish them well and hope they check in from time to time.



**ED HARRIS Retires!**

Ed Harris retired from IT in March 2014.

Ed began his career with the District in 1983. Working in Technical Operations, Ed held several positions in Field Support and in August 2012 was promoted to the position of manager.

We are indebted to Ed for his commitment to our schools and departments during his long career. We extend good wishes to Ed in his new endeavors.

**JIM COOK RETIRES!**

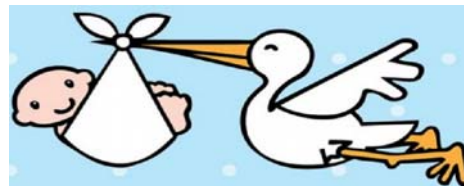
Jim started working in the District in 1965 as a student in Student Guidance and Testing area.



From 1969-1973 Jim worked as a Tab Equipment Operator. He left the district but returned in 1987 to work at the Help Desk. For the last several years Jim has been a member of the IT Service Desk.

Callers often asked for Jim because of his terrific customer service skills and the wealth of knowledge about our Mainframe system.

Jim will truly be missed by his coworkers, data processors, school techs, and many others.



Congratulations to Michael and Vicki (Evans) Pare on the birth of their second son. **Nickolas** was born on March 31, 2014, weighing 8 lbs. 7 oz.,

Nickolas's older brother, **Lucas**, loves being a big brother. Many blessings!



Congratulations to Sylvia Oriol and her family on the birth of their son **Noah Alexander** on July 3, 2014.

Noah has three older brothers who are very excited about his arrival.





## DEPARTMENT STAFF NEWS...

### ENTERPRISE APPLICATIONS

#### CONGRATULATIONS...

**Charmaine Hatchett**, was promoted to Senior Technical Analyst.  
**Jonathan Simcina**, was promoted to Specialist II, and is now responsible for Vodcast, SharePoint, Portal and PHP, .NET and mobile programming.  
**Eddie Amisial**, was promoted to Specialist II, and is responsible for Web application, Web service and mobile programming.

#### WELCOME...

**Ann Marie Walsh** transferred to Coordinator of Public Records from the FTE department. Ann Marie will work with customers to process records requests and public records responses.

**Adam Fiveson** joined the team in March as Specialist II. Adam, a former teacher from South Tech Academy, will focus in graphic art and design, video creation and design consultation & methodology.



(L-R) Michele Strawmire, IT Enterprise Specialist; Lee Kolbert, Ed Tech Manager; Jean Lerebours, Data Center Supervisor and Elaine Smith, IT Enterprise Specialist, have graduated from the Rising Leaders Institute.

### TECHNICAL OPERATIONS

#### Congratulations...

**Fabio Rincon** has been promoted to Manager. Fabio will oversee Field Support and Endpoint Administration.

**Jorge Gonzalez** has been promoted to Tech Analyst Senior and a new member of the Field Support Team. Jorge is presently overseeing a large part of the PC Deployment project.

#### Welcome...

**Hugo Bustamante** comes to IT from the Department of Secondary Education. Additionally, Hugo worked on the Wireless Project and PC Deployment teams.

**Patrick Speights** comes to IT with experience working as a substitute teacher in schools and Adult Ed. His school based experience will contribute greatly to the day to day function of the Data Center. We are pleased to have him join the 3rd shift staff.

**Tony Pena** is the newest member of the Service Desk Team. Tony comes to us from Bethune Elementary, where he worked as an ITSA. His experience in the school centers will be an asset to the Service Desk Department.

Rising Leaders is a program of Nonprofits First. *Nonprofits First* is a local organization established by a coalition of public and private funders to strengthen the administrative and operational capacity of nonprofit organizations in Palm Beach County.

The Rising Leaders program was created to find and develop staff members within social sector organizations, to develop future leaders. A nine month program, participants attend monthly and sometimes more, to work together on a project to help a local organization.

The Rising Leaders program is a wonderful opportunity for emerging leaders to move to the next level of personal and collective effectiveness.

### INFRASTRUCTURE & SYSTEM SUPPORT

#### CONGRATULATIONS...

**Shawn Brinkman**, Specialist II in Enterprise Applications, was promoted to Project Manager on the Infrastructure Security team.

**Matt Judson**, Sr. Tech Analyst in Tech Ops, has been promoted to Specialist I. Matt will be working as Windows and VMware administrator.

#### Welcome...

**Ruth Castro** joins the team coming from Okeehelie Middle School as a grade chair secretary. Ruth will support Larry Padgett and his team.

**Glen Gross**, Specialist, joined the Server team with many years of enterprise systems experience specifically IBM storage and AIX from the private sector.

