

Mission: ESC-20 positively impacts the learning community through high quality, cost effective products and services.

Vision: To be the definitive choice for leadership, innovation, and the advancement of learning.

We believe...

in service first • change is opportunity • our employees drive our success • in cultivating strengths
collaboration maximizes results • learning is life-long • in purposeful and effective communication

Strategic Drivers



Customer Service:

Create a service culture through a focus on the total customer experience.

Customer Focus: Listen to our customers, anticipate their needs, and create value that exceeds their expectations.

Employee Talent: Attract, grow, and retain top talent.

Continuous Improvement:

Create a culture of excellence through a mindset of continuous improvement.

Quality Objectives



Positive Impact on Education

Customer Satisfaction

Employee Satisfaction

Operational Excellence

Public Awareness/Relations

Strategies



Build relationships and engage stakeholders

Provide comprehensive **school improvement services** and **support**

Recruit and retain **high quality workforce**

Allocate resources to **develop** and sustain **quality products** and **services**

Implement a **performance excellence management system**



Technology Director Meeting

EDUCATION SERVICE CENTER, REGION 20

Serving the Educational Community

netVision20 Updates

- Commitment Form Information
- Promotional Training Opportunity
- Learnkey Information
- Technology Director's Academy

Commitment Forms with services that have a cost of \$0 for netVision20 Premier members MUST be submitted if you want to participate.

Services:

- Applecare Warranty Support
- Disaster Recovery Template
- Network Vulnerability Scan
- Secondary Domain Name Service (DNS)
- Technical Policy/Procedure Review
- Technical Staff Review/Selection Assistance
- Technical Support Services (via Phone) 5 Pack
- Technology Product Research Report Information
- VGo Loaner
- Webinar Services (Virtual Meeting Room)

- Dell Warranty Support has been removed from the Commitment System.
- Dell required \$1,500 per district fee.
- No longer cost effective.
- Dell Out-of-Warranty option being examined for next year.



- New Impero Offerings
 - MDM Software (Ed Link) Client Licenses
 - MDM Software (Ed Link) Organization Licenses
 - Perpetual Compliance Licenses – 3 Year ONLY
 - SaaS Compliance Licenses



impero

Stormwind

Access to virtual, live training in 2 hour format covering a myriad of technical training topics.

Promotional Pricing

- Training November 1, 2018 – August 31, 2019
- One time promotion
- Promotion Ends October 31, 2018



\$2,000 Premier

\$2,500 Basic

Entire Catalog

- All catalog titles included
- Course Catalog

New Offering – Student Certification Training Package

- Available via Commitment Form System
- Signup – August 31, 2019

Available for Classroom Use

- IC3 GS5 Computer Fundamentals
- Microsoft Office
- Microsoft Technology Associate
- Adobe ACA



\$5,500

For NEW Technology Directors

Several topics needed for technology directors.

[Technology Director Academy Information](#)

***NEED six (6) participants to proceed
Sign up via Commitment Form System***