

Procedure Working with ETS

ETS is changing their procedures for communication. They feel it is more efficient for direct communication with Scott and Scott (see below). I wanted to get a procedure written up for us. I would suggest that we work through our Computer specialists to contact for needs. I know at times that there are things that as principals you will need to work directly with Scott or Scott. As much as we can, I would like us to utilize Sandy and the new SJ computer specialist.

We have hired an additional person to teach keyboarding for 3 of the grades at WJ to free up Sandy. She can fix a number of things and is a lot less expensive.

The problem would be taken to the computer specialists and if either of them cannot fix the problem, the project managers, Scott Barrett and Scott Linsley, would then be the first point of contact with ETS to take care of our needs. Both are in a position to recommend and deliver the technical solutions you require as well as allocate resources, and manage our request. If we are looking at a large project communication would go from Principal to Lead Director due to budget. We wanted to make you aware of a change in our **Client Relations** department. It is now more efficient for you to communicate directly with us.

Our project managers, Scott Barrett and Scott Linsley, will be your first point of contact to take care of your needs. Both are in a position to recommend and deliver the technical solutions you require as well as allocate resources, and manage your request. We are confident they will provide you first rate service in all regards.

You are still welcome to contact the technician(s) you work with on a regular basis as it pertains to specific technical issues that we are assisting you with.

We will be contacting you directly in the next several weeks. If you have any open issues that have not been resolved that need immediate attention, please let us know right away, and we will work to get them resolved promptly.

Please feel free to contact the project managers at any time:

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Additionally, you may contact the accounting office for questions regarding billings:

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