

**JUSTICE COURT
PRECINCT 2
COLLIN COUNTY, TEXAS**

MEMORANDUM

To: Commissioners Court

From: Justice Court Pct. #2

Date: July 18, 2024

RE: Court Technology Funds

I am requesting to Transfer \$500.00 from the Justice Court Technology Shared Fund to the JP2 Fund. The funds are to cover purchase a Lexmark CS521DN Printer with an extended warranty. This will replace a broken printer for the Court Administrator.

Cost:

Printer \$459.00

The additional is to cover any additional fees associated with this request.

50342

Shonda Powell

From: David McCurdy
Sent: Thursday, July 18, 2024 1:29 PM
To: Lucero Rodriguez; Shonda Powell; Service Desk Main Number .
Subject: RE: JP2 - Printer

Shonda, it would be \$459 for the Lexmark CS521DN w/extended warranty.

Thanks, David.

From: Lucero Rodriguez <lrodriguez@co.collin.tx.us>
Sent: Thursday, July 18, 2024 11:22 AM
To: Shonda Powell <spowell@co.collin.tx.us>; Service Desk Main Number . <chhelpdesk@co.collin.tx.us>
Cc: David McCurdy <dmccurdy@co.collin.tx.us>
Subject: RE: JP2 - Printer

Hi Shonda,

Sorry for the inconvenience, but we've tried reseating the fuser and transfer belt a few times now, and it's still giving us multiple errors each time. We recommend to repair/replace the printer. I'm copying David on this email. He can send you a quote for a new printer.

Thanks,

Lucy Rodríguez
Network Support Specialist
Collin County IT Operations
lrodriguez@co.collin.tx.us
972-548-4534

From: Lucero Rodriguez <lrodriguez@co.collin.tx.us>
Sent: Wednesday, July 17, 2024 4:39 PM
To: Shonda Powell <spowell@co.collin.tx.us>; Service Desk Main Number . <chhelpdesk@co.collin.tx.us>
Subject: Re: JP2 - Printer

Shonda, we've replaced the maintenance kit, but the printer is jamming and not resetting. We try more troubleshooting tomorrow and I'll send you an update.

Thanks,
Lucy

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From: Lucero Rodriguez <lrodriguez@co.collin.tx.us>
Sent: Tuesday, July 16, 2024 12:14:25 PM
To: Shonda Powell <spowell@co.collin.tx.us>; Service Desk Main Number . <chhelpdesk@co.collin.tx.us>
Subject: RE: JP2 - Printer

Ok, we'll do that. I'll be by to pick up the printer tomorrow morning. It has to be taken apart to replace the maintenance kit. And then I'll drop it off to you on the way home.

Thanks,

Lucy Rodriguez
Network Support Specialist
Collin County IT Operations
lrodriguez@co.collin.tx.us
972-548-4534

From: Shonda Powell <spowell@co.collin.tx.us>
Sent: Friday, July 12, 2024 1:12 PM
To: Lucero Rodriguez <lrodriguez@co.collin.tx.us>; Service Desk Main Number . <chhelpdesk@co.collin.tx.us>
Subject: RE: JP2 - Printer

Not really, I would like to change the kit and then determine if it needs to be replaced.

Shonda Powell
Court Administrator
Justice Court Pct. #2
1025 S. State Highway 78
Lavon, Texas 75166
972-547-1880
972-547-1871 Direct Line
972-547-1889



From: Lucero Rodriguez <lrodriguez@co.collin.tx.us>
Sent: Friday, July 12, 2024 1:01 PM
To: Service Desk Main Number . <chhelpdesk@co.collin.tx.us>; Shonda Powell <spowell@co.collin.tx.us>
Subject: RE: JP2 - Printer

Hi Shonda,

I apologize for the delay and the issues you're experiencing with the printer. Has it been having slow printing issues prior to the message about the maintenance kit needing to be replaced? It looks like the printer is 9+ years old and no longer under warranty, so if it needs to be replaced, then I can enter a repair/replace ticket for a new one.

Thanks,

Lucy Rodríguez
Network Support Specialist
Collin County IT Operations
lrodriguez@co.collin.tx.us
972-548-4534

From: Tinno Blanco <tblanco@co.collin.tx.us> **On Behalf Of** Service Desk Main Number .
Sent: Thursday, July 11, 2024 1:02 PM
To: Shonda Powell <spowell@co.collin.tx.us>
Cc: Service Desk Main Number . <chhelpdesk@co.collin.tx.us>; Lucero Rodriguez <lrodriguez@co.collin.tx.us>
Subject: RE: JP2 - Printer

OK I will add it to the ticket and Lucy will let you know when she is going to make her way over.

Tinno Blanco
Help Desk Support Specialist x4540
Collin County IT Department
Russell A. Steindam Courts Building
tblanco@co.collin.tx.us

From: Shonda Powell <spowell@co.collin.tx.us>
Sent: Thursday, July 11, 2024 1:00 PM
To: Tinno Blanco <tblanco@co.collin.tx.us>
Cc: Service Desk Main Number . <chhelpdesk@co.collin.tx.us>; Lucero Rodriguez <lrodriguez@co.collin.tx.us>
Subject: RE: JP2 - Printer

The maintenance kit still needs to be replaced. I am not sure if that is what is causing the issues it keeps printing very slowly and sometimes doesn't want to print.

Shonda Powell
Court Administrator
Justice Court Pct. #2
1025 S. State Highway 78
Lavon, Texas 75166
972-547-1880
972-547-1871 Direct Line
972-547-1889



From: Tinno Blanco <tblanco@co.collin.tx.us>
Sent: Thursday, July 11, 2024 12:58 PM

To: Shonda Powell <spowell@co.collin.tx.us>

Cc: Service Desk Main Number . <chhelpdesk@co.collin.tx.us>; Lucero Rodriguez <lrodriguez@co.collin.tx.us>

Subject: JP2 - Printer

Hey Shonda, I spoke with Lucy and I looked at the ticket. I remember we got you printer working that same day. Did something change or were you just calling about the maintenance kit? You mentioned something about fixing it so I'm guessing something went wrong again?

Tinno Blanco

Help Desk Support Specialist x4540

Collin County IT Department

Russell A. Steindam Courts Building

tblanco@co.collin.tx.us