

FY17 ITC Continuous Improvement Plan

Fiscal Services Goal Matrix – including accounting (cash basis with generally accepted accounting practice extensions), payroll/Personnel, and fixed asset accounting

#1	Goals *	Initiated Date	Status **	Comments	Measure of Meeting Goal
2014.1.02	Visit districts in person	2014	In Progress	In-person visits to help with fiscal services issues	Visit all interested districts during the fiscal year
2014.1.04	Webinars	2014	In Progress	Conduct at least one training using webinar software	Training conducted and recorded
2016.1.01	Transition to Fiscal Agent	2016	Completed	Migrated ACCESS to own fiscal agent	Fiscal Agent
2017.1.01	Implement Sungard eFinance for 6 pilot districts	2017	In Progress	Implement 6 pilot districts and obtain eFP certification	Districts implemented and certifications obtained
2017.1.02	Conduct full network inventory	2017	Not Started	Full inventory and upload to EIS	Inventory completed, EIS records created, depreciation schedule created
2017.1.03	Project-based Accounting	2017	Not Started	Create project-based accounting to match expenses and revenues for various ACCESS projects	Plan created and presented to Assembly in May 2017

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Student Records Management Goal Matrix – including provisions for student scheduling, grade reporting, attendance tracking, and tracking of special education needs:

#2	Goals *	Initiated Date	Status **	Comments	Measure of Meeting Goal
2017.2.01	Illuminate Expansion	2017	In Progress	Continue working with ESCs to expand the use of Illuminate in districts and schools	Illuminate usage increase in each school as measured on the “Usage Statistics Dashboard Report”
2017.2.02	SIS Evaluation	2017	Not Started	Evaluate current SIS vendors and products	Evaluation complete recommendation made
2017.2.03	Training Expansion	2017	Not Started	Expand training offerings past PB Suite, to include SDC, Illuminate, Schoology, and Google.	Training calendar expanded.

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State-Mandated Data Reporting Goal Matrix – including access to the appropriate department and software applications (EMIS):

<u>#3</u>	<u>Goals *</u>	<u>Initiated Date</u>	<u>Status **</u>	<u>Comments</u>	<u>Measure of Meeting Goal</u>
2009.3.05	Conduct EMIS site visits	2008	Ongoing		Customer Satisfaction Survey
2017.3.01	Expand EMIS Trainings	2017	In Progress	SDC Training and EMIS101	Expanded offerings

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Library Automation Goal Matrix – curricular resources and educational technology services to support academic content standards and effective instruction:

<u>#4</u>	<u>Goals *</u>	<u>Initiated Date</u>	<u>Status **</u>	<u>Comments</u>	<u>Measure of Meeting Goal</u>
2014.4.02	Backup Agreement	2014	In Progress	Develop a backup agreement with site to cover for Tom when needed	Agreement created

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Internet Access and Networking Services Goal Matrix – including email and the support of data exchange within the Information Technology Center’s user entities and across different Information Technology Centers and their user entities:

#	<u>Goals *</u>	<u>Initiated Date</u>	<u>Status **</u>	<u>Comments</u>	<u>Measure of Meeting Goal</u>
2015.5.01	Investigate and Select an Identity Management Solution	2015	Completed	ADManager Selected	IdM system installed Summer 2015
2017.5.01	Develop Maintenance and Replacement Plan for Fiber	2017	Not Started	20-Year Maintenance and Replacement Plan	Plan created and presented to Assembly in May 2017

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Narrative Summary:

Required Questions:

1. **What is the status and progress of your continuous improvement plan for this past year?**

Most activities identified for FY2016 have been completed, including the following major projects:

Network Services – 40GB WAN upgrade, Filtering Infrastructure Upgrade

Student Services – Illuminate implementation, expansion, and training, Google Educator 1 and 2 Certification Program

Fiscal Services – Transition to ACCESS Fiscal Agent and Sungard eFinance Project

2. **What are the key areas of improvement you plan to address this coming year? Provide an overview of the activities and professional development planned to address these key areas and describe what you hope to accomplish this year with those activities.**

Network Services – Fiber Maintenance and Replacement Plan

Student Services – Expansion of Illuminate DnA usage to include behavior, gradebook, report cards, and RIMPs. Expand Google Classroom and Schoology use, and continue expanded use of Software Answers' products.

Fiscal Services – Implement Sungard eFinance software, inventory network equipment, create project-based accounting structure

Library Services – Negotiation of backup agreement with NEOMIN

3. **How do you obtain input from customers, governing board, and staff in identifying the key areas identified in question #2?**

ACCESS conducts a customer satisfaction survey each spring. The results of that survey are shared with the Advisory Committees, and the committees meet to determine the

goals for the coming year. These goals are then written into the CIP, and form the basis for individual staff goals for inclusion into their Annual Development Plan.

Further, ACCESS sends customer satisfaction surveys following the closure of each help desk ticket. These results are reviewed daily, and any negative comment is addressed via a direct phone call from the Executive Director.

ACCESS uses our Advisory Committees to discuss upcoming projects and uses the outcomes from those discussions to form the performance objectives for the ACCESS staff. These objectives then form the basis for this CIP.

4. How does collaboration with other entities contribute to your ITC's continuous improvement?

ACCESS collaborates with many different ITCs for a variety of services, as follows:

NEOMIN – Assisted with DASL/PB Go-Live by answering tickets and knowledge transfer.

NOACSC – We contract with NOACSC for the hosting and support of our DASL/PB environment. We also pay for the Ohio Alerts system as provided by NOACSC. And finally, we were one of the original INFOhio Shared Server participants.

LACA – We contract with LACA for their RAM product.