

FY16 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
2009.1.02	Improve roundtables and work sessions	2007	Completed	Create quick help trifold brochures Add more work sessions	Customer Satisfaction Survey
2009.1.03	Maintain high user satisfaction	2007	Completed	Improve response time on helpdesk Added .5 FTE fiscal staff	CA-USD Statistics
2009.1.04	Implement mentoring program	2009	Cancelled	Mentors identified Manual initiated	Program Implemented
2013.1.02	Begin USAS-R and USPS-R training	2013	Cancelled	Programs need to be released	Familiar with Programs
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
2014.1.03	Contracted Staff	2014	Completed	Investigate possibility to offer contracted payroll/budgetary staff to districts, perhaps through COG	Plan investigated and presented to Board/Assembly
2014.1.04	Webinars	2014	In Progress	Conduct at least one training using webinar software	Training conducted and recorded
2015.1.01	Implement Tyler Software as needed by districts	2015	Cancelled	Assist interested districts with Tyler implementation	Tyler Munis Implemented

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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
2014.2.02	Conduct IEPAnywhere Refresher Trainings	2014	Completed	Trainings conducted	Evaluation Sheets
2014.2.03	Conduct Webinar Training	2014	Completed	Conduct at least one training using webinar software	Training conducted and recorded
2014.2.05	Conduct trainings on JVS Grade Export/Import	2014	Completed	Training offered and conducted	Training conducted
2015.2.01	Expand LMS Initiative to all Districts	2015	Completed	LMS in Use in all districts	Customer Satisfaction and Student Engagement
2015.2.02	Investigate Instructional Technology Partnerships	2015	Completed	Partner with ESCs and/or private companies	Partnerships developed

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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
2015.3.01	Implement EMIS Changes	2015	Completed	Clock Hours and EMIS-R Changes	Satisfaction with Services

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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>
2009.4.04	Promote new line-up of INFOhio Electronic Resources	2008	Completed	Changing landscape with funding cuts and service cuts	Customer Satisfaction Survey
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:

#	Goals *	Initiated Date	Status **	Comments	Measure of Meeting Goal
2009.5.04	Continuous enhance security	2008	Completed	Implement Palo Alto NGFW	Security Tickets and Customer Sat Survey
2009.5.12	Maintain software releases & patches	2008	Completed		Customer Sat Survey regarding uptime and patch installation
2014.5.03	Begin to plan new network	2014	Completed	Begin to plan for core network upgrade for Summer 2016	New Network Implemented in Summer 2016
2015.5.01	Investigate and Select an Identity Management Solution	2015	In Progress		IdM system installed Summer 2015
2015.5.02	Implement NGFW	2015	Completed	Implement PA NGFW	Firewall Implemented
2015.5.03	Implement 10G Core	2015	Completed	Implement full 10G core	Core switch, filter, firewall, edge router implemented

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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 in 2014 have been completed, including the following major projects:

Network Services – 10G Core upgrade, NGFW implementation, Core Refresh Planning

Student Services – Schoology and Google Classroom implementation and training, partnership with ESCs on Instructional Technology projects, and negotiation of the Illuminate DnA contract.

Fiscal Services – Assistance with Alternative Fiscal Software committees, New Contracted Staff service offerings, and the hiring of a Treasurer.

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 – Core Refresh during Summer 2016

Student Services – Implementation of Illuminate DnA, Expand Google Classroom and Schoology use, and continue expanded use of Software Answers' products. Investigate online registration module

Fiscal Services – Transition to self-contained Fiscal Agent, participation in alternative Fiscal Software projects, evaluation of future direction of Fiscal software usage, expansion of Fiscal Services service offerings

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.

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.

SEOVEC, NEONET, SCOCA – I organized a group purchase of “MyErate” for these ITCs. I pay the bill and bill the ITCs for their prorated share.

HCCA – We contract with HCCA for access to their scanning services for one of our districts.