

FY 2016 CIP Narrative
ITC: NOACSC

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Reviewed and Approved by the NOACSC Board of Directors on August 19, 2015

Question #1

What is the status and progress of your continuous improvement plan for the past year?

In Fiscal Services the primary goals for FY 2015 were: the addition of two districts, expanding the use of the Kiosk, and assisting the Network team with virtualization of the Alpha. All were completed successfully.

In Student Services the primary goals for FY 2015 were: the addition of two districts and the implementation of Ohio Alerts 2.0. All were completed successfully. At one district our training practices and resource allocation were tested. At this district all clerks and EMIS staff resigned and were replaced. All came to our office for training and re-emergence into our SIS and EMIS practices.

What this highlighted was our need to bring our Student Services staff up to our original capacity of four. We hired a fourth staff member for Student Services in February, 2015.

In EMIS Services the primary goals for FY 2015 were: the addition of two districts and providing all required communication and training required for our districts especially in light of the calendar hours changed implemented in FY 2015. All were completed successfully.

In Library Services the primary goals for FY 2015 were: the addition of one district and several goals associated with training and communicating with districts. All were completed successfully.

In Network Services the primary goals for FY2015 were: expanded VOIP and Wireless implementations, virtualizing the Alpha, and expanded usage of our Web site hosting and development service. All were completed successfully.

Question #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.

Expand our training and communication activities to our districts in all service areas. Our new web-site will have a calendar of training events easily viewed and registerable by our districts. We will also implement the Cherwell Help Desk tool which will afford us an additional communication channel to our districts. These two items will increase our opportunities for one-on-one and group trainings.

Improved communication and training regarding the use of the KACE service. We will schedule county and local marketing and training opportunities for our districts to view this service as well as how to make better use of the service.

Work with Software Answers to improve the marketing of their SpS IEP product to our districts. In the last three head-to-head evaluations between SpS and IEPAnywhere, districts have chosen IEPAnywhere. In July SA is coming to the office to discuss marketing their suite to our districts. Since all NOACSC districts already use SI and Gradebook/Parent Access, the primary goal of this meeting will be to develop an improved communication/marketing effort to our districts to assist them in understanding the value of the ProgressBook SpS application for IEP.

At the time of the submission of this CIP the NOACSC Board of Directors has not formally approved a contract with Tyler Technologies for implementation of their MUNIS product to replace the use of State Software. However, the board has approved moving forward with MUNIS as a project. If this project moves forward as anticipated the first wave of districts to begin implementation of MUNIS should start late Q3/early Q4 FY 2016. The first wave will be 15 months in duration and will be included in the FY 2017 NOACSC CIP. The implementation of MUNIS as a replacement for State Software will be an option for NOACSC districts not a requirement. NOACSC is still committed to the use and support of State Software.

Continue to work with our local health insurance consortium regarding ACA reporting which in turn assists all members regarding the same. The Fiscal staff is keenly aware of the importance all districts are putting on accurate ACA compliance reporting. Fortunately, being a self-standing entity in an insurance consortium allows us increased access to seminars and trainings which then benefits all of our membership.

Question #3

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

How to obtain input:

- Ask for customer input
- Create opportunities for input
- Regular meetings with staff seeking their input
- Customer survey

NOACSC is not married to a singular method of customer input. We encourage the customer to use what is comfortable for them; phone calls, emails, or tickets. Phone calls are still a genuine opportunity for customers to relate personally with NOACSC staff and then staff pass on this input to their supervisor or the Executive Director.

Trainings create opportunities for additional input. Evaluations are handed to attendees to not only rate the trainer but provide feedback and comments. These are reviewed by the trainers and all appropriate supervisors. Open labs are another important source of input from customers.

NOACSC staff; they are the key touchpoint for the customers and they know the wheels that need oiled. Also, the Executive Director regularly attends meetings with individual districts as well as 5 to 10 ESC Superintendents meetings each year. At these meetings, status of the ITC is presented as well as the reception of any input, questions, or requests.

Our 2015 Customer survey provided important input regarding our services and areas that need focus or attention.

Question #4

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

The NOACSC has collaboration agreements with the following entities:

- MCOECN
 - o As our association and for various other agreements
 - o SI State Support Agreement
 - Employment of 6 staff
 - o INFOhio Tech Services Agreement
 - Employment of 5 staff
 - o Employee Kiosk
- WOCO
 - o Library Services Support
 - o Harmony extended SIS reporting
- ACCESS
 - o Host SI/Progressbook Suite
- Ohio Alerts text/email alerting application
 - o 10 ITC's and 1 or more of their districts use this application
- Van Wert Area Schools Insurance Group (VWASIG)

The additional staff to support the INFOhio and SI projects have been important at NOACSC for many years. The requirements for them are similar to our traditional

district support staff but different enough to “stretch” us in the areas such as administrative support and policy. We are very proficient at:

- Hiring and employment practices
- Accounting practices
- Policy management
- Contract management
- Board practices

Hosting SI/Progressbook for ACCESS has allowed us to extend our strengths in availability and performance to another ITC. This does come with its own set of challenges. While downtime is a necessary component in any IT operation the importance of proper and timely communication to another ITC with its own set of customers makes this even more of a priority.

Hosting for another ITC also presents networking challenges that are a good test of our problem solving skills. While these challenges are not impossible, it tests the skills of the Network team and when those challenges are overcome it gives the team a real sense of accomplishment.

A separate paper could be written about Ohio Alerts. This started as a small service meant for our customers only and has now expanded to over 150 districts around the state. It's a business within NOACSC with all of the required development, customer support, and vendor arrangements to make it work.

When NOACSC became a COG in July, 2012 we not only became our own fiscal agent but we needed a health insurance consortium. Fortunately our former group, VWASIG, agreed to keep us on but with a caveat: they wanted us as a voting and active member of the board. While this has been time consuming regarding meetings and other activities, it has been an area of growth. We are much more knowledgeable regarding our insurance and in turn we pass that knowledge and understanding on to our staff.