

FY 2017 CIP Narrative  
ITC: NOACSC

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Reviewed and Approved by the NOACSC Board of Directors on August 17, 2016

#### Question #1

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

#### Fiscal Services

NOACSC, at the time of this submission, is in mid-project Wave 1 for MUNIS with 5 districts plus NOACSC. Last year's CIP stated the board had approved moving forward with the project but was unclear as to start time. The scope of replacing State Software with 3<sup>rd</sup> party software is large. This is a complex project that requires the management of many moving parts: people, data, schedules, 3<sup>rd</sup> party practices, forms, etc.

The MUNIS project is scheduled to go-live for Bath, Antwerp, Paulding, Lima, Vantage, and NOACSC in January, 2017. In Fiscal Services, the MUNIS project is the centerpiece of improvement activities.

In last year's plan Affordable Care Act (ACA) reporting was listing. The Fiscal staff has worked closely with our members and our health insurance consortium to provide options regarding accurate reporting.

#### Network Services

There was increased use of the KACE service at districts. The Network team was proactive in their communication and awareness of the service and many districts did chose to implement.

#### Student Services

In summary we had hoped to improve the utilization of Software Answers IEP product, SpS versus IEPAnywhere. This did not happen. Districts, in head-to-head comparisons, still chose IEPAnywhere. This has been brought to the attention of the new SI Director at the MCOECN. He will continue to communicate with SA and work with them to improve their product offering.

#### Library and EMIS Services

Nothing specific was inputted for these areas except the implementation of Cherwell for Help Desk. See Overall.

#### Overall

The NOACSC was successful in implementing Cherwell as our Help Desk tool. Many districts have been positive about the email chain of communication that is achieved.

## 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.**

### Fiscal Services

Successful Wave 1 implementation of MUNIS. Key members of the Fiscal staff are providing project leadership and subject matter expertise to the project. The professional development achieved with the implementation of MUNIS goes beyond the NOACSC staff but also reaches into the districts that implement. Key processes and data are analyzed and then converted into MUNIS.

The most significant professional development activities achieved with this project are project management, time management, data management, and team building.

In addition to MUNIS the Fiscal team will achieve the successful migration of Eastwood Local Schools from NOECA to NOACSC. Also, our new hire, Michelle Buss, will continue to mature as a Fiscal Liaison.

### Network Services

The Network team will implement a more scalable network in the data center in the first quarter of FY17. For the team this is important work for our districts and for their own development as network professionals.

The Network team will also install VOIP services at four districts: Paulding, Bath, Fort Jennings, and St. Anthony's. Each VOIP installation is a mini project and requires the need to properly access each districts current environment and their wishes moving forward. For example, Bath Local Schools. Bath was using a Centrex-like system from a local provider with over 100 DID's. We were able to move them to 4 DID's, new phones, and our 3CX PBX and save them over \$2,000 per month. However, we missed their on-site clinic with a local hospital that needed their own dedicated DID. Each project is an opportunity to ask the right questions and determine scope.

### Student Services

The successful migration and training of Eastwood Local Schools.

Successful Beginning of Year meeting at Bluffton EVS.

Schoology (LMS) workshop.

New hire for the team.

Development of Vendor Link integration from Schoology to Gradebook.

The above are the significant tasks/goals to accomplish in Student services for FY17. Key areas of PD are maturation of staff and improvement of their SME and presentation skills.

A separate area of improvement is VendorLink integration. This will be a new process for NOACSC where we will look like a vendor to SI. The opportunity here is improved data timing and quality for Schoology districts and providing cost-effective tools for our members rather than the need to use expensive 3<sup>rd</sup> parties.

### Library Services

Successful migration of Eastwood Local Schools from NOECA to NOACSC.

Addition and conversion of Findlay St. Michael's.

Successful upgrade of all (150+) library Workflows to Symphony 3.5.1.1.1071.

Continued support of WOCO districts.

Bonnie Blachly continues to provide mature, high-quality Library Services support. Her continued training activities not only enhance her PD but build the SME of the districts she supports.

### EMIS Services

Successful migration of Eastwood Local Schools from NOECA to NOACSC.

Transition plan for Janell Lamb and new hire for team.

The most important PD activity in EMIS services will be the development of a transition plan for the replacement of Janell Lamb. Sheila Rowe and Janell Lamb are a very mature and steady EMIS team. The plan will be to advertise for Janell's replacement before her retirement so that both Janell and Sheila can assist in the hiring and training process.

### Overall

The NOACSC board recognized the training space limitations of our current office and approved the purchase and eventual remodel of a new facility.

The PD involved here is primarily for the Executive Director. The Director is required to follow appropriate processes for the solicitation and selection of a general contractor while seeking the approval of the board. After selection it will be the Directors responsibility to ensure timely remodeling of the building as well as the movement of all required services.

### 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

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.

The above three paragraphs are still very relevant and do not require change.

The most important method of obtaining input is to ask. Sometimes we may not like the response nor look forward to the additional work involved. However, this makes us a better organization and it strengthens our relationship with our members.

#### 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 Internet Services Agreement
  - 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)
- Other ITC Directors
  - o Meetings hosted by MCOECN
  - o Discussions in person and via phone

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.