

FY 2019 CIP Narrative  
ITC: NOACSC

Submitted by: Raymond Burden, Executive Director

Reviewed and Approved by the NOACSC Board of Directors on August 15, 2018.

#### Question #1

**What is the status and progress of your continuous improvement plan for the past year? Briefly describe your goals, current status, and an overview of your ITC's efforts towards completion of your plan and activities.**

#### Fiscal Services

NOACSC and Elida Local migrated/converted to State Software Redesign. Neither migration was issue free and the Redesign still contains significant "bugs". Documentation, planning, and training materials have been developed and will be used extensively in FY19.

With the assistance of a retired Treasurer, "refresher" trainings were conducted.

In addition, Michelle Buss achieved her Treasurer's license.

#### Network Services

All specific goals listed for FY18 were achieved except retiring all old 2013 servers. One still remains but will be addressed in FY19. Not only did the team evaluate certifications in Fortinet and 3CX they achieved Platinum certification status with 3CX by passing three separate tests.

Tech meetings and roundtables were conducted.

#### Student Services

All specific goals listed for FY18 were achieved except the complete SI Bundle usage at Findlay City Schools. Findlay recognizes they needed to commit additional resources to this and will work on it in FY19.

#### Library Services

Bonnie Blachly handled the transition from NOACSC to INFOhio services very smoothly. It worked out even better that Bonnie decided to go to work for the MCOECN/INFOhio two weeks after retiring from NOACSC.

#### EMIS Services

All goals were achieved by the EMIS team in FY18. Jenni Aukerman was promoted from EMIS to Student Services mid-year.

## Overall

The Executive Director met with all new administrators at districts and attended county superintendent and treasurer meetings.

## 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

Hire a 4<sup>th</sup> Fiscal Services Liaison to provide needed capacity to support Classic and migrate/convert districts to the Redesign.

Amy Rau-Lawhorn is working on her Treasurer's license with expected completion in FY19.

Migrate/Convert two possibly four districts to the Redesign. Capacity at the SSDT is a dependency on this goal.

The overriding effort in Fiscal Services for FY19 is to move the Redesign project from pilot to a repeatable migration/conversion from district to district. FY19 will set the stage for FY20 and years to come until all districts are migrated.

## Network Services

Submit Content Filtering proposals with recommendation to the Executive Director.

Stand-up, migrate, and manage Redesign servers as required.

Install new and additional firewall and content filtering capacity.

Replace all aging Hyper-V servers and one remaining 2003 server.

Install 3CX/VOIP solution at 6 districts.

Install circuit redundancy and failover at Findlay City schools. Document as potential model for other districts.

Establish redundancy with OARnet (2 paths) working with Comnet/Independent Fiber Networks.

## Student Services

Implementation of Powerschool SIS and Unified Classroom at Bowling Green City Schools.

Lightspeed and Go Guardian classroom management exports.

Develop and Train new Student Services Liaison.

Implement Data Map and Virtual Classroom at requesting districts.

Develop professional development plan to achieve Powerschool certification in FY20.

Continued new reports and enhancements in NOACSC's Harmony application (add-on for SIS and Fiscal).

## Library Services

Upgrade to Symphony 3.5.3 of all ITC automated libraries.

Continued training and support of library staff.

Explore interest in creating a shared collection of Overdrive ebooks at the ITC level

## EMIS Services

Continue to schedule and host EMIS Alliance trainings.

Provide targeted professional development to new EMIS Coordinators at three districts.

Encourage and stress open lab times to EMIS Coordinators.

Develop EMIS competency in Powerschool.

## Overall

The Executive Director will schedule and visit all 54 member districts by the end of January, 2019. Agenda will be Content Filtering, Scheduled Downtime, Redundancy, and district specifics. In the last six years, 50% of the admins at our districts have turned over at least once. Those admins include Superintendents, Treasurers, and Tech Coordinators.

The Executive Director will oversee the completion of our parking lot paving project. The scope is a paved parking lot (several stages required), 22,000 square feet of 6" steel reinforced concrete. Overall cost of \$120,000.

In August our U.S. Representative, Jim Jordan, will visit during our board meeting. This will be an opportunity to highlight important federal programs such as eRate and the value it provides to schools.

### Question #3

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

In FY19 (as indicated in Question #2) we will be visiting every member district. By default, this includes board members. Desired outcomes:

- Inform admins of changes coming for Content Filtering, Downtimes, and Redundancy
- Seek feedback and ideas from the admins

Planning and information sessions with the Treasurers regarding the Redesign. It became very apparent that if we are going to achieve migrating our districts at a pace of 5 (see note below) districts per year it would take approximately 11 years. Obviously, not acceptable for many reasons. Doubling that number requires at least one additional staff member hence the goal (from customer input) of a 4<sup>th</sup> Fiscal staff member.

It was indicated in #2 that 50% of our admins have turned over in 6 years. 70% of that turnover is superintendents. Superintendents are coming in from various parts of the state many using SIS other than SI. This was a factor in Bowling Green's decision to consider Powerschool. We participated with Bowling Green during their evaluation of Powerschool. The NOACSC board agreed that not only will this be good for BG but it diversifies and strengthens our service portfolio.

Workshops. We conducted separate workshops focusing on two services: 3CX VOIP and Hosted Servers. Both workshops resulted in increased service requests and revenue.

Trainings and open labs continuously provide opportunities for staff to listen to our districts and bring suggestions and ideas.

(Note regarding 5 Redesign districts per year)

The SSDT guideline for migrating a district is one month in training and parallel and then production the next. So, two months per district. Also, try and avoid June and December. That leaves 10 months divided by 2 equaling 5 districts per year.

#### Question #4

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

In years past our collaboration with the SSdT has been minimal. The Redesign project has brought us much closer. NOACSC Fiscal staff have developed relationships with SSdT staff and we have gain additional respect for their workload. A better understanding of the SSdT and the Executive Director's involvement on the FROC have had a heavy influence on our FY19 CIP.

Redesign infrastructure, as recommended by the SSdT, has been a significant point of continuous improvement for the Network team. This infrastructure is quite different from the traditional server database environment we have supported.

WOCO and ACCESS use our Harmony application. Both occasionally ask for unique reports or modifications to existing reports.

Our hosting of SI/Gradebook for ACCESS forces us to behave as more than just a provider of services for our districts but a 3<sup>rd</sup> party with a renewed focus on performance, reliability, and uptime. This relationship forces us to extend our production service model and continue focus on:

- Backups, nothing more important
- Restores, only as good as your backups
- Performance, new servers and capacity must be planned in advance
- Downtime, necessary but good communication is needed at all times

Annual collaboration with ODE contributes to the development of NOACSC's continuous improvement plan.

Powerschool. In order for an ITC (or other entity) to independently implement Powerschool SIS, an ITC staff member(s) must complete their certification program or the implementation will be done by Powerschool staff and fees paid accordingly. This potential added cost for future districts that may desire Powerschool SIS will drive us to look at this certification.

With retirement of Bonnie Blachly from Library Services this allowed us to move those services to INFOhio. The goals listed in Library Services are directly from Bonnie now at INFOhio.

We maintain a close professional relationship with our two primary circuit providers: Comnet/IFN and TSC. These two provide 55 of our 64 circuits. They are local, adept, and will provide changes on short lead time. All of this brings us to the redundancy asked for by Findlay City Schools. Due to the relationships with Comnet and TSC we were able to develop a recommendation within two weeks that will be implemented in FY19.