Fiscal Goal #1 – Successfully migrate NEOMIN's first Redesign districts

Activities
- Districts were trained and data imported from July – December 2020
- In early December two districts went live on USAS-R and USPS-R
- Five additional districts were trained and data imported from January – March 2021 and completed their go live implementation earlier than expected, in late April 2021

Fiscal Goal #2 – Assist districts with additional third party products to supplement State Software

Activities
- Query districts on their interest on products
- Assist with set up HR Kiosk and Strategic Solutions as chosen by the districts
- Completed testing to ensure products were working correctly

Fiscal Goal #3 – Fiscal support staff expansion

Activities
- Posted job opportunity in the Fall of 2020
- Interviewed candidates and selected the appropriate applicant for the position
- The candidate began employment in November 2020 and has been an outstanding asset thus far with both State Software and eFinance Plus

Student/EMIS Goal #1 – Offer additional EMIS training to assistance to districts

Activities
- A vacancy on the EMIS support team was replaced with a veteran EMIS support person
- This newest member conducted several training sessions right away
- Open labs were expanded to include in person and Zoom mini sessions and one-on-one sessions

Student/EMIS Goal #2 – Continued succession planning for retiring staff members

Activities
- Job shadowing of the retiring staff member for knowledge transfer
- Assigning goals and milestones of the incoming staff to track learning progress
- Incoming staff member conducted training on various topics to demonstrate learning effectiveness

Student/EMIS Goal #3 – Provide additional assistance with Google Classroom and Google Sync

Activities
- Query districts to determine the interest in using Google Classroom Sync with ProgressBook and Google Classroom in general
- Worked with district staff to set up Google Classroom Sync for those interested
- Confirmed everything was working as it should after setup was complete

Student/EMIS Goal #4 – Work more closely with districts implementing third party products that integrate with ProgressBook

Activities
- Communicate more frequently on any desired software modules before districts purchase software
- Work with vendors that provide services like bus routing, mass notification, data analytics, point of sales, etc. to get these products set up more efficiently
- Implement the use of features like the ProgressBook Analytics Hub to complete setups in a more efficient manner instead of custom extracts and file transfers

Library Services Goal #1 – Market positive information regarding libraries and INFOhio

Activities
- Materials provided by INFOhio were disseminated at monthly meetings for Library staff, Principals, and Superintendents
- NEOMIN monthly user group meetings were used to provide and share information amongst library staff as well, and to strategize on how to positively market libraries and INFOhio

Technical Services Goal #1 – Increase security awareness and implement NIST SP 800-53 Revision 4 Framework

Activities
- Discuss security topics at monthly users group meetings to raise awareness of cyber security
- Completed the NIST standard checklist by working with the Management Council consultant Art Provost
- Currently working towards implementing the priority 1 standards on our checklist

Technical Services Goal #2 – Expand and refresh NEOMIN's training lab

Activities
- New PCs, monitors, projectors, tables, and chairs were purchased and implemented to accommodate more training attendees

Technical Services Goal #3 – Expand hosted services to additional districts

Activities
- Install memory upgrades to NEOMIN's virtual infrastructure to increase VM capacity and performance
- Offer an additional hosted wireless solution to give districts a choice between two platforms. Two districts have since changed from one platform to another due to this expansion

Administration Goal #1 – Continue and expand upon individual meetings with district Administration

Activities
- Schedule meeting appointments with district Superintendent and Treasurer to discuss how NEOMIN can improve and to gain any further input
- Meet with any Superintendent or Treasurer that is new to NEOMIN's organization to explain our culture, processes, and to answer any questions they may have

What are the key areas of improvement you plan to address this coming year? Why were these key areas included? Were any needs identified in your ITC's results from the common customer satisfaction survey or your local survey? 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 Goal #1 – Migrate NEOMIN's 9 remaining districts to the State Software Redesign

Activities
- Develop migration and training schedule for each district migration
- Migrate district data from Classic to Redesign and train district staff on USAS-R and USPS-R
- Receive professional development through the SSDT or their online materials

Fiscal Goal #2 – Continue assisting and the growth of third party fiscal package modules

Activities
- Query district staff to gather interest on products like HR Kiosk, Strategic Solutions, Time Clock Plus, and other software to help efficiency in district fiscal departments
- NEOMIN staff will work closely with vendors to obtain knowledge necessary to implement these programs and to train districts on their use

Fiscal Goal #3 – Development of new fiscal staff as part of NEOMIN's staff succession process

Activities
- Continue to job shadow experienced fiscal staff members
- Development knowledge milestones to measure the training and knowledge transfer process
- Development both new and experienced staff on both State Software Redesign and eFinance Plus

Student/EMIS Goal #1 – Development of new Student and EMIS staff as part of NEOMIN's staff succession process

Activities
- Continue to job shadow experienced student and EMIS staff members
- Development knowledge milestones to measure the training and knowledge transfer process
- Professional Development for this goal will come from staff members, Frontline, and ODE EMIS meetings

Student/EMIS Goal #2 – Additional support for student management system integration programs

Activities
- Gain more efficiency in assisting districts with programs like Clever, Navigate, OneRoster, etc and the setup of those programs
- Staff will work with vendors to gain knowledge of these programs and how they are best implemented

Student/EMIS Goal #3 – Expand and offer more EMIS training and support

Activities
- Add additional EMIS trainings to the annual training calendar
- Attend monthly EMIS meetings and training to gain knowledge of new training material
- These additional training will benefit NEOMIN's schools as new EMIS Coordinators begin as experienced Coordinators retire

Library Services Goal #1 – Focus on marketing and distribution of library and INFOhio resources

Activities
- Attend more district or building level meetings with district administration to present these resources
- Gain understanding of these resources through INFOhio and other agency meetings
- Continue sending out newsletters regarding these resources

Technical Services Goal #1 – Increase security awareness and protocols

Activities
- Continue to work through and implement adopted NIST standards with the Management Council consultant
- Priority 1 standards will be worked on before other adopted standards
- Conduct frequent meetings with NEOMIN staff to develop specifics required to implement the standards
- Update district administration on the NIST standard goals as well as provide training on cyber security best practices to implement at each district

Technical Services Goal #2 – Expand virtual server environment

Activities
- Purchase and install an additional physical server into the virtual server environment
- This goal is added to increase performance and fault tolerance in the environment
- Staff will read release notes and work with vendors on any training needed for this additional server

Technical Services Goal #3 – Prepare for upgraded middle mile connection

Activities
- Work with the Management Council and network vendors to obtain specifications on needed equipment to complete the upgrade
- Coordinate the purchase and timing to ensure a successful upgrade
- Obtain necessary training from vendors on any new configuration that may be needed

Administration Goal #1 – Increase meetings with district administration

Activities
- Schedule additional meetings with district administration to give NEOMIN updates, gather feedback, and help address any concerns districts may have
- Schedule mandatory meetings with new district administrators to explain how NEOMIN and ITCs operate, what we provide, and how we can help them in many ways

Administration Goal #2 – Establish a more efficient way for invoicing purchased services

Activities
- Identify problems or inefficiencies with the current invoicing process
- Research products or ways to mitigate the current problems
- Implement the method to improve the overall process

How do you obtain input from customers, governing board, and staff in identifying the key areas improvement? Did you do anything new or different in developing your new plan?

Nothing new or different was used for our new plan. The processes below have served NEOMIN well for several years and will continue these for the upcoming year.

Customer Input
- Monthly user group meetings in all service areas are used to collect feedback
- Annual surveys are used to collect feedback from all areas of district staff. The survey results are then compiled so a plan can be developed to address any concerns
- Training surveys are distributed to gather feedback on training topics and the effectiveness of the training

Governing Board
- The Governing Board itself as well as the Planning Committee (sub-committee) brings feedback and concerns to the group during regular scheduled meetings. Special meetings can be scheduled as well if an urgent concern is present.

NEOMIN Staff
- Each service area team meets regularly to discuss projects, support, and outstanding issues
- Survey results are also reviewed by each service area to gather information on areas needing improvement.

Highlight examples of new or recent collaboration with other entities, or new products or services where collaboration could be valuable. Do you anticipate these efforts will directly contribute to your ITC's service improvement? If so, explain.

I believe the examples below have and will continue to contribute to our ITC's service improvement. These examples help keep costs down for both NEOMIN and its districts, and help make both entities more secure.

Collaboration Examples
- Management Council for Zoom licensing
- Management Council for Employee Kiosk
- Management Council for shared CISO and NIST standard adoption
- WOCO for occasional tier 2 VoIP telephony support
- LGCA – NEOMIN helps them with E-Rate form filings
- Serving governmental agencies – currently looking at future opportunities
- Local school districts – contracted work for in depth server and network implementations