

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

**Fiscal Goal #1 – Migrate NEOMIN's 9 remaining districts to the State Software Redesign**

Activities

- Four of the remaining nine districts were successfully migrated to the Redesign in the first half of FY22
- The remaining 5 districts were successfully migrated to the Redesign in the second half of FY22, which completes NEOMIN's project of migrating all districts off of Classic

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

Activities

- All districts were surveyed to determine what third party fiscal products districts were interested in implementing
- Due to the migration to Redesign and eSchool Mall not working with Redesign, several districts switched to Strategic Solutions. NEOMIN fiscal support assisted those districts if needed to get things working
- Fiscal support staff also starting working this districts on the Redesign inventory module in the second half of FY22

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

Activities

- Job shadowing has continued over the past year to help with upcoming retirements planned in the fiscal department
- In NEOMIN's transition to a COG effective July 1, 2022, a new Treasurer/support person was hired in December 2021. This addition is also being trained on all fiscal systems to help with success planning
- Checklists were created for topics to help measure and track staff knowledge to ensure advancement is being made in the development process

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

Activities

- Job shadowing has continued over the past year to help with upcoming retirements planned in the student and EMIS departments
- Checklists were created for topics to help measure and track staff knowledge to ensure advancement is being made in the development process

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

### Activities

- Extra training and work has been done over the past year to utilize more of the Analytics Hub for data extracts and reports in lieu of using SQL extracts
- Districts as they request, have been trained on this as well so they can learn and control their own reports/extracts as needed

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

### Activities

- Depending the topic, more training dates and times were added throughout the year to the training calendar
- Support staff held more one on one trainings for new EMIS Coordinators as needed due to turnover in these positions

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

### 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
- Library support staff developed a theme of “Better Together” to help everyone understand library and INFOhio resources, and that working together can help get the word out on these great resources for schools

## **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 were all completed by June 30, 2022
- Priority 2 standards were over 75% completed by June 30, 2022
- Conducted frequent TechGuard campaigns for email and cyber security training

## **Technical Services Goal #2 – Expand virtual server environment**

### Activities

- An additional host was added to the virtual server environment giving additional fault tolerance for VMs in that environment

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

#### Activities

- Worked with the Management Council and network vendors to obtain specifications on needed equipment to complete the upgrade
- In the process of coordinating the purchase and timing to ensure a successful upgrade
- Support staff attended training from the manufacturer on the new equipment that is planned for implementation

### **Administration Goal #1 – Increase meetings with district administration**

#### Activities

- Scheduled additional meeting with district administrators to give NEOMIN updates, gather feedback, and help address any concerns districts may have

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

#### Activities

- The Director and Administrative Assistant worked to consolidate spreadsheets that are kept containing items to invoice and the corresponding costs
- Worked within the Redesign software to learn the invoicing module so we can use that platform moving forward

**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 – Focus on training districts on more advanced feature of eFinance plus and State Software Redesign**

#### Activities

- Survey districts to determine what features or topics they may be interested in using in both platforms
- This goal was a request from districts from our customer satisfaction survey
- Now that all of NEOMIN's districts are no longer on State Software Classic, we plan to hold more trainings, perhaps in smaller groups, to level districts up with their knowledge and the more efficient way to perform functions
- We hope to have all districts leveled up and working more efficiently moving forward

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

### Activities

- Query district staff to gather interest on products like HR Kiosk, Strategic Solutions, 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 for this last year of staff that are retiring June 30, 2023
- 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
- Continue to learn and teach the Analytics Hub tool to districts so it can be used for reports and data extracts for integrated third party products

## **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
- Continue to work on priority 2 and lower controls, as well as testing of protocols already completed
- 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
- Increase the number of Tech Guard email campaigns and trainings so staff understand how to deal with questionable or malicious activity

### **Technical Services Goal #2 – Implement MFA for various functions and products**

#### Activities

- Purchase MFA products that will integrate with software requiring MFA for security and/or insurance purposes
- MFA for all VPN accounts will be implemented in July 2022
- NEOMIN will investigate what the process is for implementing MFA for other software such as eFinance, State Software, and Frontline ProgressBook
- The goal is provide the extra security that MFA offers for as many platforms as possible

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

#### Activities

- Coordinate the purchase and timing of the new network equipment with the Management Council and OARnet needed to ensure a successful upgrade
- Obtain any necessary training or new protocols from vendors for the configuration of the newly installed equipment

## **Technical Services Goal #4 – Migrate NEOMIN Redesign districts to the Management Council hosted environment**

### Activities

- Coordinate the migration of NEOMIN's Redesign local district containers to the hosted environment with the Management Council datacenter staff
- Perform the necessary steps for backing up the local containers to transfer them to the hosted environment
- Coordinate any necessary DNS changes with district staff so they can update their bookmarks for USAS and USPS
- The desired outcome for this goal is to make the updating and troubleshooting process easier since it will be in the Management Council's more efficient operating environment

## **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 – Continue to finalize the NEOMIN COG transition that happened on July 1, 2022**

### Activities

- Identify any outstanding items from the COG transition, including policies, procedures, and operating environment

## **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, Security Products, Network Connectivity, etc to gain efficiencies for our ITC and districts
- Management Council for Employee Kiosk
- Management Council for shared CISO and NIST standard adoption
- WOCO for occasional tier 2 VoIP telephony support
- Serving governmental agencies – currently looking at future opportunities now that the COG transition has been completed
- Local school districts – contracted work for in depth server and network implementations