

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

Activities

- NEOMIN fiscal staff queried their user base to determine which modules and training the district staff would like to implement
- NEOMIN fiscal staff scheduled the appropriate related training during the year
- Districts have begun the implementation of modules such as Fixed Assets, Employee Access Center, Workflow, and others as requested

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

Activities

- Districts were surveyed to determine what native or third party fiscal products they were interested in implementing
- Districts that responded with requests to begin new implementations of native or third party products were assisted by fiscal staff
- Fixed Assets, Inventory, and Workflow were among the modules selected and implemented over the past year

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

Activities

- Newer fiscal staff have been developing as part of this goal by job shadowing, leading training sessions, and taking more of a lead role on helpdesk requests
- The two of NEOMIN's new fiscal staff have learned a great deal over the past year using the process of shadowing and training

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

Activities

- Newer student/EMIS support staff have been developing as part of this goal by job shadowing, leading training sessions, and taking more of a lead role on helpdesk requests
- NEOMIN is prepared for the summer of 2023 when student/EMIS staff retirements occur

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

Activities

- NEOMIN has helped districts over the past year implementing applications like Clever, Navigate, OneRoster, etc by assisting with data extracts or automating reports from ProgressBook Student Information so districts can import them into these applications
- NEOMIN staff has become more efficient in implementing these applications so future implementations should be more expedient and easier

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

Activities

- NEOMIN’s training calendar offered more EMIS training over the past year and it has helped many new EMIS Coordinators as they begin their new position
- NEOMIN EMIS support staff has also continued their attendance in any type of EMIS training so that knowledge can be passed to district staff

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

Activities

- Library support staff has participated more frequently in district meetings to present library and INFOhio resources
- Support staff has also expanded its internal library blog to provide more information to district library staff

Technical Services Goal #1 – Increase security awareness and protocols

Activities

- NEOMIN staff are continuing to work through and implement adopted NIST standards with the Management Council consultant
- NEOMIN has begun to implement Apptega for its security standard adoption documentation over the past year as well
- NEOMIN technology staff has increased the Tech Guard training campaigns so the entire staff can be better educated on cyber threats.

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

Activities

- MFA for VPN accounts has been implemented
- Data gathering has been ongoing to implement MFA for other applications such as eFinance, State Software Redesign, and Frontline ProgressBook

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

Activities

- Network equipment needed has been identified and ordered, but has not yet been received

- NEOMIN anticipates the equipment delivery to be late summer or early fall of 2023

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

Activities

- All of NEOMIN's State Software Redesign districts were all migrated to the Management Council hosted environment by January 2023 as intended

Administration Goal #1 – Increase meetings with district administration

Activities

- The Executive Director scheduled various meetings over the past year to touch base with newer administrator
- Not all districts were visited, so this goal will continue for the upcoming year

Administration Goal #2 – Continue to finalize the NEOMIN COG transition that happened on July 1, 2022

Activities

- NEOMIN successfully converted to a COG on July 1, 2022 after much work of identifying document needs, process changes, etc to become a legal COG
- Over the past year, smaller items that needed updated were completed and NEOMI is now a functioning as a COG

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

- This goal was a request from districts from our customer satisfaction survey and is a continuation of last year
- Survey districts to determine what features or topics they may be interested in using in both platforms
- 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 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
- Districts have requested more efficiencies as part of our annual survey, which is the reason for including this goal

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 as current fiscal staff are scheduled to retire in the upcoming year
- Develop knowledge milestones to measure the training and knowledge transfer process
- Development of both new and experienced staff on both State Software Redesign and eFinance Plus

Student/EMIS Goal #1 – Maintain the current level of support with a decrease in Student/EMIS staff

Activities

- Due to retirements, NEOMIN will have two less staff members in this department. This loss due to attrition was planned for a few years ago and NEOMIN has been job shadowing for those years in preparation for these retirements
- Bi-weekly department meetings to coordinate work efforts and see where help may be needed
- Continue to cross train current staff so help may be given if needed while someone is out

Student/EMIS Goal #2 – Provide additional support due to the Frontline SIS new user interface

Activities

- Provide additional or updated documentation showing new screen layouts, shortcuts, etc.
- Provide short videos of updated navigation for additional training support
- Increase the number of SIS 101 Training sessions so that both new and veteran users can be trained on moving throughout the new interface
- NEOMIN staff will attend user group meetings and any training necessary to provide the necessary support
- This goal is meant provide the standard of support NEOMIN users are used to receiving even with a large user interface change

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

Activities

- Depending on the topic, more training dates and times will be added throughout the year to the training calendar
- Support staff will hold more one on one trainings for new EMIS Coordinators as needed due to turnover in these positions
- Increase CrossCheck training for people who have access to the system but also include CrossCheck validations in other Student Service trainings so that individuals besides EMIS Coordinators can see the value of the system with the ultimate goal being 100% district participation
- This goal was in part developed due to surveys as well as knowing many EMIS Coordinators are new due to retirements and more training is needed

Student/EMIS Goal #4 – Develop and distribute a monthly Student Service checklist similar to the monthly EMIS Coordinator checklist currently in place

Activities

- Send monthly communications to users emphasizing tasks needing to be completed during the month, which will hopefully make more users sign up for the appropriate training sessions. An increase in the amount of helpdesk tickets may occur due to information is being disseminated to a larger number of people than just EMIS Coordinators.
- Should see a decrease in the length of the monthly EMIS Coordinator User Group meeting notes as information normally distributed to them for dissemination will be sent directly to the intended audience.
- This goal was included to help users stay more abreast of information and determine where they may need further training

Student/EMIS Goal #5 – Provide better access to SameGoal help resources

Activities

- NEOMIN Special Services will post SameGoal documentation and helpful special services resources on NEOMIN's website
- Posting resources to one location on the website will allow new, and current, special services staff to look back at posted resources and easily find information they need
- NEOMIN Special Services will implement this project by posting resources over the next school year and notifying special services professionals via email when resources are posted

Library Services Goal #1 – Facilitate themed library projects during monthly user group meetings

Activities

- This project will provide NEOMIN libraries a monthly focus on a topic, selected by the group, to discuss project resources and share insights, opinions, and best practices that have worked in their libraries
- This collaboration opportunity allows librarians to make informed decisions and reflect on the professional work of the librarian in K-12 school libraries
- This project will be implemented at monthly library user group meetings and summarized at the last meeting with a project outcome and the benefit to NEOMIN's schools

Technical Services Goal #1 – District Edge Device Replacement

Activities

- District Edge Devices are being replaced due to end of life/end of support
- This replacement will keep NEOMIN updated with the newest security and software support for edge devices as well as increase the potential throughput available to 10gb for each customer that contracts our network circuits
- NEOMIN will plan a meeting for customers to pick up their new, pre-configured edge device, with detailed instructions on where to connect cables for equipment cutovers

Technical Services Goal #2 – NEOMIN Edge/Core Replacement

Activities

- NEOMIN's current edge device to OARnet is only capable of 10gb. The new equipment will accept a 40gb or 100gb connection. The NEOMIN core will be upgraded for the same throughput capability in this process
- This new equipment will provide better visibility in traffic flows and layer 7 data

Technical Services Goal #3 – NEOMIN Security Framework Deployment

Activities

- NEOMIN is constantly working to improve our security posture
- Previously, NEOMIN's governing board approved a security framework and NEOMIN is continuing this development to include more control areas and to better refine existing controls and processes
- This consistent work towards accomplishing this goal will be done through inter-office work as well as working with the Management Council CISO and technology staff

Technical Services Goal #4 – Breakdown CISA scanning from a NEOMIN wide result to per district results

Activities

- District feedback requested penetration testing

- NEOMIN had already implemented penetration testing with CISA/Homeland Security, however when districts did not have a reason to be notified, they did not get a report stating “all clear.”
- Breaking down these scans to per customer level, NEOMIN will be able to give individualized reports and better overall information.

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 – Development new methods of keeping track of contracts and invoicing

Activities

- Due to more and more products and services being contracted through NEOMIN, a new way of contract and invoice tracking is needed
- NEOMIN will develop a new method of tracking contracts and invoicing after discussing the current method’s inefficiencies.
- NEOMIN will implement this new method prior to its first set of invoices in the fall of 2023

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 if needed) 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