

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 features 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 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, Workflow, and Employee Access Center 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

- One new fiscal staff was hired during the 23-24 year and has been developing as part of this goal by job shadowing, taking more of a lead role on helpdesk requests, as well as partnering with a trainer during training sessions
- The new fiscal staff member has have learned a great deal since joining NEOMIN using the process of shadowing and training, and also through developing new documentation

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

Activities

- Bi-weekly department meetings were held to coordinate work efforts and see where help may be needed and to analyze work load
- Continue to cross train current staff so help may be given if needed while another staff member is out on leave

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

Activities

- Provided additional or updated documentation showing new screen layouts, shortcuts, etc.
- Provided short videos of updated navigation for additional training support
- Increased the number of SIS 101 Training sessions so that both new and veteran users can be trained on moving throughout the new interface

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

Activities

- Added additional training dates and times throughout the year to the training calendar
- Offered more availability for more one on one trainings for new EMIS Coordinators
- Conducted additional CrossCheck training for district staff

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

Activities

- Began sending monthly communications to users emphasizing tasks needing to be completed during the month
- Added additional training sessions for tasks related to the monthly communications
- EMIS Coordinator User Group meeting notes have been trimmed down due to more communication throughout each month

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

Activities

- NEOMIN support staff sends out SameGoal communications to district Special Education Supervisors when received by SameGoal
- Resources and tips are also presented at county Special Education meetings
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Library Services Goal #1 – Facilitate themed library projects during monthly user group meetings

Activities

- NEOMIN libraries chose a topic for their monthly user group meeting, selected by the group, to discuss project resources and share insights, opinions, and best practices that have worked in their libraries
- This opportunity allowed librarians to make informed decisions and reflect on the professional work of the librarian in K-12 school libraries

Technical Services Goal #1 – District Edge Device Replacement

Activities

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- District technology coordinators were given their device(s) during a meeting with instructions on which ports to utilize to migrate to the new device
- All devices were replaced prior to April 30, 2024

Technical Services Goal #2 – NEOMIN Edge/Core Replacement

Activities

- NEOMIN's edge device connecting to OARnet was replaced and is now capable of 100G
- NEOMIN core network was also replaced to accommodate the increase in bandwidth
- Any needed increases for bandwidth to OARnet were ordered accordingly

Technical Services Goal #3 – NEOMIN Security Framework Deployment

Activities

- NEOMIN continues its work to improve its security posture
- Meetings with the MCOECN and their security officer, along with NEOMIN technical staff, were held at least monthly to continue the work of implementing the latest NIST standards
- Progress continues to be made as quickly as possible

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

Activities

- Scanning and results were broken down on a district level rather than a NEOMIN level
- Scanning reports are sent directly to the district and NEOMIN staff on a weekly basis for review

Administration Goal #1 – Increase meetings with district administration

Activities

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

- A more efficient method of tracking and merging contract and billing documents was developed

- NEOMIN implemented this new method prior to its first set of invoices in the fall of 2023

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 – Implement MFA for districts using State Software

Activities

- Work with district staff to get authentication for State Software moved from local authentication to Active Directory
- Discuss and implement the district's choice of MFA for State Software. NEOMIN plans to implement Mini Orange to then integrate with products the districts may choose, or use Mini Orange directly
- NEOMIN staff plans to train the district technology and fiscal staff on the new authentication method
- NEOMIN hopes to accomplish higher levels of security by implementing MFA

Fiscal Goal #2 – Implement SOO and MFA for districts using eFinance

Activities

- NEOMIN staff will query districts on their desire to move to the SSO platform and implement MFA for eFinance
- Once districts are determined, NEOMIN staff will work with Management Council staff or Powerschool support to implement SSO and then additionally MFA based on the districts preference of software
- NEOMIN staff plans to train the district technology and fiscal staff on the new authentication method
- NEOMIN hopes to accomplish higher levels of security by implementing MFA

Fiscal Goal #3 – Migrate current districts from HR Kiosk to the new Employee Self Service

Activities

- Obtain the appropriate instruction and materials from SSDT on how to migrate districts from HR Kiosk to Employee Self Service
- Compile a schedule with dates that each district would migrate to Employee Self Service before the sunset of HR Kiosk

- Conduct training on Employee Self Service for district staff before and after they are migrated

Fiscal Goal #4 – Hire and train new staff as part of succession planning for upcoming retirements

Activities

- NEOMIN will be looking to hire an additional fiscal support staff member early in the 2024-25 year
- Once the new staff member has been hired, current support staff will work to onboard and train the new staff member on both eFinance and State Software

Student/EMIS Goal #1 -- Additional support will be necessary due to moving to Frontline Hosting services.

Activities

- Attending Bi-Weekly meetings as hosted by Frontline to stay abreast of progress and upcoming changes
- Complete pre-hosting checklist provided by Frontline
- Schedule time to work the weekend that NEOMIN is converting to hosting for additional testing and verification of services

Student/EMIS Goal #2: -- Expand and offer more Student Service/EMIS training and support

Activities

- Provide more short training videos on certain subjects to help those that attend the training retain and reinforce the information
- Provide more interactive Zoom training sessions on existing training topics so that users who are unable to leave the buildings can still receive the necessary training
 - Look into a tool to poll people logged into training to make sure they are paying attention
- Schedule more work sessions with users for whoever needs help via Zoom at least one day a month
- Try to create a mini lab so that users can come to NEOMIN and have a quiet space to work with Student Service/EMIS Support as needed

Student/EMIS Goal #3: -- Begin transitioning more uploading of testing pre-identification information to the districts instead of having NEOMIN completing the whole process.

Activities

- Develop and distribute a monthly checklist for testing coordinators similar to the monthly Student Service/EMIS Coordinator checklist currently in place
- Create training videos showing the various steps of the pre-id process
- Schedule open labs/Zooms to work with districts to upload their data

Student/EMIS Goal #4: -- Create a distribution list for each district's data team as recommended by ODE.

Activities

- The data team will consist of at least 3 people from each district using ODE's list of ideal district personnel as a starting reference
- This list will disseminate information throughout the district keeping the burden from falling on the EMIS Coordinator's shoulder
- This will help district's become aware of issues with their EMIS data quicker thereby improving data quality faster

Library Goal #1 - Test and Implement INFOhio's "INFOhioGDocWork" App

Activities

- NEOMIN will test and explore the possibility of using INFOhio's Google app to allow Workflows reports to open in a web browser (using Google Docs & Sheets) as an option for school libraries instead of using Microsoft Word/Excel to view reports
- Many school districts are moving away from renewing Microsoft Office (Word/Excel) and need the ability to open Workflows reports using Google Tools.
- NEOMIN Library Services will work with INFOhio support for documentation of this process and implement and test feasibility for our library users.

Technical Services Goal #1 – Evaluate potential replacement phone systems

Activities

- Evaluating options due to cost increases in the current platform
- Technology staff will demo alternative phone systems with NEOMIN Office staff for functionality and management capabilities
- NEOMIN hopes to save money and gain ease of management versus the current phone system

Technical Services Goal #2 – Begin planning for potential virtual infrastructure changes

Activities

- Planning changes due to Broadcom purchasing VMware and making drastic changes to the support and license model, increasing the cost and reducing the service
- NEOMIN technology staff will research and evaluate other potential solutions such as HyperV and others
- The purpose of this goal is to gain cost savings while keeping robust functionality

Technical Services Goal #3 – Migrate NEOMIN’s Frontline SIS environment to the Management Council datacenter

Activities

- NEOMIN is transition because Frontline support is less effective when hosting on premise
- Technology and Student Service staff will work closely with Frontline support to migrate servers, data, and test all applications
- The benefit to migrating will be access to faster support and software releases, as well as gaining a higher level of redundancy for the applications

Technical Services Goal #4 – Evaluate additional wireless platforms to offer districts

Activities

- The purpose of this goal is provide alternative options for hosted wireless customers with the current or higher level of functionality
- Deploy at least the Arista wireless platform for the NEOMIN office and then demonstrate the platform to technology coordinators for feedback and interest
- The goal is to provide more options, better support, and more functionality

Technical Services Goal #5 – Evaluate replacement MFA system

Activities

- Due to the cost and functionality issues of Cisco DUO, an evaluation of other platforms such as Mini Orange is warranted
- A trail of Mini Orange will be implemented for the NEOMIN staff for feedback on ease of use and functionality
- The benefit is to have a more cost effective and stable solution for NEOMIN staff and its districts

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 was used for developing our new plan. The processes below have worked well for several years and will continue 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 cost efficiencies for our ITC and districts
- Management Council for shared CISO and NIST standards implementation
- Utilizing the Management Council for hosting of State Software, Redesign, and Frontline
- Potentially utilizing NOACSC for purchase and deployment of 3CX phone system
- Serving governmental agencies – currently looking at future opportunities

- Shared ITC support when potentially needed – examples would be for support of a platform not currently used, or slightly used by NEOMIN districts
- Advanced technical contract work to districts for those with limited technical knowledge on staff