



**1. 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.**

LACA's primary goals for the past year were the evaluation/implementation of a new Fiscal package, a heavy focus on improving cybersecurity awareness within our consortium, and enhancing our LACA Staff's customer service skills.

LACA has been involved in both the ERP project and the SSDT rewrite project for quite some time, testing and learning both products. On July 1, 2017, after a long year of training and planning, we went live with our first customer district on the Powerschool eFinancePlus product, accomplishing that goal of moving the first district off USAS Classic to one of the new financial platforms.

LACA has always been very involved in keeping customers informed of various Cybersecurity attacks that can occur through email or other means. This has traditionally been accomplished through periodic mass-emails to our user base, at approximately two-month intervals. In these messages, we choose a phishing email that we encountered within our system, and we dissect it so the average user can understand how to distinguish the scam from a legitimate email message. Over the past year, we created two formal PowerPoint Cybersecurity training presentations, one that contains a general overview, and another that dives deeper into phishing scams and strong password selection. We have presented these trainings on the agendas of all of our meetings, as well as travelling to large staff meetings at customer schools to present. By doing so, we have provided formal training to EMIS coordinators, treasurers, superintendents, technology coordinators, and teachers, and we will continue this practice for FY18. We are continuing to review other areas where we can tighten security within our own data center and among our staff, and will continue implementing new policies and best practices as we move through FY18.

LACA works with a customer service consultant during our staff retreats to assist us in developing these skills for our staff. During the past year, we worked with her to identify personality differences and methods of catering to these differences in personality when providing customer service.



- 2. 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.**

Cybersecurity continues to be a primary focus for FY18. Taking this to the next level from last year, LACA now offers KnowBe4 formalized cybersecurity training, and approximately 40% of our customers are taking advantage of this offering for FY18. KnowBe4 will allow us to run targeted phishing attacks against those districts to assess their level of vulnerability to social engineering attacks. We will assess our own LACA Staff to check for vulnerabilities within our own organization. We will conduct training for LACA Staff and participating districts on a number of cybersecurity awareness topics. LACA Staff will receive a more intense training than our customers, due to the nature of our jobs and our level of access to data. We will run additional targeted attacks after the training to assess the effectiveness of the training. Our hope is to see a decline in the percentage of users who fall victim to these targeted attacks. This is a 3-year project, and based on sharing results of the first year's training with our entire customer base, we hope to see the 40% participation rate increase in year two.

LACA has participated in the MCOECN security controls and policies initiative, and we plan to implement recommendations in these newly generated policies. By aligning our security controls to industry best-practices we can reduce our vulnerability to external attack or human error.

LACA is also participating in the MCOECN Cybersecurity Insurance initiative. Purchasing a cybersecurity policy will add another level of protection for LACA and our users in the event of a data breach.

Rollout of the SSDT redesign package is also a large part of our plan for FY18. LACA is actively participating in the initial pilot of four districts over September/October. Our fiscal and technical staff are attending training sessions and weekly webinars conducted by SSDT, and LACA is assisting our customer district with the import of data and use of the new Redesign software. In the process, we are having *new* technical staff take the lead on setting up the redesign server platform, rather than following the easy path of simply having the same systems manager who ran the OpenVMS platform take over the new platform. This strengthens our end-user support by insuring multiple staff are cross-trained and can troubleshoot server issues.

We have had some performance issues with the Software Answers ProgressBook suite at the beginning of the 2017-2018 school year. During the troubleshooting, we have worked closely with Software Answers to get recommendations on what we can do to improve performance on this platform, and are actively making changes to the server infrastructure to accomplish this.



As the year goes on, we plan to evaluate the MCOECN/Software Answers ProgressBook hosting option as a possible alternative to hosting the suite at LACA, to see if hosting will meet our needs for improving the customer experience.

Our last key area is focusing on LACA's internal cross-training. We have done a very good job of cross-training our support staff to provide end-user support on the products we offer, but we have found we are lacking in cross-training on the daily business operations of LACA. As our new executive director gets up-to-speed, his goal is to document and cross-train on as many items as possible to insure the business operations of LACA can proceed effectively in the event the director is no longer able to fulfill that role.

**3. How do you obtain input from customers, governing board, and staff in identifying the key areas identified in question #2? Did you do anything new or different in developing your new plan?**

LACA uses several methods of gathering customer input. This explanation is a repeat from previous years, but still relevant and accurate. The LACA constitution specifies three committees: LACA Governing Board, LACATech (Technology Coordinator) Advisory Committee and the Fiscal Advisory Committee. Each of these bodies also used ad hoc committees on the as-needed basis to drive more focused discussions on particular topics, usually centered around reviewing new products for use by the consortium as a whole.

LACA conducts an annual Customer Service Survey which is made available to all users. The data is collected, organized and compared over multiple years to identify trends in services. Specific questions inquire about:

- LACA Documentation
- LACA Training
- User Confidence after Training
- Support Staff Knowledge
- Timeliness of Response (for helpdesk tickets)
- First Call Resolution (% of time the issue is resolved on first call)
- Overall Customer Satisfaction

We also host various meetings for user groups in which we discuss means of improvement.

We continue the process of LACA service team meetings and all-staff potluck meetings in which each person provides team updates to the entire staff. Results of these meetings include the practice of notifying all staff when a service area is experiencing a service disruption so any person can answer phone calls and inform users. We also post notices on our website and



Facebook to apprise users. This allows the service team to focus on resolving the issue while the rest of the staff keeps users updated.

**4. 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.**

LACA continues to collaborate with ECOESC to offer our video distance learning services. This is not a new relationship, but it continues to grow stronger as the years march on. We continue to expand our capabilities and offerings in this area, with LACA providing the technical support for call bridging, recording, and endpoint maintenance, while ECOESC provides the remote teaching staff, content, and training for teachers.

LACA also continues to work with eleven other ITCs to bring our well-received in-house developed requisition approval software to nearly 100 districts across the state. This software provides a much-needed add-on to USAS, allowing for easy electronic requisition approvals through multiple customized workflows. This would not be possible to accomplish without the assistance of the other ITCs.

LACA is currently in talks with Frontline Education, the company that owns AESOP and Time & Attendance (formerly Veritime), to see how we might work together to provide a better support experience for our mutual customers. Because AESOP integrates with services offered by the ITCs, the more we can learn about each other's software, the better able we are to support our customers end-to-end without sending them back-and-forth between LACA and Frontline.

Lastly, we plan to start talks with the Licking County ESC to discuss ways we might work together for mutual benefit for our customers. We have partnered in the past on various meetings, but we would like explore other areas where collaboration would make sense.