



**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.**

The KnowBe4 Project planned for FY18 was executed. Many of our school districts ran their staff through training modules on various Cybersecurity elements such as phishing and ransomware. We trained the LACA Staff using more intense sessions of KnowBe4's library of Cybersecurity training, so our staff are aware of the threats that exist. The KnowBe4 training program will continue through FY19.

LACA participates in the MCOECN Security Working Group to stay informed and active as the MCOECN collectively works to improve security practices across all ITCs.

LACA purchased Cybersecurity insurance in FY18, enhancing our position in case any breaches happen in the future. We continued coverage for FY19 and plan to keep coverage in place on an annual basis.

One of our fiscal goals was to be heavily involved in the USAS Redesign project. Our Fiscal Agent, C-TEC, was one of the four pilot districts in December 2017, but opted NOT to be part of the first wave of districts to go live on USAS Redesign. However, we have continued to learn more about the product, cross train our staff on the product, and we have two districts who are going to be part of the February 2019 wave. We are having regular meetings with these two districts leading up to the dual-entry period that will begin February 2019.

After a long period of evaluation, last March, LACA opted to move our Progressbook Suite of products to the MCOECN Hosting environment. This was done in the interest of providing a better customer experience. Overall, the experience has been good, the system has been reliable, and it has taken work off the LACA Staff to maintain and troubleshoot the environment.

LACA staff continue to cross-train daily. LACA filled our Director of Operations position in January 2018 to help spread out the burden of the Executive Director and provide an individual to cross train on the business aspect of LACA and assist in the absence of the Executive Director.



- 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.**

The LACA Student Services Team will be expanding our offerings during the FY19 school year. IEP Anywhere will be supported as an alternative Special Education package to the Progressbook SpecialEducation module, giving our customers choice on which software best meets their needs. Our Student Services team will be focusing on training and implementing the Progressbook SpecialEducation-to-EMIS integration, which eliminates double-entry of data for district personnel and results in more accurate EMIS reporting for districts that make use of it. We will also continue to expand our EMIS Alliance trainings for FY19 to train district EMIS Coordinators. LACA staff are also actively evaluating alternative Student Software packages to make sure we are meeting the needs and best interests of our customers.

The LACA Fiscal Team will migrate two districts to the USAS Redesign over FY19. We will continue to meet with them and be involved in every step of the implementation process. The Fiscal Team will also focus on implementation of the HR Kiosk Timecard module with at least one pilot district. This will give our districts a potentially cost-effective alternative to timecard systems that they currently have in place.

The LACA Network Team will be focusing on improving visibility into our network for our customers through the use of expanded Netflow monitoring. We are beginning to offer the 3CX phone system as a more cost-effective alternative to Cisco, as the eRate funding for voice services reaches its end. We are also researching new offsite backup and server hosting options that we can provide for our LACA customer schools.

We have new goals that cross all areas of the organization. LACA recently switched to a new instance of the Cherwell Helpdesk. This instance was created specifically for LACA, and we are moving all of our service areas into this new helpdesk. We are planning to create a library of short instructional videos for the LACA Youtube channel, which we anticipate will be a go-to resource for all support areas. We plan to eliminate a few remaining paper forms that we use with our customers, streamlining those into electronic processes. The LACA Director will be reviewing the two options for the formation of an ITC (Consortium or Council of Governments) to see if the current Consortium configuration is still relevant for the future, or if we need to take steps for a restructure in the near future.



**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?**

Over the first half of this calendar year, the LACA Director and Operations Director conducted face-to-face meetings with 11 of our 20 school district leadership. We met with Superintendents, Treasurers, Technology Coordinators, and each district optionally invited other administrators such as assistant superintendents and building principals. This meeting was dual-purpose. One was to introduce myself as the new director, and to introduce our customers to our new Operations Director, and the second was to get feedback from key administrators on how we are (or are not) meeting their needs. Our plan is to meet with the remaining nine districts before the end of the calendar year.

LACA continues to use 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. We have also leveraged The Education Connection (TEC) to provide phone and text alerts to our end users for outages or service disruptions



**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 participated in a number of new collaborations over the past 12 months. LACA is currently providing Technology Coordinator services to the Licking County ESC. Last year one of our goals was to collaborate with the LCESC as much as possible. They unfortunately lost their Technology Coordinator partway through the 2017-2018 school year, and LACA stepped up to provide technology services in the interim to finish out the school year. LCESC has opted to continue these services for the 2018-2019 school year rather than employ a full-time technology coordinator.

LACA partners with the WOCO ITC to provide supplemental support to LACA for Powerschool's eFinancePlus product. LACA has only one member school district who uses EFP. The economics of using the LACA staff to support a second fiscal package for only one school district were not working. The time it takes to support EFP for one district was nearly equivalent to the time it takes to support USAS for 19 districts. By contracting the EFP daily support with WOCO (who has multiple districts using eFinancePlus, sufficient staff to support it, and sufficient knowledge of the product to support it) this has made a great difference in the LACA Fiscal Staff's level of service to all of our members.

Another partnership LACA participates in is the Ohio Distance Learning Association. The Ohio DLA is the Ohio chapter of the United States Distance Learning Association. The Ohio DLA promotes use of interactive and on-demand video distance learning in Ohio schools, providing students with opportunities to take daily classes on subjects that they otherwise would not, such as Mandarin Chinese or American Sign Language. They can also be part of experiences that would otherwise not be possible in schools, such as watching a live open-heart surgery and interacting with the surgeon during the event. David Stein from the LACA staff is the current chairperson of the Ohio DLA and is a key element to their success.

LACA continues to offer our in-house Requisition Approval Manager (RAM) software to ITCs and districts across the state for FY19.