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.**

A goal from last year was the implementation of the LACA instance of its own version of the Cherwell Helpdesk. All service support teams are currently using the helpdesk. LACA has resolved approximately 5000 support requests in Cherwell in the 2019 calendar year and counting.

Our network and technical team have the following on-going projects in place. LACA is working with 12 of our member districts on providing phishing campaigns and cybersecurity training using the KnowBe4 system. The LACA organization also uses KnowBe4 in annual staff assessments and training. One goal of our Executive Director and Director of Technology was to participate in the MC Security Working Group. LACA continues to research and utilize the 3CX phone system as a low cost alternative. This past year the network team focused on improving visibility into our network for our customers through the use of expanded Netflow monitoring. We also continue to look at new service offerings that would include offsite backup and server hosting options.

There were two major accomplishments for our fiscal team this past year. First LACA welcomed in a new Fiscal Support Coordinator. Our previous Coordinator left LACA to return to a school district. This transition has gone well and we are back up to full strength. The second major project has been our initial USxS Redesign implementation. LACA's district was the largest district so far to go through the redesign process. There were several issues discovered, however our staff and the district worked through the items and the district is live. Multiple demonstrations of the eFinancePlus and State Redesign software have been provided to help our districts decide which direction they prefer. LACA did partner with the WOCO ITC for support of our one eFinancePlus district this past year.

Last year was LACA's first full year utilizing the MCOECN and Software Answers hosted environment for ProgressBook. We have not experienced any major issues and have seen good performance. We feel that this has been a positive experience for our schools. Another change for LACA was the offering of the IEP Anywhere Special Education software through LACA to interested schools. Six schools districts have chosen this new software offering from LACA. LACA provides first level of support to the schools with the vendor providing second tier support.

One continuing goal of LACA is to work on providing more cross training opportunities for all of our staff. We look for chances to provide professional development within specific teams and also to keep all LACA team more in the know of what all is going on in the organization. LACA provided the Fred Pryor Learning systems to all of the LACA staff to participate in.

The LACA Director has researched and reviewed the various options for transition to a Council of Governments (COG). LACA expects our Board to make a determination on our pathway at our next board meeting.

There were two items of note that were not part of the FY19 CIP. First, Medina City Schools decided to switch to a different ITC. LACA assisted in a successful transition of the student, fiscal, EMIS and INFOhio systems. LACA continues to provide Internet and Registration Gateway support to the district. Second, LACA had two districts agree to participate in the initial implementation of the GenYES program. LACA is helping to support this program for the schools involved.

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.**

We expect this to be a very busy year for our fiscal team as we are expecting several districts to transition to either the State Redesign or eFinancePlus software. LACA will strive to maintain outstanding fiscal support to our districts remaining on the State Classic software, while at the same time providing the support required to those districts implementing new software. LACA will be active in this implementation process and will always look for solutions that provide the best possible support for our districts.

Our ProgressBook support team will be working closely with our Career Technical district to add clone buildings for each of the JVS Satellite buildings and are working closely with them and state support to map courses, attendance and grades. Two of LACA's districts are scheduled to participate in the new SPS Pilot process with Software Answers. Cross training of our staff with the SIS, Gradebook, SPS, DataMap, and IEP Anywhere remains an ongoing goal. Due to interest from a couple of our member schools, LACA will begin to research how best to support an additional Student Information Software in order to meet our customer's needs.

The EMIS team would like to better utilize our LACA Web site to provide easier access to important EMIS for our customers. The goal will be to provide more frequent news updates and a more efficient way to share documentation and other information.

Our Network team has been working on providing our customers option with Internet Content Filtering. It is our goal to offer several competitively priced options, rather than a single solution, and let each district decide what is best for their circumstances. We continue to review additional ways to provide other services desired by our schools.

With the retirement of our longtime INFOhio support person, FY20 will be somewhat of a transition year. However, we feel that our current support coordinator has been preparing for this for the past several years. With the release and gradual transition of BlueCloud Circulation & Cataloging, it remains LACA's goal to provide the best customer service that we can to our librarians and instructional staff.

LACA intends to continue support of the GenYES program to the two initial pilot districts from last year. We also anticipate that there may be additional LACA schools interested moving forward. LACA will participate as we can in any state or regional professional development for the coming year.

We anticipate that a major goal of LACA for next year will be the transition from the Consortium model to a Council of Governments. While much research has been done, and while awaiting a final board decision, the work and process would all begin this coming year. Our goal would be for a smooth transition into becoming the LACA COG. We anticipate retaining our current medical benefit programs and continuing with the same personnel to provide fiscal services. One goal would be to take this opportunity to update all policies and procedures to help get the LACA COG started properly. LACA would also hope to begin to explore how we might be able to provide some of our services to other local governmental agencies.

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?**

As has been the practice for the past several years, the LACA Director and Operations Director annually request face-to-face meetings with our district leadership. We try to sit down with each Superintendent, Treasurer, Technology Coordinator, and other administrators. During these meetings we like to discuss any issues or concerns that the districts might have, make sure all are aware of the various services that LACA offers, and to see what initiatives the district might have. Various support teams also schedule specific visits out to schools to meet – our fiscal team made trips out to five districts last 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 on reviewing new products for use by the consortium as a whole.

LACA participates in the Annual MCOECN Common 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 have USAS and USPS Roundtable meetings that allow us to hear of any issues and get new ideas with our customer base.

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.

Last year LACA partnered with the WOCO ITC to provide supplemental support to LACA for PowerSchool's eFinancePlus product. Both LACA and the district were pleased with the results of this arrangement. 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. LACA will explore various implementation options and evaluate which solutions will work best for our schools looking to move to eFinancePlus.

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.   The current chairperson of the Ohio DLA is a LACA staff person and is a key element to their success.

LACA encourages our staff to volunteer to work with various statewide initiatives including OEDSA, OAEP, EMIS Alliance, EMIS Advisory Sub-committees, ProgressBook User Groups, INFOhio Providers, and State Software Advisory.

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

One new collaboration LACA is involved in is the GenYES project with the MCOECN. We have two LACA districts participating.   We also have a staff member active in the MCOECN Jitterbit project.