1. Status and Progress*

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 – our fiscal team will complete redesign migration as scheduled. We also completed the Licking Valley Ace migration. We continue to evaluate the benefits and costs of hosting the fiscal environments at the MCOECN hosting site versus on premise. A decision will be made in 2023.

Student / EMIS –LACA is processing significant personnel organizational changes with the student/emis/fiscal teams that continues to require planning and cross-training of various staff members. LACA added a new Student support staff member in June. We have 3 districts implementing PowerSchool for the start of the new school year. We have partnered with META and PowerSchool for implementation. Our eventual goal is for LACA to take over the support of PowerSchool for the beginning of the 2022/2023 school year

INFOhio - Goal to promote more users to take part in INFOhio Learning Pathways to show libraries and teachers how INFOhio Resources can be used in the classroom setting. Continue to provide helpful customer service for all librarians and instructional staff.

Network – We transitioned to Cisco Umbrella for content filtering, replacing iBoss and the many challenges and outages that the product was causing. This change provided for a more robust and stable network for our members.   ODE, OARNET, and MCOECN are working to expand all ITC upstream connections from the current 10gb to 100gb capabilities, and LACA is preparing what we need to make that change happen, which will improve upstream connectivity options. We continue to explore hosting options and evaluate the advantages/disadvantages and costs vs on premise servers. We are constantly advancing toward full implementation of NIST standards, and will continue to do so in FY23.

Other – with the end of LACA's building lease approaching, we have negotiated a short term extension for 1-2 years.

2. Areas of Improvement*

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 – We will explore the feasibility of adding eFP support to our Fiscal team in FY23. This is at the request of our districts. This is currently supported through a partnership with TCCSA. With this addition, we will take a look at our current operating structure to ensure proper distribution of workload, performance metrics and accountability.

Student / EMIS – We will continue to onboard the PowerSchool product with 4 of our districts. This will include the addition of a staff member dedicated to supporting the solution. We will evaluate the current operating structure to ensure proper distribution of workload, performance metrics and accountability.

INFOhio - Goal to promote more users to take part in INFOhio Learning Pathways to show libraries and teachers how INFOhio Resources can be used in the classroom setting. Continue to provide helpful customer service for all librarians and instructional staff.

Network – The focus of this area will be to identify areas where we can add material value to our districts. Current evaluation areas are the contract technology resource program, cybersecurity offerings and support, as well as our overall support and pricing structure. As with the other areas, we will evaluate the current operating structure to ensure proper distribution of workload, performance metrics and accountability. ODE, OARNET, and MCOECN are working to expand all ITC upstream connections from the current 10gb to 100gb capabilities, and LACA is preparing what we need to make that change happen, which will improve upstream connectivity options. We continue to explore hosting options and evaluate the advantages/disadvantages and costs vs on premise servers. We will make a final decision on this in FY23. We are strongly leaning toward moving to hosting with the MC. We are constantly advancing toward full implementation of NIST standards, and will continue to do so in FY23.

Other – Overall we will be implementing a new ticketing system with the MC this summer. We must continue to improve our processes and accountability to improve overall performance. Additionally, we will be reviewing all current revenue streams to map them with each district. We currently lack easily accessible reporting by district of all their services and costs. We need to be able to better understand our revenue and expense flow as well as the impact each district has on our operations. Additionally, we want to use this information to be better prepared for budget season and give more timely answers to our districts as they work through their process.

3. Input from Stakeholders*

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?

The LACA leadership team regularly offers to go out and meet face-to-face with our district leadership. We like to discuss with each Superintendent, Treasurer, Technology Coordinator, and other administrators 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. We especially target new Superintendents and Treasurers to LACA.   All of our support team were also encouraged to visit districts when possible and participating in roundtable and other discussions.   At the end of the last

school year and probably at the beginning of this one, we conducted most of these visits via Zoom whenever possible.

LACA administers its own Customer Satisfaction Survey. We included reminders of existing offerings and also a question on interest in possible new services. We are in the process of improving this survey to get more specific feedback on key areas of customer service, software, and strategic alignment.

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

4. Collaboration Examples*

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.

New Collaboration:

We have contracted with META for assistance and training on the implementation and support for PowerSchool SIS. This allows our districts to have a positive implementation process, access to state specific help and allows our team to learn from experienced operators in the process. It also provides us with key training opportunities.

Current collaborations:

 LACA's fiscal team uses TCCSA for implementation and support services of the eFinancePlus software.

LACA also has a relationship with HCC to provide OnBase software to our district where desired.

LACA purchased several Cisco items from the ITC MVECA, which established itself as a Cisco reseller with very favorable discounts, saving our members quite a bit over typical prices from other vendors.

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 continues to offer our in-house Requisition Approval Manager (RAM) software to ITCs and districts across the state for FY22.

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 has two districts involved in the GenYES project with the MCOECN. We also have a staff member active in the MCOECN Jitterbit project.