



FY22 Continuous Improvement Plan

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 team has completed the Redesign Wave 6 with Mount Vernon and North Fork. Northridge dropped out of wave 6 and will be picked up in a later wave. Wave 7 is almost complete with Johnstown-Monroe, Lakewood and Lancaster going live. One of our district's data was moved from on premise at LACA to the MCOECN hosting site with improved performance. The team is also working closely with Licking Valley in their conversion from Ace directly into the Redesign. Our new fiscal support person is completing his first year and has been trained and working with both classic and redesign. All three of our EFP districts are now supported by TCCSA which has helped them all collaborate together.

Student / EMIS – a new student support person has been hired and will be starting in June. The student team has participated in initial overviews and demos for PowerSchool as we prepare for our first PowerSchool district to begin implementation this spring. LACA has one of the Early Adopters of the new Special Program Management module from Frontline and has been involved in Partner Panel with Frontline. Several districts migrate from Specials Services to IEP Anywhere this past year.

INFOhio - A handful of Districts/Buildings took advantage of setting their buildings up to utilize Holds during the Covid pandemic. We are seeing an increase of online transactions with these proper roadmaps set into place. We have a goal to continue using Holds while setting up more districts/buildings to do the same.

Network – The network team is addressing iBoss issues that have been occurring during the 2020-2021 school year. LACA has been actively evaluating alternatives, and we are moving forward with Cisco Umbrella. LACA continues to work on adopting Security controls based on the NIST SP 800-53 Revision 4 framework for a Federal Information Protection Standard (FIPS 200) moderate risk-rated organization. Implementation of the controls described will be prioritized by risk and will occur in a timeframe that is both fiscally and humanly consistent with the abilities of the organization.

Admin – LACA has almost completed its first year of being a COG. This transition has gone very smoothly without any major issues. We have hired a district technician for Granville, the first full-time district staff member for LACA.



FY22 Continuous Improvement Plan

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 – our fiscal team will continue on with waves 8, 9, and 10 of the redesign migration. Our goal is to make these final migration as easy as possible and to complete before the shutdown of OpenVMS. LACA is also looking into the benefits and costs of hosting the fiscal environments at the MCOECN hosting site versus on premise. We expect the Licking Valley Ace conversion into redesign to be a challenge during the end of this fiscal year.

Student / EMIS – this next year will represent a lot of change and a big challenge for the LACA student team. LACA is looking at some personnel organizational changes with the student/emis/fiscal teams that will require planning and cross-training of various staff members. LACA is adding a new Student support staff member in June. One of our districts will be implementing PowerSchool for the start of the new school year. During this initial year, the expectations are the PowerSchool will handle most of the conversion, configuration, training and support for the district with LACA staff learning side by side. Our eventual goal is for LACA to take over the support of PowerSchool for the beginning of the 2022/2023 school year. LACA will work with Frontline and SameGoal to insure that our districts have a Special Education solution in either Special Programs Management or IEP Anywhere.

INFOhio - We are still introducing and transitioning to BLUEcloud Circulation & Cataloging. More districts/buildings are taking advantage of the new web based resource. 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 will be transitioning to Cisco Umbrella for content filtering, replacing iBoss and the many challenges and outages that the product was causing. This change should provide 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. Another goal is to make a seamless switch from the KnowBe4 cybersecurity software to the new TechGuard/INFOSEC product and assist districts with their implementation. 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 FY22.

Other – with the end of LACA's building lease approaching, our board has approved a facility committee to look into various options for LACA's future.



FY22 Continuous Improvement Plan

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 Director and Operations Director annually offer 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.

A major topic in almost every meeting LACA leadership and teams held last year was the transition from a Consortium to a Council of Governments (COG). We started discuss this early on so all stakeholders were aware and then provided updates throughout the year. Our Governing Board voted unanimously to become the LACA COG effective July 1, 2020. One of the items we carried over from the consortium constitution to the COG agreement was the use of two committees: 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. Since this was discontinued, LACA created its own Customer Satisfaction Survey. We included reminders of existing offerings and also a question on interest in possible new services.

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



FY22 Continuous Improvement Plan

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.

As mentioned earlier, LACA purchased Zoom Pro Licenses for all of our district staff. This proved to be a powerful and very helpful collaboration for our school districts, LACA staff and help to strengthen LACA's participation in the Ohio Distance Learning Association.

LACA's fiscal team uses TCCSA for implementation and support services of the eFinancePlus software. This now includes all three of the LACA eFP districts.

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.

LACA worked directly with the Licking County Health Department to automate daily absence count reports being transmitted during the pandemic.

LACA now offers Edulastic, a platform for personalized formative assessment for K-12 students, to discuss possible collaboration. Edulastic provides all LACA districts a discount.

The items below are not new collaborations, but ones that LACA feels is important to continue to mention:

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.