LACA FY27 CIP Plan

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LACA Mission:

The purpose of LACA is to develop, support and provide leadership for the administrative, educational and network technology for the member boards of education while striving to surpass customer expectations.

Overall goals for all LACA service areas:

- Provide exemplary customer service
- Provide accurate and efficient solutions to customer work orders
- Maintain up to date training in service areas

Service Area:	Annual Objectives:	Goal(s):	Action Steps:
Student Services: (SIS, SameGoal, Database Integration, Datamap)	Trainings for Districts	Proactive trainings for districts	Choose 1-3 districts that we will reach out to after reviewing their attendance tracking, grade cards, grading scales, etc. and suggest improvements to processes
		Connect Districts – get consistent communication with an individual at each district	Responses from each district for initialization, scheduling
	Security	How can we increase security/access to student information system software	Determine what our plan will be to transition districts to Frontline's platform

Service Area:	Annual Objectives:	Goal(s):	Action Steps:
EMIS	Annual Trainings	Proactive trainings for districts	Choose 1-3 districts that we will reach out to after reviewing data or ones that we know could use additional training in a specific area and get something scheduled
	EMISPlus	Begin providing EMISPlus services to additional districts	Secure contracts, begin implementation.
			Meet and discuss options with districts, is there a possibility to provide smaller services to districts as their staff approach retirement.

	EMIS Audits	Offer EMIS Audits to our membership or to the SITCA partnership	Complete 1-3 EMIS Audits to our Districts or through our SITCA partnership

Service Area:	Annual Objectives:	Goal(s):	Action Steps:
Fiscal	MFA for fiscal software	Inform districts of additional MFA for ESS if they would like to implement	General communication to districts to begin exploration
	IPDP Migrations	Successful migration from Summit County ESC LPDC software and work with remaining districts that use in-house tracking	Schedule individual district meetings to plan/schedule the migration
	Begin exploring the SubHub software	Familiarize ourselves with the new software and begin initial trainings.	Determine who will receive training Communication to districts and provide demos
	Converting Districts away from RAM and BEAR	Safely close out districts from LACA created fiscal software	Begin Communication to districts Trial LACA with transition away from RAM

Service Area:	Annual Objectives:	Goal(s):	Action Steps:

Network	Security	Offer quarterly security meetings for districts, continue to assist with Cybersecurity cohorts	Schedule and offer work sessions quarterly
		Complete NIST/Apptega review process successfully	Review POAM and assign open tasks to department staff
	Project Management	Follow through with all contract items	Annual review of project lists, create a list of requirements/items for each project and assign tasks to complete
	Staff professional development	Ensure LACA network team members are completing professional development and/or certifications in specified areas	Look at our service areas within the Network side and determine each staff members skillset
			Look at staff responsibilities, areas of focus and knowledge and assign PD
			Monitor completion and timing of work orders. Review monthly
	Internal Projects for other teams	SINC re-write	Determine if we will contract this work
			Determine who will maintain the software
	Determine if LACA created software is at end of life	Eliminate LACA created software that is not updated or up to date with security requirements	Safely transfer data to districts if applicable
			Delete application from servers
			Remove from website if applicable

Service Area:	Annual Objectives:	Goal(s):	Action Steps:
INFOhio	Professional Development for LACA staff	In-person trainings/work sessions	Attempt one of the training sessions in 26-27 school year instead of using partnership group for all trainings
		Continue to increase resources we have for our Districts	Work with Connect to build our resources library and send out regular communication
			Add items to our website for district access

Additional Items:

- Salesforce ticketing system
    - Determine if we want to add a portal on our website for district staff to be able to track their work orders
- Determine a more efficient way of tracking each districts services and contracts
- Determine appropriate software selections for upcoming renewal items with the Network team

Areas of Improvement:

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. Response time to work orders, our system for assigning work orders and thorough responses to work orders will be an area of focus in FY27.

Input from Stakeholders:

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 participate in roundtable and other discussions. In the fall we met mostly in person, and in the winter and spring, we met mostly on Zoom. We are meeting with our districts multiple times each year to review their current action plan and to ensure we are on track for success.

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 fiscal 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.

Collaboration Examples:

Current collaborations:
Our partnership with Connect to receive support for our two PowerSchool districts has allowed for a chance for a few LACA staff to be more involved in the process and cross train. As of January, 2025, LACA began supporting all of the ProgressBook

districts for Connect, this includes EMIS, Gradebook, SameGoal and data integrations.

As LACA brought INFOhio back in house for support we partnered with TCCSA for in-person trainings as well as zoom trainings for our users. The Connect library team also provided support and training to the LACA staff on inventory. The ITC's continue to partner and support one another whenever possible.

LACA's EMIS team partners with Connect to work on EMIS Audits for districts outside of our footprint in Licking and Muskingum County.

LACA's fiscal team will continue to use TCCSA for implementation and support services of the eFinancePlus software. LACA is currently supporting multiple districts for TCCSA that are using state software. LACA also partnered with OME-RESA and Connect for fiscal support as a "substitute" for when OME-RESA and Connect has staff out of the office.

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 has become a certified reseller of Zoom, both phone and meetings and has begun to sell to other ITC's directly.

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 FY27.

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.

The SITCA partnership that includes LACA, Connect, TCCSA, OME-RESA and NOECA has provided an opportunity for all of our staff to connect with multiple ITC's in their specific service area. Team meetings were held this year and distribution groups created for the staff to reach out and discuss topics, receive assistance and connect with one another.

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