

FY12 ITC Continuous Improvement Plan Narrative

Fiscal Services Goal Matrix – including accounting (cash basis with generally accepted accounting practice extensions), payroll/Personnel, and fixed asset accounting

# 1	Goals *	Initiated Date	Status **	Comments	Measure of Meeting Goal
2009.1.01	Redefine Account Codes	20080101	On-Going	Work in progress	Department Budgeting accomplished based on account code
2009.1.02	Invoice Collection Process	20080101	On-Going	Collaborating with all Departments to ensure that we are efficient with invoice processing.	Accounts receivable are maintained in no more than 30 days in arrears.
2010.1.03	Assisting districts with Treasurer absences	20090701	On-Going	Provide fiscal treasurer support for districts in absence of Treasurer	Successful transition of treasurers during absence. To date we have been successful
2010.1.04	Reviewing Alternative Fiscal Applications	20090501	On-Going	Reviewing Alternative fiscal software options	Meeting with Fiscal Application Providers and comparing their products/Pricing with USAS/USPS. Apps. Must also meet our districts requirements.
2011.1.05	Enhanced communication with Fiscal Administrators	20100101	On-going	Employed an Ohio licensed treasurer with more than 20 years experience with State Software to assist and work with district treasurers. Value Add to consortium districts	Communication from our districts indicating their level of satisfaction with communication from our Fiscal Director.

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2011.1.06	Research Document Management	20100801	On-going	Reviewing electronic document management options	Meeting with providers of Electronic Document Management applications reviewing pricing and service arrangements.
2012.1.07	SmartHR Implementation	20110101	In-Progress	Negotiating with Smart Solutions for their SmartHR Employee document managing and work flow process application	The successful implementation of SmartHR in one or more of our districts and negotiating a cost to the level that the service can be a value-add for our members.
2012.1.08	Applitrack Implementation	20110301	In-Progress	Acquired Applitrack to manage the employment applications	Implementing Applitrack for various districts as a value-add for our members.
2012.1.09	Accelify Implementation	20110501	In-Progress	Negotiating to provide the Accelify application to our districts for Medicaid Management Reimbursement	Districts realizing a substantial return on Medicare/Medicaid Reimbursement

Notes

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Student Records Management Goal Matrix – including provisions for student scheduling, grade reporting, attendance tracking, and tracking of special education needs:

# 2	Goals *	Initiated Date	Status **	Comments	Measure of Meeting Goal
2009.2.01	Implement TAM(jx)	20080901	Cancelled	Implementation indicates that after all the bugs are resolved will provide a more advanced and stable Electronic Grade Book for the consortium teachers.	Successful implementations with districts not using Progressbook.
2009.2.02	Negotiating with other Student Information System Vendors in order to provide alternatives for our districts	20080101	On-Going	Concept to provide viable SIS alternatives for our districts. We are reviewing a third alternative for SIS Management.	Successful Implementation of two SIS applications distributed by the ITC.
2009.2.03	Encourage Districts to analyze and cleanse student data	20080101	On Going	Districts need to cleanse their student core data in order to have a clean source for EMIS Extractions	Review of UniCenter and WebHelp Desk Tickets.
2009.2.04	Implement Continual User Staff Development	20080101	On Going	In order to maintain informed users	Review of CA-UniCenter and WebHelp Desk Tickets.
2009.2.05	Decreased the amount of time that CA-USD tickets are Open	20080101	On-Going		Monitoring CA-UniCenter Tickets.

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2010.2.06	Implemented Content switch	20090701	On-Going	The reason that this goal remains in the current status is due to problematic concerns with the delivery of web based SIS apps that do not take complete advantage of the Cisco Content Switch.	WebHelp Desk Tickets. The IT department utilizes WebHelp Desk exclusively to monitor and manage technical issues.
2011.2.7	Added PowerSchool SIS application as an option for our districts	20100501	In-Progress	The PowerSchool Application Suite has been implemented and hosted for any of our districts to use.	Two Districts successfully operating using PowerSchool.
2011.2.8	Added Oracle's Business Intelligence Application	20100901	In-Progress	OBIEE has been acquired in order to develop analytical database research on SIS data for Curriculum initiatives in our districts.	Successful integration of OBIEE to analyze data for one or multiple districts.
2012.2.9	Migrating member districts to PowerSchool for Fiscal Year 2012	20110301	In-Progress	All districts will be migrated from our eSIS infrastructure to PowerSchool for the new school year.	Districts functioning successfully within the PowerSchool infrastructure for the start of the SchoolYear.

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State-Mandated Data Reporting Goal Matrix – including access to the appropriate department and software applications (EMIS):

# 3	Goals *	Initiated Date	Status **	Comments	Measure of Meeting Goal
2009.3.01	Expanding our Schools Interoperability Framework	20080301	On-Going		Successful horizontal and vertical movement of data
2009.3.02	Continue to be proactive with EMIS redesign	20080101	On-Going		Successful Processing of data through the data collector
2009.3.03	Work closely with our new SIS vendor to promote EMIS data accuracy, SIF integration, and data accuracy	20080701	On-Going		CA-UniCenter Tickets and # of districts requiring to submit letters of correction
2010.3.04	Implemented (3) Horizontal SIF implementations	2090301	On-Going	Three districts are testing horizontal SIF Implementations.	Successful horizontal data movement in production without losses due to EMIS-R updates.
2010.3.05	Working closely with our district EMIS Coordinators on EMIS-R	20090401	On-Going		Successful data submissions via the data collector
2010.3.06	Installed additional HP Blade servers to more efficiently distribute the EMIS-R infrastructure	20090401	Complete	This Goal has been reset to On-Going due to the redesign of EMIS that is currently in process	WebHelp Desk reports.
2010.3.07	Additional SAN Storage for an EMIS-R Test Environment	20090601	Complete	This Goal has been reset to On-Going due to the redesign of EMIS that is currently in process	WebHelp Desk Reports
2012.3.08	Employ additional EMIS Professionals to provide comprehensive EMIS services to our districts	20100901	On-Going	Currently four districts are under contract for EMIS services	Additional districts requesting the services based on successful required state reporting.

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Library Automation Goal Matrix – curricular resources and educational technology services to support academic content standards and effective instruction:

# 4	Goals *	Initiated Date	Status **	Comments	Measure of Meeting Goal
2009.4.01	Expand the usage of Info-Ohio and it's resources throughout the ITC	20081101	On-Going		Increasing the number of districts annually utilizing Info-Ohio
2009.4.02	Upgrade the Info-Ohio system Infrastructure to more efficiently deliver the Info-Ohio services	20081201	In-Progress		WebHelp Desk Reports
2009.4.03	Start an Info-Ohio Marketing to our consortium	20081201	In-Progress	We would like to expand the usage of the these services to our districts and encourage them to take advantage of the inexpensive resources provide via Info-Ohio	Scheduled meetings with districts not utilizing Info-Ohio
2009.4.04	Provide more hands-on services and training to our existing Info-Ohio Customers	20081201	On-Going		Increased Number of scheduled trainings to our districts
2011.4.05	Refresh the ITC's Info-Ohio Hardware	20101101	In-Progress	Replace hardware to better distribute the services efficiently	Info-Ohio Districts using the new system. Web Help Desk Reports
2012.4.06	Add new tape backup drive to our Infrastructure	20110715	In-Progress	Replace failing magnetic tape drive	Install New Tape Drive and modify backup infrastructure to eliminate the requirements for magnetic tapes
2012.4.07	Provide training on E-books to our InfoOhio Users	20110701	In-Progress	Training to introduce the benefit of using electronic media for instruction	Districts utilizing the E-book materials for instruction.

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Internet Access and Networking Services Goal Matrix – including email and the support of data exchange within the Information Technology Center’s user entities and across different Information Technology Centers and their user entities:

# 5	Goals *	Initiated Date	Status **	Comments	Measure of Meeting Goal
2009.5.01	Implement Project Management Software via BaseCamp	20070101	On-Going		Successful and ongoing collaboration with TRECA staff using BaseCamp
2009.5.02	Implemented MS Exchange for Office Collaboration services	20080731	On-Going	This status has been changed to On-Going due to upgrades	Staff using Exchange Collaboration services efficiently
2009.5.03	Leadership staff Meetings	20080101	On-Going		Continual Schedule of Leadership meetings
2009.5.04	Director Meeting to distribute information to the staff in an organized fashion	20080101	On-Going		Continual Schedule of Director meetings to share information and collaborate
2009.5.05	Implemented firewall services module to insulate network traffic between districts	20080301	On-going	To reduce the opportunity for viruses and hackers from accessing district networks and information illegally.	Firewall Services module implemented and functioning as designed
2009.5.06	Installed redundant content switches in order to load balance core application that we distribute to our users	20080101	In-Progress		Content Switches installed and configured providing ample load balances for our users
2009.5.07	Implemented a Web Help Desk Software in our Information Technology department to better serve the needs of our users	20080301	On-Going	We have expanded the utilization of the help-desk software to provide more enhanced support to our districts	All staff using WebHelp Desk to report internal software and hardware problems and concerns

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2010.5.08	Implemented Microsoft Exchange Hosting as a service to our districts	20090715	On-Going		Providing successful Exchange Hosting for our districts and clients
2010.5.09	Negotiating with Telco providers to enhance our network presence to our districts with improved connectivity performance	20090701	On-Going		Districts realizing cost savings as the result of our negotiations
2010.5.10	Expanded our VM environment to provide a more robust user experience	20090615	On-Going		Distributed applications functioning efficiently for our users.
2011.5.11	Research alternative Secondary ISP Providers	20100801	In-Progress	Alternative Secondary ISP providers to provide enhanced Internet to our districts in order to support increased reliance on curriculum alternatives provided via the Internet	Connectivity to a secondary ISP provider that operates when we lose connection to the K-12 Network at Oarnet.
2011.5.12	Research Cloud storage and Computing	20100801	In-Progress	Options for economical delivery of application and storage services to our districts	Successful acquisition of cloud computing resources from an ITC or private company
2011.5.13	Sharing of Services with ITCs	20100301	In-Progress	Developing strategic relationships with ITCs to provide additional shared services to our districts.	Long-Term agreements with individual or public sponsored organizations for enhanced sharing of services between entities.
2011.5.14	Expand Usage of Web Help Desk	20100801	In-Progress		Utilization of WebHelp Desk beyond IT related issues.
2011.5.15	Acquired VM server hosting services from the Northwest Ohio Computer Association	20110701	In-Progress	Collaborating with NWOCA in order to actively participate in a Shared Services Model between two ITCs	Successful implementation and delivery of 58 virtual servers for our consortium

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2011.5.16	Developed OpenVMS support contact support agreement with the Northwest Ohio Computer Association	20110401	In-Progress	OpenVMS support was required due to the resignation of our OpenVMS system administrator	District's not effected by absence of OpenVMS on-site administrator
2011.5.17	Development of a collaborative OpenVMS support between TRECA and and the Northwest Ohio Computer Association	20110728	In-Progress	IT staff member receiving OpenVMS knowledge transfer from NWOCA.	TRECA OpenVMS engineer successfully assisting NWOCA with OpenVMS support; thus, Sharing IT personnel resources and services
2011.5.18	Collaborating with the Northwest Ohio Computer Association for Long-haul circuits to member districts	20110201	In-Progress	Sharing connectivity services between NWOCA and TRECA	Remote districts receiving connectivity solutions that meet their needs efficiently
2011.5.19	Developing partnership with Oarnet in order to terminate "Z" point of connectivity circuit to nearest locale to the district and the K-12 network	20110101	In-Progress	Directly Connecting the district/buildings to the K-12 network at locations that can be served more efficiently than routing through TRECA or NWOCA. Thereby promoting shared services between the entities.	Successful district connectivity to Oarnet that provide optimum service to the district.
2011.5.20	Create a layer-3 switched tunnel using the Oarnet backbone between Northwest Ohio Computer Association and TRECA	20110301	Complete	The layer-3 tunnel provides optimum traffic flow between the organizations	Continued expansion of the partnership with Oarnet, NWOCA and TRECA to deliver shared services between state agencies efficiently.

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2011.5.21	Brokering IP Telephony solutions through the Northwest Ohio Computer Association	20110701	In-Progress	Supporting relationships between our districts and NWOCA in order to provide effective and efficient telephony solutions through our shared services partnership. Currently one member district has initiated this service	Multiple TRECA member districts utilizing the IP telephony shared service model for voice communication.
2011.5.22	Brokering MS Exchange services via the Northwest Ohio Computer Association	20110701	In-Progress	Supporting relationships between our districts and NWOCA in order to provide effective and MS Exchange services via our shared services partnership.	Multiple TRECA member districts utilizing the MS Exchange shared service model for electronic messaging communication.
2011.5.23	Developing strategic partnerships with private entities to expand service offerings to districts	20110701	OnGoing	Creating partnerships with entities throughout Ohio and Pennsylvania to expand services in order to lower operational expenditures.	Developing revenue streams through shared services and strategic partnerships that provide revenue that allow our organization to lower distributive processing expenditures realized by member districts.

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