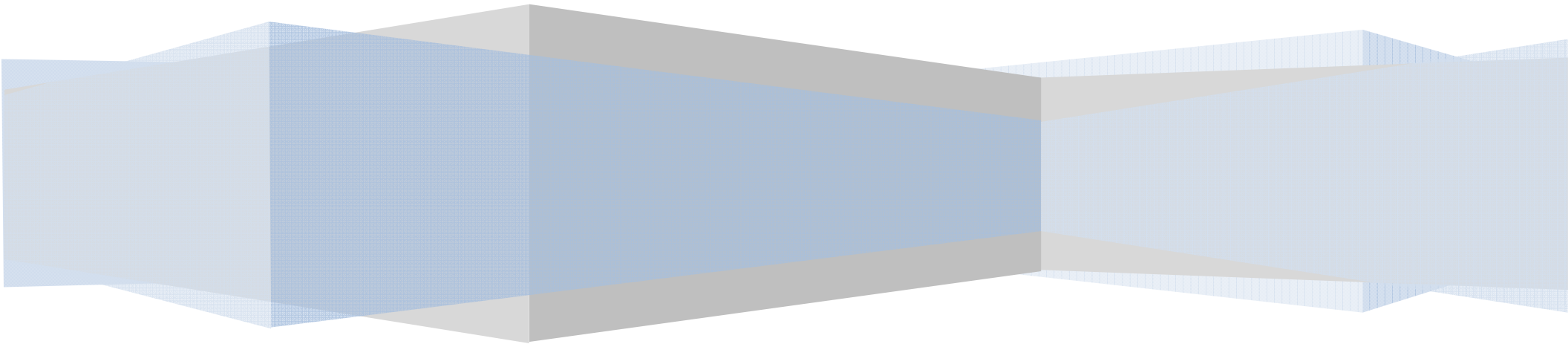


Hamilton/Clermont Cooperative Association

# **FY12 ITC Continuous Improvement Plan**



## 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

<b># 1</b>	<b>Goals *</b>	<b>Initiated Date</b>	<b>Status **</b>	<b>Comments</b>	<b>Measure of Meeting Goal</b>
2010.1.01	Provide interactive online training opportunities in a live, virtual classroom setting	7/1/07	Ongoing	Will work to increase use of virtual training opportunities in FY12.	Evaluate fiscal trainings offered during year to see how many were offered in a live, virtual classroom setting.
2010.1.04	To host two round table meetings per year in addition to usual topical training sessions CY end and FY end, EMIS requirements, etc.	7/1/08	Ongoing	Per districts requests have meetings when major new information is introduced. Will continue to review this for FY12.	Review round table meetings at FYE to make sure additional meetings took place.
2010.1.05	District to retrieve and print their own W2's and 1099's using the OnBase Archiving System, district printer and folder/sealers	10/1/09	Ongoing	29 out of 31 districts printed their own W2's and 1099's in FY11. Plan on using same procedures for FY12 but goal is to have all 31 districts participate. HCCA will not print for Calendar Year 11.	Review W2 and 1099 data to see how many districts printed their own forms this year.
2010.1.07	To deploy Financial Services EMIS-R Software	7/1/09	Ongoing	Software still in testing phase.	Evaluate whether EMIS-R is being used for Financial Services submissions according to ODE timelines.
2010.1.08	To implement Wilson/eProcurement Software	7/1/09	Complete	2010/2011 Mariemont Schools tried this software and requested to return to USASWeb. Software did not meet their needs.	Review how many districts using this software. Wilson is in process of making software more user friendly.
2011.1.01	To respond to at least 95% of all Help Desk tickets within four hours.	9/1/10	Ongoing	Increased goal percentage in view of meeting 90% in FY10.	Help Desk report of ticket timelines.

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<b>2012.1.01</b>	<b>Create Video's for USAS/USPS/EIS as an alternative to on-site meetings.</b>	6/1/11	In progress	Video's published and available from HCCA web site along with hand outs if desired. Evaluation forms sent out for comments.	Review whether videos were made available.
<b>2012.1.02</b>	<b>Introduce HR Kiosk to additional districts.</b>	7/1/11	In progress	Deer Park and Reading using this product. Marketing to new districts in FY12.	Compare number of districts using KIOSK with number using in prior years.
<b>2012.1.03</b>	<b>Additional assistance to districts regarding EMIS Staff issues.</b>	7/1/11	In progress	Make sure ODE changes are communicated to districts. Assisted PACE Community to enter Staff Data in USPS/USPSWeb.	Review help desk tickets and trainings offered.

### Notes

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- \*\* Status should be – not started, in progress, ongoing, cancelled, or complete

## FY12 ITC Continuous Improvement Plan Narrative

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

<b># 2</b>	<b>Goals *</b>	<b>Initiated Date</b>	<b>Status **</b>	<b>Comments</b>	<b>Measure of Meeting Goal</b>
2010.2.04	Provide interactive online training opportunities in a live, virtual classroom setting	7/1/07	Ongoing	Will work to offer virtual and web-conference trainings in FY12	Compare number of virtual training opportunities with previous year.
2010.2.05	Provide training and documentation to special education staff on use of SpS in Progress Book and move to begin extracting EMIS data fields directly to DASL for EMIS reporting	7/1/09	Complete	Staff have worked with each school district on the proper use of the SPS module with the goal of exporting the data and importing into DASL for EMIS reporting	FY11 – One district was a pilot for the project and was successful using the SPS software to export EMIS data fields and import into DASL for EMIS reporting.
2010.2.06	Create accounts and train all districts in use of D3A2 for assessment data analysis	9/1/09	Ongoing	Will continue to load data into D3A2 due to the long-term commitment from ODE on this application.	Successful loading and use of historical assessment data via D3A2 by all districts.
2011.2.01	Set up a more user-friendly ad-hoc reporting tool for users	9/1/10	Ongoing	Have Microsoft Reporting Services database set up and HCCA staff have written reports for customers. Will work this year to train district staff in writing their own reports	Survey users
2011.2.02	Develop archiving of student transcripts for use by districts	9/1/10	Complete	Data loaded into OnBase software for one district and have demonstrated the application to the district.	Feedback from district was positive.

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2011.2.03	To respond to at least 95% of all Help Desk tickets within four hours	9/1/10	Ongoing	Increased goal percentage in view of meeting 90% in FY10	Help Desk report of ticket timelines.
2012.2.01	Create an SPS section on the HCCA web page that is user friendly and useful to Special Education Coordinators, case managers and therapist	7/1/11	In progress	As a convenience to our users, we would like to provide one place where they can go to access the resources they use the most. This project is currently in the planning phase.	Survey users
2012.2.02	Create a Progress Book/Grade Book section on the HCCA web page that is user friendly and useful to Grade Book administrators, teachers and building administrators	7/1/11	In progress	As a convenience to our users, we would like to provide one place where they can go to access the resources they use the most. This project is currently in the planning phase.	Survey users
2012.2.03	Create a DASL section on the HCCA web page that is user friendly and useful to building and district administrators and office staff	7/1/11	In progress	As a convenience to our users, we would like to provide one place where they can go to access the resources they use the most. This project is currently in the planning phase.	Survey Users
2012.2.04	Increase training offerings by 25% of the past fiscal year	7/1/11	In progress	In response to survey feedback from FY11 our customers have requested additional training. We will offer both in-house and Elluminate training sessions	Event Calendar comparison of trainings offered from FY11 vs FY12

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## FY12 ITC Continuous Improvement Plan Narrative

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

<b># 3</b>	<b>Goals *</b>	<b>Initiated Date</b>	<b>Status **</b>	<b>Comments</b>	<b>Measure of Meeting Goal</b>
2010.3.01	To prepare for EMIS-R	7/1/09	Ongoing	The EMIS-R project has been pushed back from its original timeline but is scheduled to go live next year, beginning with the 5-Year Forecast and 12K reporting periods. Preparations include a possible parallel submission this summer and extensive user training in the fall.	Review whether ODE timelines throughout the year are met. Review the number of districts able to successfully collect and submit data on their own.
2010.3.02	To expand webcasting group training (and store on video server).	7/1/08	Ongoing	Video (remote sessions) were offered for each of our major sessions and EMIS Coordinators were introduced to Elluminate as we hosted some training sessions via this web too!.	Review the number of Elluminate sessions. Periodically poll users on their comfort level and opinions on the effectiveness of this type of training.
2011.3.01	To respond to at least 95% of all help desk tickets within four hours	9/1/10	Ongoing	This goal percentage was increased in FY10.	Review helpdesk reports to make sure goal is being met.
2011.3.02	To create a variety of flash tutorials using Camtasia software	9/1/10	Ongoing	Some Camtasia's were produced for DASL that relate specifically to EMIS. We may need to create more that are geared solely toward EMIS once EMIS-R is	Review the number of Camtasia recordings made available each year.

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				in use.	
<b>2012.3.01</b>	<b>To provide EMIS training sessions that focus on data analysis.</b>	7/1/11	In progress	With EMIS-R, EMIS coordinators will have more responsibilities related to their data. Because of this, they'll need to have a strong understanding of EMIS and related reports as well as the ability to sort and analyze their data as needed.	Review the number of training sessions that are specific to data and report analysis (i.e. Excel Training).
<b>2012.3.02</b>	<b>Create an EMIS section on the HCCA web page that is user friendly and useful to EMIS Coordinators.</b>	7/1/11	In progress	As a convenience to our users, we would like to provide one place where they can go to access the resources they use the most. This project is currently in the planning phase.	Survey users.

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## FY12 ITC Continuous Improvement Plan Narrative

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

<b># 4</b>	<b>Goals *</b>	<b>Initiated Date</b>	<b>Status **</b>	<b>Comments</b>	<b>Measure of Meeting Goal</b>
2010.4.02	Create flash tutorials using Camtasia Studio to demonstrate features of the library software	10-1-2007	Ongoing	Feedback from library staff verify that these are valuable	Tutorials available on HCCA library helpsite
2010.4.03	Create and easy to use online helpsite to provide documentation and tutorials for library staff	05-1-2007	Ongoing	Usage statistics confirm that the site is consulted frequently	5,534 page loads from libraries.hccanet.org between July 1, 2010 and June 30, 2011.
2010.4.05	Provide interactive online training opportunities in a live, virtual classroom setting	05-1-2008	cancelled	Synchronous online learning has not been well-received by library staff. I am going to admit defeat on this one. One-on-one online training works well and Camtasia Tutorials are appreciated but library staff are unwilling to commit to attending online group training. Their contractual hours are consumed with student tasks and they are not interested in logging in for an online class after work. They prefer to view recorded training at their convenience.	Feedback to online surveys, emails messages of regret, and lack of interest in online training opportunities have convinced me that group online seminars are not a good idea at this time.
2012.4.01	Catalog eBooks in the public domain or with copyright permission to deliver to automated libraries	1-26-2011	In progress	Requests for assistance in providing eBooks from school libraries, especially for required reading titles, prompted us to begin this ITC collaborative project	26 digital audiobooks cataloged in addition to the contribution made to the over 300 print eBooks currently in the ERES database

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## FY12 ITC Continuous Improvement Plan Narrative

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:

<b># 5</b>	<b>Goals *</b>	<b>Initiated Date</b>	<b>Status **</b>	<b>Comments</b>	<b>Measure of Meeting Goal</b>
2010.5.07	Respond to a minimum of 90% of all Helpdesk tickets within four hours	7/1/09	Ongoing	Exceeded goal in FY11	Reports generated from Helpdesk will provide compliance verification
2011.5.01	Fully implement, test and support a robust multisite Microsoft and VMWare clustering environment (i.e. dual computing centers) to support WWW, SQL, Exchange, and Virtualized servers & desktops, along with a fully tested disaster recovery plan.	7/1/2010	Ongoing	Disaster recovery partially tested. VM clustering environment implemented	Successful completion of disaster recovery test
2011.5.02	Implement new M86 filter URL filtering	7/1/10	Complete		New filtering implemented and operational
2011.5.03	Implement a new Backup solution	11/1/10	Ongoing	Have tested Appasure. Looking at VEEAM.	Test backup solutions, select best option and verify solution is operational
2011.5.04	Provide at least 10 online training sessions/meetings-utilizing one of HCCA’s various collaboration tools- targeting both HCCA internal IT staff, as well as school tech coordinators	9/1/10	Ongoing	Partially complete	Review calendar.hccanet.org
2011.5.05	Virtualize all servers that do not require dedicated physical servers, and provide all HCCA employees with access to a hosted virtual desktop	7/1/10	Complete		All servers virtualized and operational

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2011.5.6	Become proficient in configuring, troubleshooting and maintaining the new Cisco, Juniper, and Adva infrastructure	7/1/10	Ongoing		Evaluate proficiency in these areas
2012.5.01	Upgrade Cisco Telephony servers	7/1/2011	Not Started		Review if completed
2012.5.02	Upgrade PRTG to 8.5	7/1/2011	Not Started		Review if completed
2012.5.03	Relocate Alpha	7/1/2011	Not Started		Review if completed
2012.5.04	Remove Cisco 9250 fiber channel switch	7/1/2011	Not Started		Review if completed
2012.5.05	Move storage on EVA so it can be taken down	7/1/2011	Not Started		Review if completed
2012.5.06	Update Onbase to version 11 and add redundant web server	7/1/2011	Not Started		Review if completed

### Notes

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## FY12 ITC Continuous Improvement Plan Narrative

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### Narrative Summary:

#### **This narrative should answer the following questions for all core service areas**

1. Explain the process that is used within your organization to identify changing customer needs and develop organizational goals to advance your organization as a service provider.

We generate data from various sources including surveys at the conclusion of training sessions. Each core service area also sends out an annual survey which assists us in goal development and identifying changing customer needs.

Input from HCCA staff is also an essential element used to identify changing customer needs and development of future goals. The seven member Executive Committee, who is responsible for day to day operations at HCCA, plays a MAJOR role in setting goals.

HCCA's organizational goals also include many statewide initiatives including Wilson/eProcurement, HR Kiosk and EMIS-R. We are currently working with MVECA and WOCA on deployment of a Document Management Solution for School Districts. ITC employees collaborate with other ITC employees through group meetings such as Financial SWAFS, INFOhio SWISS and DASL support groups.

The information provided by these groups, combined with continuous research in technological and educational advances, has allowed us to refine today's services while pointing us toward tomorrow's essentials. For instance, recent studies show a trend toward more distance-learning situations. Information from these groups has also prompted us to review the possibility of expanding our support hours.

2. How do you plan for the ongoing and future financial and staffing needs of your organization to maintain its position as a viable service provider?

HCCA reviews the budgets on a monthly basis to evaluate actual operating costs and revenues versus the projections. A yearly review is conducted to examine the revenue and expenditures. If issues or concerns arise, they are taken to the Executive Committee and the Governing Board for review and guidance. HCCA is constantly reviewing new products and ways to generate new revenue to keep up with anticipated funding changes.

HCCA utilizes data provided from helpdesk statistics and results of custom feedback surveys to assist in evaluating staffing needs. Department Managers also meet with the ITC Director to discuss current and future staffing concerns. Staffing is reviewed frequently and adjustments are made as new software is deployed, employees retire, etc. HCCA encourages its staff to stay current with evolving technology. HCCA wants to insure the intellectual capital of the

## FY12 ITC Continuous Improvement Plan Narrative

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organization is superior, not just adequate. We encourage continuing education and also offer a Tuition Reimbursement program to our employees

3. Helpdesk Questions: (The following questions must be addressed in the narrative.)

- i. How did you use the data derived from the helpdesk to assist you in making management decisions?

Helpdesk results were used to assist in making department staffing decisions, to review support hours and review areas/individuals that might need additional training opportunities. In general, areas with a high number of requests need to have adequate staffing but the requests are further analyzed to see if additional training opportunities might be needed which in turn would reduce the number of tickets. If we find a large number of tickets are from a particular individual or district we offer additional training to them. If ticket acknowledgement and resolution goals are not being met then a review of staffing levels are performed. There are many factors that go into management decisions but helpdesk data does play an important role.

- ii. What is the relevance and correlation between data reports from the helpdesk and the measurement and development of your organization's goals?

Helpdesk results were primarily used to measure if the goals for ticket acknowledgment and closure of each core service area were being met. We have also adjusted some of our goals in our CIP based on our helpdesk results. Additionally, data used from the helpdesk helps us develop future training goals especially related to online training opportunities.

- iii. How is your organization utilizing helpdesk data to measure SLA compliance with services provided to schools by your organization?

HCCA analyzes the helpdesk statistics to make sure each of our core service areas are meeting the metrics established in our SLA's. We mainly focus our review on ticket acknowledgement and closure. Critical request resolution is also reviewed. HCCA's helpdesk statistical reports for FY11 show we are exceeding State Averages. There is still much work to be done and areas that need improvement. The data provided is a great management tool and gives us the valuable information needed to improve our services.