1. **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.**

    The attached FY19 Continuous Improvement Plan (CIP) grid, which was reviewed by the NEOnet operating committees and approved by the Board of Directors, provides the current status and progress towards completion of the CIP goals. The administrators from each service area review and update the CIP on a quarterly basis. The most recent CIP grid is available on the NEOnet website.

2. **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.**

    The attached FY19 CIP grid provides the current status and progress of each of the CIP goals. The key areas of improvement are listed below:

    - Managing continuing growth of the council
    - Lack of resources to drive innovation for new services
    - Scope of services – expectations vs. deliverables
    - Service Desk adoption
    - Staff wellness

    These key areas of improvement were included because during our strategic planning process they were identified as being organizational weaknesses by our stakeholders and the administrative team. These weaknesses were also highlighted in the results from the common customer satisfaction survey. These key areas of improvement are addressed in the strategic planning process by developing Initiatives (1 year goals) and Thrusts (3 year goals). The Initiatives are listed below:

i. **Communications and Messaging**
    1. Communicate Professional Development offerings
    2. Complete Regional Fiscal Plan
    3. Publish four white papers and four articles
    4. Increase social media presence
    5. Present at State and Local Conferences
    6. NEOtech 10 year anniversary conference
    7. Communicate services to existing customers
        a. Physical Security
        b. Cloud Offering
        c. District Technology Services

ii. **Security**
    1. Penetration Testing
    2. School District Gap Analysis
    3. Complete set of security policies

iii. **Improve and expand service offerings**
    1. Expand Security Bundle offering
    2. Fiscal Services Software Migrations
    3. Shared Service Study
        a. INFOhio
        b. Student Services
    4. Hire a Research and Development Liaison

iv. **Cooperative purchasing**
    1. Research and select Web Storefront
    2. Develop API for vendor partners
    3. Research advantages and disadvantages of becoming a cooperative purchasing agency

v. <u>**Organizational Efficiencies**</u>
1. Wellness Program
2. Hire a website and service desk developer
3. Approve New Bylaws and Policies
4. Automate Board Meetings
5. Update Service Level Agreements – Define expectations vs deliverables
6. User logging into the portal with phase 1 functionality
7. Streamlining opportunities and contract management within Cherwell
   a. Communication of quotes
   b. Follow-up
8. Opportunities, quoting and invoicing tool in the service desk application
9. Review and modify organizations procedures

The NEOnet Strategic Plan defines who we are, where we want to go, and who is going to take us there. The strategic plan creates the roadmap to achieving our vision, establishes organizational clarity, and builds and maintains an aligned and cohesive team. The CIP goals are driven by the strategic plan and reviewed and updated on a monthly basis. The NEOnet staff aligns their individual professional development plans to the CIP goals. Below is an illustration of our planning process as it relates to staff professional development.
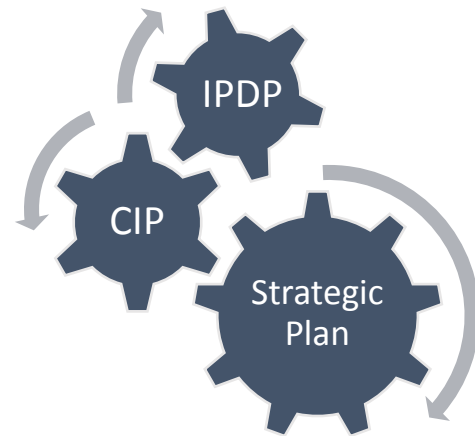
3. **How do you obtain input from customers, governing board, and staff in identifying the key areas identified in question #2? Did you do anything new or different in developing your new plan?**

The process NEOnet uses to develop the CIP involves a variety of steps. NEOnet has Operating Committees, user forums, and on-site visits that serve as the primary measure of obtaining feedback on the quality of services offered and determining if we met our goals. Surveys are conducted to measure customer satisfaction of the completed goals. NEOnet participates in the MCOECN common survey initiative. This initiative provided valuable feedback from our stakeholders and assisted us in identifying best practices amongst participating Information Technology Centers (ITC). The Finance Committee, Assembly, and Board of Directors provide input and feedback to the goals, objectives and finances of NEOnet projects. Detailed project plans are then developed and entered into the Cherwell Service Desk application. We use the service desk to monitor the completion timelines and benchmarks of each project. These project plans are reviewed by the Operating Committees and the Board of Directors. In an effort to further two way communications

with all participating educational entities, committee minutes and agendas are available on the NEOnet website. Evaluation forms and sign-in logs are also archived in the Cherwell Service Desk application which are used in the project and goals evaluation process.

In addition, we take the input from the customer satisfaction surveys and our operating committees and then the administration team meets four times a year to develop specific quarterly, annual and three year goals. Once the goals have been identified, the manager of each department from the administration team works with the support staff to develop the CIP for that area of services.

4. **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.**

NEOnet collaborates with several entities in regards to collaborative shared services. These organizations include: Educational Service Centers, Universities, ITCs, Municipalities, Public, Private and Charter School Districts, Not-for-Profit Groups and For-Profit Companies. These collaborative partnerships enhance our ability to be successful in meeting the goals that are identified in this CIP.

Specific examples of the collaborations are:

- Participation in state and local meetings (i.e. FAAST meeting, SIS user group, INFOhio Roundtable, OEDSA)
- Participate in statewide MCOECN committee to decide statewide video conferencing tool
- Participate on the MCOECN Cyber Security NIST policy development committee
- Members of the Ohio Distance Learning Consortium
- Representation on the K-12 Network, Fiscal Redesign Oversight, eFP advisory, and ODE Accountability committees
- Utilize the state disaster recovery site for alpha backups
- Promote regional discussions around centralized INFOhio, Fiscal and SIS server hosting
- MVECA and NEOnet are part of the statewide development of Cherwell Service Desk Application
- Host Ohio Department of Education EMIS informational sessions
- Co-Branding of Services with Summit County and Medina County Educational Service Center

The continued success of NEOnet is dependent on the partnerships with other public and private entities. These partnerships allow us to focus on our core competences and maintain superior customer service. This is done by reducing cost, providing a higher than normal level of operational performance, and expanding our service offerings. These efforts of collaboration, especially with Educational Services Centers, allow us to offer a comprehensive line of services at extremely competitive prices.

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

# 1	Goals *	Status
2018.01.03	Coordinate eFinancePLUS FAAST meetings for NE Ohio to facilitate ITC collaboration.	NEOnet coordinated the first meeting in November 2017. META to coordinate next meeting.
2018.1.05	Develop documentation for end users for eFinancePLUS.	Documentation is being developed on a continual basis as tickets are being created. The fiscal staff has also been collaborating with other eFinancePLUS-implementing ITCs, via the Community site, to develop best practices and documentation.
2018.1.06	Develop and offer 5 eFinancePLUS trainings for end users.	New trainings have been developed and included in the professional development brochure. Developed 3 new trainings in FY18.
2019.1.01	Attend and present at annual Powerschool eFinancePLUS conference in October.	Three presentations are scheduled for the October 2018 conference.
2019.1.02	Conduct eFinancePLUS specific roundtable and year end meetings.	Quarterly Roundtables and YE meetings have been scheduled for the current year.
2019.1.03	Stay current on the State Software Redesign developments and participate in all information sessions, professional development offerings and testing of software releases in order to become proficient on the software.	At least 3 members of the fiscal team will attend all webinars and trainings this fiscal year.
2019.1.04	Convert 1 district from Classic State Software to the Redesign	Identify district.
2019.1.05	Crosstrain new fiscal team members to be able to answer both eFinancePLUS and State Software tickets.	New fiscal team members will attend professional development opportunities for State Software and eFinancePLUS. All team members will be trained in checking backups and submitting state required files on behalf of districts.
2019.1.06	NEOnet led conversion of 3 districts onto eFinancePLUS by the end of FY19.	All trainings/workshops have been scheduled for Round 5 districts.
2019.1.07	Identify 3 additional districts for conversion to eFinancePLUS to begin in FY19.	Identify districts and begin planning for rounds to go live in FY20.

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

# 2	Goals *	Status
2019.2.01	Eight new districts to support on NEOnet' s ProgressBook Suite.	Wadsworth, Field, SMART Academy, Northside Christian, YouthBuild, Frederick Douglas, George Voinovich, Academy of Junior Scholars.
2019.2.02	Train new Master/Admins on the ProgressBook Suite – Agenda's and evaluation forms are stored in the training folder.	Due to district turnover the upcoming school year has many new Master/Admins that need trained.
2019.2.03	Implement nine districts to DataMap.	Implement, train staff, and continuously support the product of DataMap for XXX.
2019.2.04	Implement Jitterbit , the state wide data-interchange tool, with MCOECN.	Attending monthly committee conference calls
2019.2.02	Implement and support SPS EMIS module for 9 additional districts.	Nine new districts implementing the EMIS module in SPS. Global Village/Springfield/Buckeye/Woodridge/Manchester/ Mogadore/Brunswick/Norton/Oakmont
2019.2.03	Implement the new RIMP Module in DataMap.	Develop materials, presentations, and conduct trainings on the new features of the RIMPs in DataMap.
2019.2.04	Conduct all Roundtables and User Group meetings via Webinar.	Advertise and conduct the nine meetings via web conference
2019.2.05	Train all Special Services staff on FY 19 software changes including the new Ohio Revised SPS forms.	Develop materials, and conduct trainings on the new forms.
2019.2.06	Continue to educate and train on the reports and screens to track attendance truancy due to HB410.	Offer numerous trainings to ensure district staff is educated on House Bill 410.
2019.2.07	Implement ProgressBook Suite wide Notifications.	Help districts modify DASL security to use suite-wide notifications. In addition, train users on setting up the module.
2019.2.08	Perform feasibility study on offering a ProgressBook suite shared service to NEOnet *members.*	With the decrease of staff in the school districts, develop a plan to offer a new service to school districts to maintain their ProgressBook instance successfully.

2019.2.09	Train districts on GoogleAuth feature with ParentAccess.	Three districts successfully using GoogleAuth for ParentAccess accounts.
2019.2.10	New GradeBook Grid, Marks Screen, Standards Based Grid – promoting user of these new screens prior to discontinuing the old	Develop promotion materials for teachers to discontinue using the old style of Gradebook grid, and move towards the re-designed screen
2019.2.12	Student Services Team provide end users 125 trainings for FY19	60 sessions accomplished in FY19 so far

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

# 3	Goals *	Status
2019.3.01	Provide EMIS services to eight new school districts. – Eight additional schools successfully using the EMIS services through NEOnet.	Wadsworth, Field, SMART Academy, Northside Christian, YouthBuild, Frederick Douglas, George Voinovich, Academy of Junior Scholars.
2019.3.02	Update and train districts on new FY19 EMIS changes. - Hold meetings, trainings and webinars, agenda's and evaluation forms are stored in the training folder	Inform and train EMIS users on the FY19 EMIS changes.
2019.3.03	Provide an EMIS Connections bundle of trainings and meetings to educate new EMIS Coordinators and seasoned EMIS Coordinators on the tools to report EMIS data. Collaboration with NEOnet, ODE, and MCOECN trainings.	Maintaining a website of EMIS connections training items for all levels of EMIS professionals to attend and learn. Distributing EMIS Connections certificates.
2019.3.04	Develop and communicate a "What EMIS Coordinators should accomplish this month" monthly communique.	Include in monthly update a short list of items EMIS Coordinators should focus on during the upcoming month.
2019.3.05	Provide three checklist trainings throughout FY19 via Webinar.	First window, mid-year, and end of year checklist trainings conducted to include student, staff, course, graduate, and assessment collections.
2019.3.06	Student Services Team provide end users 125 trainings for FY19	60 sessions accomplished in FY19 so far

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

#_4	Goals *	Status
2016.4.05	Enhance department staff knowledge of technology integration in the classroom by being proficient in all of the INFOhio electronic resources, trained in the best ways to integrate Google into the classroom establish professional development workshops for the school districts.	Two department staff were certified as INFOhio iCoaches for INFOhio electronic resources used in the classroom, presentations were conducted at two conferences, 4 school inservice days and at quarterly user meetings. Two staff members attended the ALA National conference and attended sessions on the tools and resources libraries are using for technology integration and will continue to learn more about Google applications. Ongoing
2017.4.02	Support and encourage school library staff to perform technology integration in the classroom at their buildings by holding trainings and workshops to prepare, assist and enable the school librarian in assisting teachers with integrating education technology into the classroom.	Two staff members were certified as INFOhio iCoaches for presenting and training on INFOhio electronic resources to educators. A course catalog of these and other resources is being developed. The afternoon of quarterly media services meetings are scheduled with professional development ……. Conducting trainings on INFOhio Electronic Resources to districts. Creating course catalog.
2017.4.09	Record webinars on popular and new technology integration topics and have them posted to the department section of the website.	Ongoing
2017.4.10	Schedule one on one trainings and classroom observations to stay current on the needs of teacher and student needs in regards to educational technology integration.	Ongoing
2018.4.01	*Provide 100 professional development opportunities through the Technology Integration Services project.*	Ongoing
2018.4.04	Conduct Media Services Advisory Committee via Web Conference	Ongoing. Four meetings planned for the FY19 year
2019.4.01	Hold a one day conference of professional development geared for all library staff.	On August 10, 2018 the second NEOnet K-12 Library conference was held with multiple sessions and panel

		discussions were held on topics selected by a committee. There were xx attendees from xx school districts. Completed
2019.4.02	Perform feasibility study on offering a Library Shared service to NEOnet *members.*	With the decrease of certified librarians' in the school districts, develop a plan to offer a new service to school districts to maintain their libraries.
2019.4.03	Introduce, demonstrate and develop trainings on the new items in the NEOnet Makerspace	Eight (8) new items were purchased for the NEOnet Makerspace for FY19.
2019.4.04	Train INFOhio users on the new INFOhio website	
2019.4.05	Work directly with a district technology teacher to develop, coach, and deliver hands on a technology curriculum to 4th-6th graders.	Working with pilot district, Mogadore, to have NEOnet's technology integration team develop and deliver 4th-6th grade technology curriculum
2019.4.06	Conduct the 10th anniversary of the NEOtech conference.	Working with Cleveland convention center to deliver the 10th NEOtech conference to Northeast Ohio.

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 *	Status
2013.5.06	CM LDAP integration - All districts LDAP integrated	All districts have been moved to version 10.5. We are investigating a move to 11.5 with LDAP integration and provisioning manager
2014.5.03	Radius Authentication and Accounting to all wireless and switch infrastructure - All core/edge switch infrastructure as well as wireless using radius	Deployed on all new CPEs. Working on core network equipment.
2017.5.01	Change management for switching and network devices	We are in the process of implementing the Change Management module in Cherwell. We have change tracking in place with CatTools and AAA.
2017.5.06	Eliminate all 2003 servers for the VMWare environment	The only 2003 server we have left is NEOnet-Web2. There are two Tallmadge servers left as well.
2017.5.08	Eliminate all legacy phones	Not all Legacy phones have been replaced. Norton and Cuyahoga Falls both still have unsupported devices.
2018.5.01	Eliminate all 2008-non R2 Servers	Not Started
2018.5.02	All districts migrated to virtual wireless controllers	9 districts left to migrate
2018.5.03	Implement Change Management	Change management in Cherwell is working but we have no asset database yet.
2018.5.05	Setup automated bandwidth testing (new CPEs only)	PFsense firewalls have been ordered and deployed at one site. Need to automate the testing with iperf.
2018.5.06	Upgrade to VMWare 6.5	All but the ESX hosts with voice applications have been upgraded
2018.5.10	Implement Access Control on all racks	Moving to Isonas as an alternative solution to APC
2018.5.11	CER implementation on all districts in cluster 1	So far Woodridge, Richmond Heights, Maplewood, Springfield, Wright Prep and Scope academy have been implemented.
2018.5.12	Migrate all Listserv functionality to List.neonet.org	All the lists have been exported and are ready for import into the new Listserv

2018.5.13	Complete ADAP rewrite	It has been started and is approximately 15% done
2018.5.14	Portal Login to be implemented on Drupal	Not Started
2018.5.15	NEOnet security policies in place and employees signed off	Policies are currently being written at the state level and should be ready for board approval in November.
2019.5.01	Implement NSX in the VMware environment for testing and evaluation	Not Started
2019.5.02	Evaluate and choose a Next Gen firewall appliance	In evaluation of Cisco, Palo Alto and Fortinet firewalls
2019.5.03	Replace current ACS with a new solution for authentication and accounting	In evaluation of Cisco ISE, Extreme Control, and Aruba Clear Path
2019.5.04	Add additional network and monitoring capabilities to NEOnet staff and customers	In evaluation of Extreme, Cisco Stealth Watch, and possibly Vectra
2019.5.05	Increase bandwidth and data paths between data centers	Look at possible DWDM solutions to provide additional paths for FW redundancy
2019.5.06	Have a windows 10 image to deploy via SCCM	Not Started
2019.5.07	Front end console and PS module for DNS management	Not Started
2019.5.08	Upgrade to ESX 6.7	Not Started
2019.5.09	Migrate all customers voice cluster one to the new provisioning tool	Green and Copley have successfully migrated.
2019.5.10	Rewrite of Onbase processor	Not started
2019.5.11	Two factor authentication implemented for all NEOnet staff	We are currently testing DUO
2019.5.12	Replace district circuit aggregation switches	Not Started
2019.5.13	Redesign L3 routing with new firewall design in mind	Not Started
2019.5.14	Upgrade all voice clusters to 11.5	Not started
2019.5.15	Upgrade NEOnet File Server to 2016 and migrate to a new data store that is encrypted at rest.	Not started
2019.5.16	One school district utilizing NEOnet access control and video surveillance	Currently implementing 24 doors at Stow with a 50 camera implementation scheduled
2019.5.17	Arbor appliance support and bandwidth increase	We have quotes on the expanded bandwidth and support