FY23 NEOnet Continuous Improvement Plan

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 Continuous Improvement Plan (CIP) grid, which is reviewed by the NEOnet operating committees and approved by the Board of Directors, provides the current status and progress towards completing the CIP goals.   The administrators from each service area review and update the CIP quarterly.

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 CIP grid provides each CIP goal's current status and progress. The key areas of improvement are listed below:

   - Cross-Training of staff
   - Professional development opportunities for NEOnet staff
   - Work from home tools
   - Data analytics tools and processes

   These key areas of improvement were included because our stakeholders and the administrative team identified them as organizational weaknesses during our strategic planning process. These weaknesses were also highlighted in the customer satisfaction survey results.   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:

   1. Retain and grow a knowledgeable and concerned staff
   2. Implement Infinite Campus Student Information System
   3. Streamline the financial operations of the council
   4. Develop a customer fee and purchasing portal
   5. Create and provide reports to streamline district and council processes
   6. Complete the Facility Technology Modernization project
   7. Decommission the Alpha
   8. Implement multi-factor authentication (MFA) for student and financial software packages
   9. Maintain the National Institute Standards and Technology (NIST) Cybersecurity Framework
   10. Utilize Learning Management System to provide quality and effective professional development
   11. Merge with North Central Ohio Computer Association (NCOCC)

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 strategic plan drives the CIP goals and is reviewed and updated quarterly. The NEOnet staff aligns their Individual Professional Development Plans to the CIP goals.   This illustrates 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 are the primary measure of obtaining feedback on the quality of services offered and determine if we met our goals. Surveys are conducted to measure customer satisfaction with the completed goals. The Finance Committee, Assembly, and Board of Directors provide input and feedback on the goals, objectives, and finances of NEOnet projects. Detailed project plans are then developed and entered into the project management software (SCORO). We use the software 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 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
    - Members of the Ohio Distance Learning Consortium
    - Members of the Broadband Access Ohio
    - Work with Summit Education Initiative to improve student achievement
    - Representation on the K-12 Network, Fiscal Redesign Oversight, eFP Advisory, and ODE Accountability committees
    - Utilize the state disaster recovery site for alpha backups
    - Participate in the centralized INFOhio, Fiscal and SIS server hosting
    - Collaborated with the Ohio Jobs and Family Services on P-EBT project
    - Host Ohio Department of Education EMIS informational sessions
    - Assisted the Governor's office with Broadband Ohio Connectivity Project
    - 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.

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Fiscal Services Goal Matrix

# 1	Goals *	
2023.1.01	Conduct eFinancePLUS bi-weekly Office Hours and year-end meetings.	
2023.1.02	Resolve all support requests within 8 hours, 80% of the time.	
2023.1.03	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.	
2023.1.04	70% of the FY22 Converted Districts functioning independently	
2023.1.05	Convert the remaining EIS districts to eFP Fixed Assets or to Redesign Inventory	
2023.1.06	Migrate CDROM Reports, Job Calendars, and other necessary information from Alpha to SCVIEW	
2023.1.07	Develop 4 new district documents for Redesign	
2023.1.08	Conduct Redesign bi-weekly Office Hours and Year End meetings	
2023.1.09	Develop 6 new courses/trainings for either Redesign or eFinancePLUS	
2023.1.10	Stay current on all staff and financial EMIS-related topics, procedures and deadline.	
2023.1.11	Stay current on all cybersecurity related topics for central office employees.	
2023.1.12	Attend annual eFinancePLUS or OEDSA conference.	
2023.1.13	Attend all committee meetings for Redesign or eFinancePLUS.	
2023.1.14	Updating Fiscal Services related items on website.	

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Student Records Management Goal Matrix

# 2	Goals *	Status
2023.2.01	Two new districts to support on NEOnet' s ProgressBook Suite.	Medina CCC & The Dayton School
2023.2.02	Train new Master/Admins on the ProgressBook Suite – Agenda's and evaluation forms are stored in the training folder.	
2023.2.03	Two staff members become certified in Infinite Campus support.	
2023.2.04	Convert and support two districts to Infinite Campus.	
2023.2.05	Implement SameGoal software to three school districts.	
2023.2.06	Implement Frontlines School Health Management software for one district.	Maplewood Career Center
2023.2.07	Provide three roundtables/user group meetings per each suite of products.	
2023.2.08	Develop four LMS ProgressBook Suite courses inside NEOnet LMS and post them to the website.	
2023.2.09	Develop/move 50 KBA articles over to NEOnet Know-Hows	
2023.2.10	Cross train team on using ADManager to help district staff with software logins	
2023.2.11	Add one district to DataMap product	

2023.2.12	Implement RIMPS and Interventions in DataMap for one district	
2023.2.13	Implementation of Schoollinks for 10 districts	
2023.2.14	Work with Frontline to ensure hosted server is upgrades and with window patches	
2023.2.15	Develop 3 ReportBuilder report for Gradebook	
2023.2.16	Introduce and train districts on the new Student Picture upload process	

State-Mandated Data Reporting Goal Matrix (EMIS)

# 3	Goals *	Status
2023.3.01	Provide EMIS support services to two new districts.	Chardon and The Dayton School
2023.3.02	Provide three checklist trainings throughout FY23 via Webinar.	
2023.3.03	Be the coordinator of student EMIS responsibilities for seven districts.	
2023.3.04	Implement, support, train, and develop more documentation for 20 districts on EMIS CrossCheck	
2023.3.05	Maintain and publicize the Every Month Is Something News communique	

2023.5.06	Develop a EMIS Resource Handbook.	
2023.5.07	Provide seven EMIS Alliance trainings to our districts	
2023.5.08	Train and support districts on the new Graduation follow-up collection	
2023.5.09	Update and train districts on various FY23 EMIS changes. - Hold meetings, trainings and webinars, agenda's and evaluation forms are stored in the training folder	
2023.5.10	Provide a specialized SPED/EMIS reporting training sessions	1 training session and 2 open labs for support
2023.5.11	EMIS Shared Districts- utilize more Google Apps to collaborate with district staff on projects	For example Google Sheets
2023.5.12	Develop one course in NEOnet LMS relating to EMIS reporting	
2023.5.13	EMIS Support Staff will gain more knowledge on the new Fiscal apps to help in reporting Staff EMIS data elements	
2023.5.14	Monitor the development of ODDEX modules and provide training resources for district staff	SCM and Progress Towards Graduation Potentially OE, SPED modules to come
2023.5.15	Prepare a powerpoint example to districts that provides in-depth explanations of submitted data for all collections from 21-22 for the Data Review and Verification (for the Superintendent)	Prepare a PowerPoint explaining the 21-22 Data Review and Verification process for the applicable data collections.

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

# 4	Goals *	Status
2023.4.01	Identify 5 goal areas most in need of training for library staff via evaluation of tickets and customer feedback and provide targeted video trainings and documentation	
2023.4.02	Attend all INFOhio committee meetings to stay abreast of electronic resource and WorkFlows changes	
2023.4.03	Increase attendance to Media Services Advisory Committee and library trainings via Zoom, recordings, and 1:1 trainings	
2023.4.04	Hold a one-day conference of professional development content geared towards all library staff.	
2023.4.05	Provide video training on 5 NEOnet Makerspace items	
2023.4.06	Train library customers quarterly on INFOhio website updates	
2023.4.07	Conduct the annual NEOtech conference both virtually and in person	
2023.4.08	Participate in 4 local/state level Google/Technology Integration meetings	
2023.4.09	Record and post weekly webinars to the technology integration website/Twitter	
2023.4.10	Maintain/obtain new certification in 4 technology integration products (i.e. Google, Microsoft, etc)	

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Internet Access and Networking Services Goal Matrix

# 5	Goals *	Status
2023.5.01	New servers deployed at both data centers	Completed
2023.5.02	New Flash storage deployed at both data centers	Completed
2023.5.03	New Storage switches	In Progress – need to migrate away from old switches
2023.5.04	Replace core network infrastructure	In Progress– need to migrate away from old core
2023.5.05	Replace WAN switching	In Progress – Just starting the programming
2023.5.06	Upgrade all domain controllers to latest version	In Progress – One left to move to 2022
2023.5.07	Update ADFS to latest version	Not Started
2023.5.08	Upgrade the Fortinet hardware	Completed – Running 6.48
2023.5.09	Rebuild WSUS and migrate to SCCM to laptop updates	Completed
2023.5.10	Update all workstations to latest version of Windows	Completed
2023.5.11	Deploy new Horizon environment	Not Started
2023.5.12	Admin by request	Cancelled
2023.5.13	Separate Core and Probe PRTG servers	Completed
2023.5.14	MBAM to move to config manager	In Progress – Need to migrate to the new deployment
2023.5.15	Research MTA/App-relay alternative	In Progress – Investigating a lower cost for TrustWave.
2023.5.16	Migrate to Overlay networks	In Progress – Overlay network completed and we will move over many years.
2023.5.17	Deploy DR vCenter	Completed
2023.5.18	Research Simply Sync Alternative	In Progress – Still looking for an alternative. Self Service is not a viable alternative
2023.5.19	Onboarding/Offboarding user script	Not Started
2023.5.20	VM Replication strategy	Completed
2023.5.21	Inter cluster routing setup and functional	In Progress – Stow is completed
2023.5.22	Rebuild Hudson servers	Not Started

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2023.5.23	Implement NEOnet access control	Completed
2023.5.24	District Firewall Lockdown (Fortigate)	Not Started
2023.5.25	Full O365 email migration for all customers	Not Started
2023.5.26	Data Center Access Control PR and DR	Not Started
2023.5.27	All voice servers running 14.X	Not Started
2023.5.28	NEOnet office switch installed and migrated to new NAC	Not Started
2023.5.29	Wireless Planning for future service offerings	Not Started
2023.5.30	Testing Abnormal Security	Not Started
2023.5.31	Decide the future of Barracuda products	Not Started
2023.5.32	NSX Load Balancing	Not Started
2023.5.33	Web Application Firewall testing with NEOnet website	Not Started
2023.5.34	2012 R2 Eliminated from the data center	Not Started
2023.5.35	NEOnet fileserver migration (Eliminate Nimble)	Not Started
2023.5.36	ESX Voice Cluster Upgrade to 7.x	Not Started
2023.5.37	Mentor Voice Migration	In Progress – Currently upgrading all existing servers
2023.5.38	District ESX host replacements	In Progress – MCCC and Orange done. Brunswick is in progress and we waiting on hardware for Mentor
2023.5.39	Immutable Backups	In Progress – storage has been purchased. Determining backup strategy.
2023.5.40	Eliminate NEOnet spanned Vlans	In Progress – Eliminating all spanned Vlans as new equipment is deployed.
2023.5.41	Learn and deploy new Isonas access Control at the office	In Progress – Deploying new card readers at NEOnet. Need to look for official training
2023.5.42	Oarnet 100G upgrade	In Progress – Goes live on August 31st.
2023.5.43		