

## FY24 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:

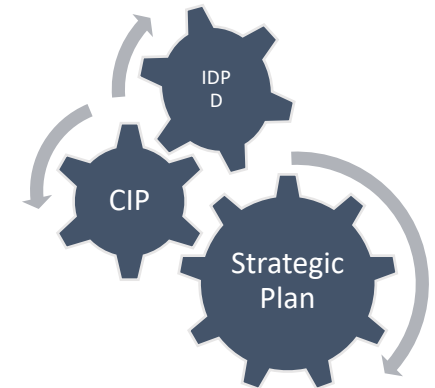
- Compromising service levels by being overaccommodating
- Cross-training of staff
- Professional Development opportunities for NEOnet staff
- Data Analytics
- Expansion and improving of video conferencing and collaboration tools

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. Review and improve organizational processes and unite team members to foster collaboration and engagement.
2. Undertake various Information Technology tasks to improve and optimize NEOnet infrastructure and operations.
3. To successfully expand the EMIS and DTS Shared Services Models.
4. Enhance the Educational Technology services and support to current and future users.
5. Complete the facilities expansion and enhancement initiatives.
6. Implement the National Institute of Standards and Technology (NIST) Cybersecurity Framework (CSF) within school districts to enhance cybersecurity posture and protect sensitive data.
7. Deploy miniOrange, a secure and scalable identity and access management solution to enhance security and streamline user authentication and authorization.
8. Develop intelligent software solutions that optimize processes, automate tasks, and incorporate an early warning system for administrators, enabling them to detect potential issues and take proactive measures to ensure operational efficiency.
9. Prepare an Annual Stakeholder Report

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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.

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**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 *	
<b>2024.1.01</b>	Conduct eFinancePLUS bi-weekly Office Hours, monthly Cognos Open Lab, and year-end meetings.	The eFP Team has scheduled semi-monthly Coffee Collab Meetings for Account and Payroll/HR Users. Year End Meetings are scheduled. Monthly Cognos Open Labs.
<b>2024.1.02</b>	Resolve all support requests within 8 hours, 80% of the time.	Team has strived to resolve tickets within an 8 hour window.
<b>2024.1.03</b>	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.	The team attends Friday with Fiscal offered by SSDT.
<b>2024.1.04</b>	Stay current on the eFP Software and participate in all information sessions, professional development offerings.	The team attends weekly round tables, bi-weekly office hours, Customer Connect, and eFP Ohio Regulatory Call with PowerSchools.
<b>2024.1.05</b>	Develop 4 new district document/videos for Support	Developed 4 Video/Documentation: How to Navigate to Redesign Instances Authentication to Website and Redesign Instances eFP Requisition Video Training Employee On Boarding USAS Preparing Vendors for 1099 Reporting eFP User Views
<b>2024.1.06</b>	Conduct Redesign bi-weekly Office Hours, quarterly Reports Writing, and Year End, meetings	The Redesign Team has scheduled semi-monthly Tips and Tricks Meetings for Account and Payroll/HR Users. Year End Meetings are scheduled. Quarterly Reports Writing.
<b>2024.1.07</b>	Develop 6 new courses/trainings for either Redesign or eFinancePLUS	<b>eFP Team:</b> Requisition Training Payroll Quarterly Balancing Basic Excel Class <b>Redesign Team:</b> Overview New User Trainings Quarterly Reports Workshops for Treasurer's Requisition Training
<b>2024.1.08</b>	Stay current on all staff and financial EMIS-related topics, procedures and deadline.	The team attended EMIS session offered at OECN Unite and OEDSA.

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<b>2024.1.09</b>	Stay current on all cybersecurity related topics for central office employees.	Completed the UDEMY training.
<b>2024.1.10</b>	Attend annual eFinancePLUS or OEDSA conference.	The team attended OEDSA and Ohio eFP User Group.
<b>2024.1.11</b>	Attend all committee meetings for Redesign or eFinancePLUS.	Team members have attended eFAC Meetings, Treasurer Op, and eFP Treasurer Advisor

### **Student Records Management Goal Matrix**

<b># 2</b>	<b>Goals *</b>	<b>Status</b>
<b>2024.2.01</b>	Implement and train 1 new districts to support on NEOnet' s ProgressBook Suite.	A Plus Arts
<b>2024.2.02</b>	Implement NEOnet ProgressBook support to one district.	ACCA from TCCSA to NEOnet
<b>2024.2.03</b>	Train new Master/Admins on services provided but Student Support Team	Agenda's and registrations are stored in the training folder.
<b>2024.2.04</b>	Implement NEOnet Infinite Campus support to two districts.	Chardon and Warrensville Heights from LGCA to NEOnet
<b>2024.2.05</b>	Implement SameGoal software to 3 school districts.	Barberton, Cuyahoga Falls, Summit Academies
<b>2024.2.06</b>	Provide three roundtables/user group meetings per each suite of products.	
<b>2024.2.07</b>	Develop four LMS ProgressBook Suite courses inside NEOnet LMS and post them to the website.	
<b>2024.2.08</b>	Enhance monthly update distributions to include two SIS offerings (Infinite Campus and ProgressBook)	
<b>2024.2.09</b>	Add three districts to DataMap product	Maple Heights, Buckeye, Masnfield

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<b>2024.2.10</b>	Add four districts to DataLoad Service	
<b>2024.2.11</b>	Cross Train NEOnet staff on DataLoad Service	
<b>2024.2.12</b>	Implement RIMPS and Interventions in DataMap for two districts	
<b>2024.2.13</b>	Develop four ReportBuilder report for Gradebook	
<b>2024.2.14</b>	Train and support ProgressBook users on makeover of navigation	
<b>2024.2.15</b>	Implement dual authentication for ProgressBook Suite for two districts.	
<b>2024.2.16</b>	Convert third party extracts for Infinite Campus districts to NEOnet	
<b>2024.2.17</b>	Implement monthly status meetings for Infinite Campus districts in regards to IC updates/releases.	
<b>2024.2.18</b>	Build out Infinite Campus resource and training area on website	
<b>2024.2.19</b>	Collaborate with Ohio Infinite Campus EMIS (ICE) group	
<b>2024.2.20</b>	Convert two districts from SPS Classic to SPS Refresh	

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### State-Mandated Data Reporting Goal Matrix (EMIS)

# 3	Goals *	Status
<b>2024.3.01</b>	Provide EMIS support services to three new districts.	Warrensville Heights, A Plus Arts, ACCA, Euclid
<b>2024.3.02</b>	Provide three checklist trainings throughout FY24 via Webinar.	
<b>2024.3.03</b>	Be the coordinator of student EMIS responsibilities for 14 districts.	
<b>2024.3.04</b>	Implement EMIS CrossCheck for the remaining 10 districts	
<b>2024.3.05</b>	Maintain and publicize the Every Month Is Something News communique	
<b>2024.5.06</b>	Update the EMIS Resource Handbook.	
<b>2024.5.07</b>	Provide six EMIS Alliance trainings to our districts	
<b>2024.5.08</b>	Train and support districts on the new Expulsion requirements	
<b>2024.5.09</b>	Update and train districts on various FY24 EMIS changes. - Hold meetings, trainings and webinars,	Agenda's and evaluation forms are stored in the training folder
<b>2024.5.10</b>	Provide a specialized SPED/EMIS using CrossChecks	

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<b>2024.5.11</b>	EMIS Shared Districts- utilize more Google Apps to collaborate with district staff on projects	
<b>2024.5.12</b>	Develop two courses in NEOnet LMS relating to EMIS reporting	
<b>2024.5.13</b>	Enhance the EMIS portion of the NEOnet website	
<b>2024.5.14</b>	EMIS Support Staff will gain more knowledge on the new Fiscal apps to help in reporting Staff EMIS data elements	Support staff attended trainings via webinar and conferences

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

<b># 4</b>	<b>Goals *</b>	<b>Status</b>
<b>2024.4.01</b>	Attend all INFOhio committee meetings and share content with owners at quarterly roundtables	
<b>2024.4.02</b>	Hold a one-day conference of professional development content geared towards all library staff	
<b>2024.4.03</b>	Develop BLUEcloud training curriculum and post 2 video walkthroughs to the NEOnet website	
<b>2024.4.04</b>	Develop data visualization documentation and provide 1 training opportunity	
<b>2024.4.05</b>	Update 5 pieces of library/makerspace documentation and post 2 new videos to the NEOnet website	
<b>2024.4.06</b>	Complete Google Admin Console training and develop video and print documentation for users, as well as provide 1 training opportunity	
<b>2024.4.07</b>	Conduct the annual NEOnet conference both virtually and in person	



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<b>2024.4.08</b>	Launch a local STEM teacher PLC and host 2 in-person meetings	
<b>2024.4.09</b>	Record and post weekly webinars to the technology integration website/Twitter	
<b>2024.4.10</b>	Maintain/obtain new certification in 4 technology integration products (i.e. Google, Microsoft, etc)	

### **Internet Access and Networking Services Goal Matrix**

<b># 5</b>	<b>Goals *</b>	<b>Status</b>
<b>2023.5.04</b>	Replace core network infrastructure	In Progress– need to migrate away from old core
<b>2023.5.05</b>	Replace WAN switching	In Progress – Just starting the programming
<b>2023.5.11</b>	Deploy new Horizon environment	In Progress – Installation has started
<b>2023.5.14</b>	MBAM to move to config manager	In Progress – Need to migrate to the new deployment
<b>2023.5.16</b>	Migrate to Overlay networks	In Progress – Overlay network completed and we will move over many years.
<b>2023.5.18</b>	Research Simply Sync Alternative	In Progress – Still looking for an alternative. Self Service is not a viable alternative
<b>2023.5.19</b>	Onboarding/Offboarding user script	In Progress – Some scripts have been written
<b>2023.5.21</b>	Voice inter-cluster routing setup and functional	In Progress – Stow is completed
<b>2023.5.22</b>	Rebuild Hudson voice servers	Not Started
<b>2023.5.23</b>	Implement NEOnet access control	In Progress – Need to complete outside doors
<b>2023.5.24</b>	District Firewall Lockdown (Fortigate)	In progress – Scheduling schools that have not converted
<b>2023.5.25</b>	Full O365 email migration for all customers	In progress – One customer remaining
<b>2023.5.26</b>	Data Center Access Control PR and DR	In progress – Primary data center has all access control installed on the racks – testing needs to be done
<b>2023.5.27</b>	All voice servers running 14.X	In progress – 5 Cluster done and 6 remaining
<b>2023.5.28</b>	NEOnet office switches installed and migrated to new NAC	In progress – Testing wireless

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<b>2023.5.29</b>	Wireless Planning for future service offerings	In progress – Working with Fortinac and Aruba
<b>2023.5.32</b>	NSX Load Balancing (Avi)	In progress – working with Advizex on implementation
<b>2023.5.34</b>	2012 R2 Eliminated from the data center	Started – 30 servers remaining
<b>2023.5.39</b>	Immutable Backups	Completed
<b>2023.5.40</b>	Eliminate NEOnet spanned Vlans	Cancelled – not feasible
<b>2023.5.41</b>	Learn and deploy new Isonas access Control at the office	In Progress – Deploying new card readers at NEOnet. Need to look for official training
<b>2023.5.42</b>	Oarnet 100G upgrade	Completed
<b>2024.5.01</b>	Access Control – Physical rack locks	Not Started
<b>2024.5.02</b>	Remove Barracuda SPAM Appliances	Not Started
<b>2024.5.03</b>	Remove Barracuda Load Balancers	Not Started
<b>2024.5.04</b>	Add PRTG Probe	Not Started
<b>2024.5.05</b>	DNS consolidation	Not Started
<b>2024.5.06</b>	Implement DNSSEC	Not Started
<b>2024.5.07</b>	Complete Heartland Circuit Migrations	Not Started
<b>2024.5.08</b>	Complete Heartland VM server migrations	Not Started
<b>2024.5.09</b>	Complete LGCA VM server migrations	Not Started
<b>2024.5.10</b>	Upgrade ESX V8	Not Started
<b>2024.5.11</b>	Upgrade VCenter to V8	Not Started
<b>2024.5.12</b>	Upgrade NSX to V4	Not Started
<b>2024.5.13</b>	Datacenter Rack Consolidation	Not Started
<b>2024.5.14</b>	Nvidia License Sever Upgrade	Not Started
<b>2024.5.15</b>	Choose Office Zero Clients	Not Started
<b>2024.5.16</b>	Heartland File Server Migration	Not Started
<b>2024.5.17</b>	Upgrade NEOnet Supported FortiGates	Not Started
<b>2024.5.18</b>	Design and Configure Oarnet secondary tunnel	Not Started