

FY21 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 FY21 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 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 FY21 CIP grid provides the current status and progress of each of the CIP goals. The key areas of improvement are listed below:

- Proactive problem management
- Communication and marketing of existing services
- Social media presence
- Data analytics tools and processes

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:

- Solution Center Sales and Professional Services Program
- Business Intelligent tools in place to increase efficiencies and owner satisfaction
- Communicate the value and services to NEOnet staff and stakeholders
- Key Performance Indicators identified and measured

FY21 NEOnet Continuous Improvement Plan

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. This 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
- Members of the Ohio Distance Learning Consortium
- 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.

FY21 NEOnet Continuous Improvement Plan

Fiscal Services Goal Matrix

# 1	Goals *	Status
2021.1.01	Conduct eFinancePLUS specific roundtable and year-end meetings.	Quarterly Roundtables and YE meetings have been scheduled for the current year.
2021.1.02	Resolve all support requests within 8 hours, 80% of the time.	
2021.1.03	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.
2021.1.04	Convert 11 current Classic State Software districts to either Redesign or eFinancePLUS	As of September, we have 2 districts converted in FY21 and 3 districts in progress to be completed by the end of September. Additionally, we have 3 districts to be completed prior to December 2020 in Redesign, 1 district completed in eFP in Q1 of 2021 and 5 Redesign districts scheduled for completion by Q2 of 2021.
2021.1.05	Maintain software conversion project plan and timeline	Monthly our conversion project plan and timeline is updated.
2021.1.06	Develop 10 district documents for Redesign	The Fiscal team is designing a 'NEOnet Way' for how documents should be formatted, created and written.
2021.1.07	Conduct Redesign specific Roundtable and Year End meeting	Quarterly Roundtables and CYE, FYE meetings will be scheduled for the current year.
2021.1.08	Develop 5 new courses/trainings for either Redesign or eFinancePLUS	By the end of October, eFP districts will have 2 new meeting topics and Redesign districts have 1 new meeting topic.
2021.1.09	Stay current on all financial EMIS-related topics, procedures and deadline.	Identify professional development for fiscal team staff to become more educated on Financial EMIS, STRSAD, and balancing, 'how we check this information'
2021.1.10	Stay current on all cybersecurity related topics for central office employees.	Include cybersecurity information in the fiscal monthly updates.
2021.1.11	Attend annual eFinancePLUS conference.	The SNUG conference will be held virtually and the eFP Fiscal team members will be present.

FY21 NEOnet Continuous Improvement Plan

2021.1.12	Attend all committee meetings for Redesign and eFinancePLUS.	A fiscal team member has been assigned to the eFAC and Redesign committees and have been attending meetings.
------------------	--	--

Student Records Management Goal Matrix

# 2	Goals *	Status
2021.2.01	Six new districts to support on NEOnet' s ProgressBook Suite.	Transition and implement the following districts; Franklinton Prep Academy, North Shore High School, Road to Success, Capital High School, Renaissance Academy, and Cincinnati Achievement to the ProgressBook Suite of products.
2021.2.02	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.
2021.2.03	Implement, develop documentation, and train on the new ProgressBook Suite Security module.	Develop 2 training documents for the security changes. Train all 99 districts on how to properly use the ProgressBook Suite security
2021.2.05	Implement at least one Accelify plug in to the SPS Refresh	Implement and train at least 1 district on the use of a plug-in from Frontlines Accelify to Frontlines SPS Refresh
2021.2.06	Implement the SPS Refresh EMIS Extract/Import	Implement and train at least 3 districts to use the Extract/Import
2021.2.07	Implement Frontlines School Health Management software	Implement and train at least 3 districts to use the School Health Management software
2021.2.08	Conduct all Roundtables and User Group meetings via Webinar.	Advertise and conduct the nine meetings via web conference
2021.2.09	Activate, maintain, and grow interest in the NEOnet_EMIS&Student Twitter Account	Grow the Twitter account to 40 followers
2021.2.10	Provide DataMap Load Scores Services for One additional District	Will load data for Cuyahoga Hts beginning FY21 this will bring our DataMap Services total to 6 districts
2021.2.11	Implement the RIMP Module in DataMap for one districts.	Train and support Medina City Schools with the use of the RIMP Process starting FY21.

FY21 NEOnet Continuous Improvement Plan

2021.2.12	Write 20 new Analytic Hub custom reports for SI and SPS	The StudentInformation and SPS has report tables that you can write and publish custom reports for district needs. The team will write 20 new reports.
2021.2.13	Bring a district who has never used ParentAccess onto the platform and utilize all its features	Medina City Schools will using ParentAccess for the first time this Fiscal Year. Create accounts and train all teachers, parents, and students on the software.
2021.2.14	Produce the Gradebook “In the Know” series	Create 16 emails that will be sent out bi-weekly for Gradebook In the know tidbits
2021.2.15	Add 5 additional districts to Google OAuth	Student Access accounts simplified using GoogleOAuth for 5 additional districts.

State-Mandated Data Reporting Goal Matrix (EMIS)

# 3	Goals *	Status
2021.3.01	Provide EMIS services to six new school districts. – Six additional schools successfully using the EMIS services through NEOnet.	Franklinton Prep Academy, North Shore High School, Road to Success, Capital High School, Renaissance Academy, and Cincinnati Achievement
2021.3.02	Update and train districts on new FY21 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 FY20 EMIS changes.
2021.3.03	Create, maintain and public the Every Month Is Something News communique	Publish 12 communique of items EMIS Coordinators should focus on during the upcoming month.
2021.3.04	Provide three checklist trainings throughout FY21 via Webinar.	First window, mid-year, and end of year checklist trainings conducted to include student, staff, course, graduate, and assessment collections.
2021.3.05	Be the coordinator of student EMIS responsibilities for five districts.	Ensure EMIS reporting is complete and on time for Copley, Cuyahoga Falls, Revere, Kent, and Schnee Learning Center
2021.5.06	Graduate 10 districts coordinators from NEOnets EMIS Connections opportunity	
2021.5.07	Activate, maintain, and grow interest in the NEOnet_EMIS&Student Twitter Account	

FY21 NEOnet Continuous Improvement Plan

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

# 4	Goals *	Status
2021.4.01	Identify 8 goal areas most in need of training for library staff via evaluation of Cherwell tickets and provide targeted video trainings and documentation.	Evaluation in progress, once areas determined, documentation will be produced.
2021.4.02	Record and post weekly webinars to the technology integration website/Twitter	Updated webinars and social media content being posted weekly
2021.4.03	Work with OverDrive to identify 5 consortium collection members with low usage and offer virtual trainings and documentation.	Working with OverDrive to identify target members and develop training materials
2021.4.04	Expand Technology Integration Specialist’s role as remote learning resource by updating Remote Learning website monthly, offering 8 monthly trainings, and two weekly Open Help sessions.	Website updated, trainings and Open Help sessions in progress
2021.4.05	Increase attendance to Media Services Advisory Committee and library trainings via Web Conference	Four meetings planned for the FY21 year. Personalized virtual trainings being conducted.
2021.4.06	Hold a one day conference of professional development geared for all library staff.	2020 Conference offered via Zoom. Included other Northeast Ohio ITC customers and focused on changing roles due to remote learning.
2021.4.07	Introduce, demonstrate and develop trainings on the new items in the NEOnet Makerspace	Monthly trainings and Makerspace Open Labs as well as an active Makerspace Twitter account for promotion
2021.4.08	Train INFOhio users on the INFOhio website updates	Training at quarterly committee meetings and individual in-district PD days.
2021.4.09	Conduct the annual NEOtech conference.	Annual NEOtech conference will be held at the John. S. Knight Center in Akron if possible, otherwise will consist of virtual recordings
2021.4.10	Expand the Technology Integration program	Added Coventry, PLCC, regular attendance at conferences, trainings and professional meetings and increased social media presence building knowledge and program reach

FY21 NEOnet Continuous Improvement Plan

Internet Access and Networking Services Goal Matrix

# 5	Goals *	Status
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.
2018.5.01	Eliminate all 2008-non R2 Servers	2 Servers left to eliminate
2018.5.02	All districts migrated to virtual wireless controllers	6 districts left to migrate
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	Green, Cuyahoga Falls, Manchester are left to be migrated
2018.5.13	Complete ADAP rewrite	It has been started and is approximately 20% done
2019.5.01	Implement NSX in the VMware environment for testing and evaluation	Implemented and test. Needs to go live at some point in the 2020 school year
2019.5.07	Front end console and PS module for DNS management	PS module has been started. DNS management has not been started yet.
2019.5.08	Upgrade to ESX 6.7	Everything except the voice clusters have been moved to 6.7. Waiting on an upgrade of the voice clusters in order to move them to 6.7
2019.5.11	Two factor authentication implemented for all NEOnet staff	We are currently testing DUO
2019.5.14	Upgrade all voice clusters to 11.5	Only district left to migrate is Parma
2019.5.15	Upgrade NEOnet File Server to 2016 and migrate to a new data store that is encrypted at rest.	The server has been upgrade but it has not been migrated to the new data store.
2020.5.04	Setup clustered PWState w/ cloud VM on AWS or Azure	Not Started
2020.5.06	Move NEOnet staff to Office 365 for Exchange Online	Not Started
2020.5.08	Upgrade all desktops and laptops to win 10 2004	About 100% of the machines are currently Win10. 185 need to be upgraded
2020.5.13	SCCM migration to DIST-SCCM01	Still have to migrate MCCC and Maple Heights

FY21 NEOnet Continuous Improvement Plan

2020.5.14	Verify student creation and AD is working for all DTS districts	Not Started
2021.5.01	Implement new VEEAM software and backup storage	Equipment is onsite and racked at the PR site. DR site needs to be reorganized to move forward
2021.5.02	Redesign DR rack elevation and move all equipment	Not started
2021.5.03	Implement Razberi storage for NEOnet Video	Hardware has been ordered and is ready to be implemented.
2021.5.04	Add additional HVAC at DR site	Setup a call to discuss the addition of an HVAC unit
2021.5.05	Implement NAC	NAC is installed and running – need to implement at the NEOnet office
2021.5.06	Implement Fortimanager with Fortigate firewalls.	Fortimanager is installed and needs to be tested and implemented with the current version
2021.5.07	Get Jabber deployed to all clusters	Not Started
2021.5.08	Add subscriber to CVCC	CVCC doesn't have a subscriber – one needs to be added
2021.5.09	AKPM updated to the latest version and add cluster 8	Not Started
2021.5.10	Eliminate the Barracuda appliance by importing all mail into Jatheon	Not Started
2021.5.11	vCenter 7, ESXI 7 and the latest version of NSX	Not Started
2021.5.12	Exchange 2019 migration	In the process of testing migration – starting with NEOnet accounts
2021.5.13	Eliminating Corporate Milestone Server	Not Started
2021.5.14	Eliminate 5020 Nexus switches	Not Started
2021.5.15	Upgrade/Rebuild Prime	Not Started
2021.5.16	Move all districts to Authenticator	Still have multiple districts to get off ACS
2021.5.17	District Firewall Lockdown between customers	Not Started
2021.5.18	Replace backup VPN hardware with FortiGate appliances	Not Started
2021.5.19	Update IDF switches to new hardware and DNA	Not Started
2021.5.20	Replace Drupal 7	Not Started