

## FY20 NEOnet Continuous Improvement Plan

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**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 FY20 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 FY20 CIP grid provides the current status and progress of each of the CIP goals. The key areas of improvement are listed below:

- Security Policies aligned to National Institute of Standards and Technology (NIST) – SB220
- Recruitment, orientation and retention of employees
- Managing continuing growth of the council
- Risk management
- Service desk adoption

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:

### **Initiatives (1 Year)**

- i. Three Year Finance Plan
  1. Prepare Finance Plan
  2. Recommend 3 year forecast with Assumptions
  3. Present Fee Study
  4. Modify Fee Schedule
  5. Log signed ISP Agreements
- ii. Human Resources Automation
  1. Automate Onboarding forms
  2. Ensure compliance for 50 employees
  3. Evaluate alternative IDPD Module
  4. Implement Recruitment & Employee Onboarding Modules
  5. Automate Employee Timesheets & Compensation Time Module
- iii. Marketplace Implementation – Essential Discount Marketplace
  1. Provide Single Sign On for Membership Login
  2. Implement Marketing Campaign
  3. Training for district purchasing agents
  4. Fourteen vendors on Marketplace
  5. Seven districts using the Marketplace
- iv. Comprehensive security & ISP offering
  1. Complete implementation of Security Initiatives
  2. Marketing Campaign to promote the value of security and ISP services
  3. Review Penetration Results and develop mitigation plan
  4. Provide Two executive briefings – October and April
  5. Expand School District Central office security package
  6. Review and modify current security bundle
  7. ISP Service Offering
    - a. A security package with advance firewall features included in ISP Service
    - b. Evaluate Security Bundle & Content filtering service offerings
    - c. Promote Security Awareness Training – KNOWBE4

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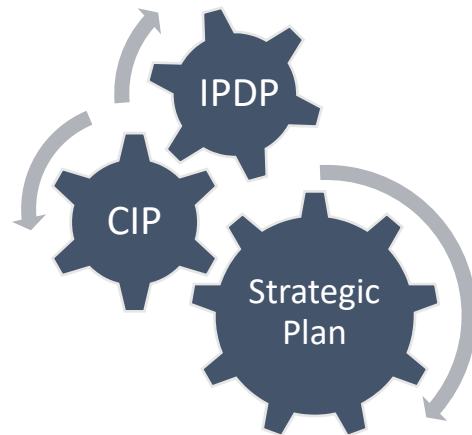
- d. Implement CISCO AMP Malware Protection
- v. Fiscal Software Conversions (Redesign and/or EFP)
  - 1. Migration Project Plans Completed and Tested
  - 2. Conversion Timeline Published
  - 3. Seven School Districts converted from Classic
- vi. Communications and Marketing
  - 1. Review Communication Templates
    - a. Cut-Sheets
    - b. PD Catalog
    - c. Business Cards
    - d. Brochure
    - e. Organizational Chart
    - f. Newsletter
  - 2. Visit Seventy-Two Educational Entities
  - 3. Attend, Present and Host Welcome Receptions at local Conferences
    - a. Capital Conference – November
    - b. OETC Conference – February
    - c. OASBO Conference – April
  - 4. Social Media – Twitter and LinkedIn – Increase number of followers and posts
    - a. Increase number of followers and posts
    - b. Monthly staff spotlight
    - c. Weekly professional development tweet
    - d. Fifty-Two Tweets about NEOnet activity
    - e. Publish newsletters and white papers to social media
    - f. Create departmental tweeter accounts – Fiscal, Student, Technical
  - 5. Video Updates
    - a. 10 Director video updates posted on NEOnet YouTube channel
    - b. Due 4<sup>th</sup> Tuesday of each month beginning in September
  - 6. Monthly Updates
    - a. Each department will distribute 11 monthly updates
    - b. Due 3<sup>rd</sup> Tuesday of each month beginning in August

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7. Publish 4 Newsletters
  - a. July, October, January, April
8. Convert website to SchoolPointe
9. Implement Portal
10. Publish Five Publications
  - a. Advantages of cooperative purchasing
  - b. Value Add ISP Service – Why NEOnet ISP
  - c. Integrating Makerspace into the curriculum
  - d. Human Firewall – KNOWBE4
  - e. Document management

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
- Members of the Ohio Distance Learning Consortium
- Representation on the K-12 Network, Fiscal Redesign Oversight, eFP advisory, and ODE Accountability committees

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- Utilize the state disaster recovery site for alpha backups
- Promote regional discussions around centralized INFOhio, Fiscal and SIS server hosting
- 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.

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

# 1	Goals *	Status
<b>2020.1.01</b>	Conduct eFinancePLUS specific roundtable and year end meetings.	Quarterly Roundtables and YE meetings have been scheduled for the current year.
<b>2020.1.02</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.	At least 3 members of the fiscal team will attend all webinars and trainings this fiscal year.
<b>2020.1.03</b>	Convert 7 current Classic State Software districts to either Redesign or eFinancePLUS	Identify districts.
<b>2020.1.04</b>	Compile and publish software conversion project plan and timeline	Identify which software each district will convert to.
<b>2020.1.05</b>	Develop district documentation on Redesign	Documentation is being developed as the need arises.
<b>2020.1.06</b>	Conduct Redesign specific Roundtable and Year End meeting	Quarterly Roundtables and CYE, FYE meetings will be scheduled for the current year.
<b>2020.1.07</b>	Develop 5 new courses for either Redesign or eFinancePLUS	Identify which courses are needed and add to the Professional Development brochure.
<b>2020.1.08</b>	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.
<b>2020.1.09</b>	Stay current on all cybersecurity related topics for central office employees.	Include cybersecurity information in the fiscal monthly updates.
<b>2020.1.10</b>	Attend annual eFinancePLUS conference.	Two team members will attend conference in October.
<b>2020.1.11</b>	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.

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

# 2	Goals *	Status
<b>2020.2.01</b>	Thirteen new districts to support on NEOnet’s ProgressBook Suite.	Transition and implement the following districts; Medina City, Cypress HS, Randall Park HS, Beacon Academy, Bridge Gate, Castle, East Bridge, Miami Valley, Ohio Construction, Southside, Stark, Urban Early, and Urban Male to the ProgressBook Suite of products.
<b>2020.2.02</b>	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.
<b>2020.2.03</b>	Implement three new districts to DataMap.	Implement, train staff, and continuously support the product of DataMap for Kent, RiverGate and Springfield.
<b>2020.2.05</b>	Implement Jitterbit , the state wide data-interchange tool, with MCOECN.	Attending monthly committee conference calls
<b>2020.2.06</b>	Implement and support the SPS Refresh to 50% districts	NEOnet currently supports 95 districts and community schools on Special Services. The goal is to get 48 districts converted to the new SPS during FY20.
<b>2020.2.07</b>	Implement the RIMP Module in DataMap for two districts.	Implementing the newer module of RIMP processing will help districts with form tracking and EMIS reporting
<b>2020.2.08</b>	Conduct all Roundtables and User Group meetings via Webinar.	Advertise and conduct the nine meetings via web conference
<b>2020.2.09</b>	Educate and train on the districts on HB166 which is a change to the previous HB410 attendance tracking.	Use meetings and training materials on the change to HB410.
<b>2020.2.10</b>	Implement ProgressBook GoogleClassroomSync in the Gradebook application	Train and inform districts on the opportunity within Gradebook to sync their GoogleClassroom marks to Gradebook.
<b>2020.2.11</b>	Market the new service opportunities in the student services department. New services include: ProgressBook Suite	With the decrease of staff in the school districts, market the new service to school districts to maintain their ProgressBook instance successfully.



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	Administrator and two ala carte services: load DataMap scores and schedule students for future year.	
<b>2020.2.12</b>	Offer a mini-conference of trainings after the Fall Educational Operating Committee Meeting	

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

<b># 3</b>	<b>Goals *</b>	<b>Status</b>
<b>2020.3.01</b>	Provide EMIS services to thirteen new school districts. – Thirteen additional schools successfully using the EMIS services through NEOnet.	Medina City, Cypress HS, Randall Park HS, Beacon Academy, Bridge Gate, Castle, East Bridge, Miami Valley, Ohio Construction, Southside, Stark, Urban Early, and Urban Male to the ProgressBook Suite of products.
<b>2020.3.02</b>	Update and train districts on new FY20 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.
<b>2020.3.03</b>	Perform a feasibility study on offering EMIS Connections version 2 where we charge persons wanting to begin a career in EMIS.	Study will include if a new service to our districts is feasible, and set goals for implementation.
<b>2020.3.04</b>	Connect district coordinators with the new “What EMIS Coordinators should accomplish this month” in our monthly communicate.	Include in monthly update a short list of items EMIS Coordinators should focus on during the upcoming month.
<b>2020.3.05</b>	Provide three checklist trainings throughout FY20 via Webinar.	First window, mid-year, and end of year checklist trainings conducted to include student, staff, course, graduate, and assessment collections.
<b>2020.5.06</b>	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
<b>2020.5.07</b>	Graduate 10 districts coordinators from NEOnets EMIS Connections opportunity	
<b>2020.5.08</b>	Offer a mini-conference of trainings after the Fall Educational Operating Committee Meeting	

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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
2020.4.01	Support and encourage school library staff to be technology integration experts at their buildings by holding trainings and workshops to prepare and enable them to assist teachers with integrating educational technology into the classroom.	Two staff members were certified as INFOhio iPartners for presenting and training on INFOhio electronic resources to educators. The afternoon of quarterly media services meetings are scheduled with professional development.
2020.4.02	Record webinars on popular and new technology integration topics and have them posted to the technology integration website/Twitter/monthly emails to district contacts.	Updated webinars and social media content posted weekly
2020.4.03	Research and develop graduate credit plan in cooperation with Ashland University	Partnership established, procedure and handout developed
2020.4.04	Provide 100 professional development opportunities through the Technology Integration Services project.	One scheduled in office training per week, in district trainings as requested
2020.4.05	Increase attendance to Media Services Advisory Committee via Web Conference	Four meetings planned for the FY20 year
2020.4.06	Hold a one day conference of professional development geared for all library staff.	2019 Conference expanded to include other Northeast Ohio ITC customers.
2020.4.07	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
2020.4.08	Train INFOhio users on the INFOhio website updates	Training at quarterly committee meetings and individual in-district PD days.
2020.4.09	Conduct the annual NEOtech conference.	11 <sup>th</sup> Annual NEOtech conference will be held at the John. S. Knight Center in Akron.
2020.4.10	Expand the Technology Integration program	St. Augustine and Invictus are active, regular attendance at conferences, trainings and professional meetings and increased social media presence building knowledge and program reach

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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>Status</b>
<b>2014.5.03</b>	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.
<b>2018.5.01</b>	Eliminate all 2008-non R2 Servers	Not Started
<b>2018.5.02</b>	All districts migrated to virtual wireless controllers	9 districts left to migrate
<b>2018.5.10</b>	Implement Access Control on all racks	Moving to Isonas as an alternative solution to APC
<b>2018.5.11</b>	CER implementation on all districts in cluster 1	So far Woodridge, Richmond Heights, Maplewood, Springfield, Wright Prep and Scope academy have been implemented.
<b>2018.5.13</b>	Complete ADAP rewrite	It has been started and is approximately 15% done
<b>2018.5.14</b>	Portal Login to be implemented on Drupal	Not Started
<b>2019.5.01</b>	Implement NSX in the VMware environment for testing and evaluation	Not Started
<b>2019.5.04</b>	Add additional network and monitoring capabilities to NEOnet staff and customers	In evaluation of Extreme, Cisco Stealth Watch, and possibly Vectra
<b>2019.5.05</b>	Increase bandwidth and data paths between data centers	Look at possible DWDM solutions to provide additional paths for FW redundancy
<b>2019.5.06</b>	Have a windows 10 image to deploy via SCCM	Not Started
<b>2019.5.07</b>	Front end console and PS module for DNS management	PS module has been started. DNS management has not been started yet.
<b>2019.5.08</b>	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
<b>2019.5.10</b>	Rewrite of Onbase processor	Not started

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<b>2019.5.11</b>	Two factor authentication implemented for all NEOnet staff	We are currently testing DUO
<b>2019.5.13</b>	Redesign L3 routing with new firewall design in mind	A new strategy has been designed and is ready for implementation
<b>2019.5.14</b>	Upgrade all voice clusters to 11.5	In process. There are three clusters currently on 11.5.
<b>2019.5.15</b>	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.
<b>2019.5.16</b>	One school district utilizing NEOnet access control and video surveillance	Currently implementing 24 doors at Stow with a 50 camera implementation scheduled
<b>2020.5.01</b>	Implement new DDoS appliances	Fortinet DDoS appliances have been implemented and are in monitoring mode for the new school year
<b>2020.5.02</b>	Implement new Fortigate firewalls	The new firewalls have been acquired and the DWDM hardware will be arriving next week.
<b>2020.5.03</b>	Conduct penetration testing	We have already completed the external and internal penetration testing. The next phase will start once the new firewalls are in place
<b>2020.5.04</b>	Setup clustered PWState w/ cloud VM on AWS or Azure	Not Started
<b>2020.5.05</b>	Migrated secondary DNS services from OECN to OARnet	Not Started
<b>2020.5.06</b>	Move NEOnet staff to Office 365 for Exchange Online	Not Started
<b>2020.5.07</b>	Get all ESXi infrastructure to latest supported version	Not Started
<b>2020.5.08</b>	Upgrade all desktops and laptops to win 10 1903	About 50% of the machines are currently Win10
<b>2020.5.09</b>	Evaluate backups and develop strategy	Not Started
<b>2020.5.10</b>	Migrate rever VM's on outdated hardware to new hardware or another solution	Not Started
<b>2020.5.10</b>	WebEx teams and mesh nodes	Not Started
<b>2020.5.11</b>	Migrate rever VM's on outdated hardware to new hardware or another solution	Not Started
<b>2020.5.12</b>	Migrate VPNs to Fortigate (including P2P)	Not Started
<b>2020.5.13</b>	SCCM migration to DIST-SCCM01	On district currently running on the new SCCM server
<b>2020.5.14</b>	Verify student creation and AD is working for all DTS districts	Not Started