



## **Continuous Improvement Plan FY '21**

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**North Central Ohio Computer Cooperative  
Continuous Improvement Plan  
(NCOCC) FY'21 Narrative**

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.

NCOCC Response: NCOCC has met or continues to meet the goals established in the FY '20 CIP. Below are the key areas that NCOCC focused attention on during the past year, followed by the status of each goal.

a. EMIS

- i. NCOCC staff will continue to help in the development of EMIS related reports with Newbridge Navigator. We are currently working on SFRP reconciliation to EMIS FTE student level data and staff EMIS reports. Additional planned reports for FY20 consist of EMIS related reports in the area of Special Ed., K-3 Literacy, Gifted Assessment, Fiscal and Graduation. Training will be provided by NCOCC for districts as improvements are finalized in Navigator software with additional training at the building level for administrators, treasurer's office staff and building secretaries accessing the Navigator reports.
  1. **Successful and ongoing**
- ii. NCOCC staff will provide student reporting training for building secretaries to included SSID and EMIS situations with an emphasis on court placement and FTE funding related to the SFPR
  1. **Completed**
- iii. NCOCC staff will continue to promote growth in Excel training with additional data analysis tools
  1. Plan to emphasize merging of EMIS data field descriptions with values into Excel reports. NCOCC will be providing ready-made templates for districts to merge EMIS manual definitions to EMIS field values in EMIS reports created in Excel.
    - a. **Successful and Ongoing**
  2. Introductions began in FY10 to encourage districts to consider Power Query & Power Pivot features of Excel. Features allows districts to maintain original table filters and/or pivot table reports. In FY 20 NCOCC plans to provide hand-on training in these data analysis features. District implementation of these features will provide valuable time savings and provide additional time to review data on a regular basis.
    - a. **Successful and Ongoing**
- iv. NCOCC staff will continue EMIS Alliance trainings for NCOCC schools and other area districts as provided by ODE. NCOCC will continue to add detailed Excel training and EMIS Open Labs that correspond to EMIS Alliance training content.
  1. **Successful and Ongoing**

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**b. Fiscal**

- i. NCOCC fiscal staff will focus on migrating districts to the redesign state software. NCOCC will attempt to have six districts per wave participate in this training. NCOCC will provide additional/advanced training for districts using spreadsheets to load or update changes to data in the redesign.

**1. Completed**

**c. Gradebook**

- i. NCOCC staff will work to migrate districts to the new SpS Software. This will involve offering professional development to all users from districts with SpS. Trainings will be conducted via webinar, classroom style offerings, newsletters and email snippets.

**1. Completed**

- ii. NCOCC staff will produce more Gradebook related newsletters, “checklists” and webinars (that will be recorded for future viewing) throughout the upcoming year. Additionally, MYNCOCC will be used to convey information. Checklists will be provided at the Gradebook Beginning and at the end of each grading period and semester.

**1. Completed**

**d. INFOhio**

- i. NCOCC staff will create and update user guides to assist new district staff and provide refreshers for veteran staff

**1. Successful and Ongoing**

- ii. NCOCC will partner/collaborate with outside entities to provide additional offerings that will assist the staff in keeping up with emerging needs, ideas, and issues they may encounter in their library

**1. Successful and Ongoing**

- iii. NCOCC staff will introduce the new BlueCloud software to districts’ library staff so they will become better familiar with it in preparation for utilizing it in the future

**1. Successful and Ongoing**

- iv. NCOCC staff will continue to offer a fall and spring users meeting to keep the district library staff up to date on software upgrades, changes to the applications, what’s new with INFOhio, and other pertinent information

**1. Successful and Ongoing**

**e. Professional Development**

- i. NCOCC staff will continue to keep up with emerging trends and ideas surrounding the K-12 classroom

**1. Successful and Ongoing**

- ii. NCOCC staff will work towards further Google certifications to better support our end users with their Google needs

**1. Completed**

- iii. NCOCC staff will continue to offer webinars and classes geared towards the latest wants and needs

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1. **Successful and Ongoing**
- iv. **NCOCC staff will work on other ways to communicate with the end users about emerging technology, changes to Google applications and other pertinent information**
  1. **Successful and Ongoing**
  
- f. **Student Information System/ProgressBook**
  - i. **NCOCC staff will continue the use of email with short messages and reminders**
    1. **Successful and Ongoing**
  - ii. **NCOCC staff will continue the use of newsletters and “Friday News Flashes”**
    1. **Successful and Ongoing**
  - iii. **NCOCC staff will continue sending email blasts to target groups (i.e. attendance) with reminders**
    1. **Successful and Ongoing**
  - iv. **NCOCC staff will continue work on updating documentation**
    1. **Successful and Ongoing**
  - v. **NCOCC staff will increase the number of webinars offered on various topics (i.e. mailing labels, attendance, etc.)**
    1. **Successful and Ongoing**
  - vi. **NCOCC staff will continue in person or classroom style trainings on all modules**
    1. **Successful - Moderated by COVID-19**
  
- g. **Technical**
  - i. **NCOCC staff will deploy Cisco HyperFlex Servers with the latest UCM to modernize our hosted VoIP solution**
    1. **Completed**
  - ii. **NCOCC staff will expand our service offerings with centralized solutions (Hosted Virtual Infrastructure).**
    1. **Completed and Renewed**
  - iii. **NCOCC staff will enhance security by securing internet facing sites centrally with NGINX**
    1. **Completed and Renewed**
  - iv. **NCOCC will continue to improve our network environment and security. NCOCC works to improve cyber threat prevention and protection as well as preparing for response and recovery.**
    1. **Successful and Ongoing**
  - v. **NCOCC will improve the security of the DNS system by implementing DNSSEC on our DNS infrastructure.**
    1. **Successful and Ongoing**
  - vi. **NCOCC will offer more trainings to our user community on the latest trends in Social Engineering and Cyber Security.**
    1. **Successful and Ongoing**
  - vii. **NCOCC will develop and implement a standard for User and Administrator account management**

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1. Successful and Ongoing
- viii. NCOCC will develop and implement a consistent sensitive data inventory
  1. Successful and Ongoing
- ix. NCOCC staff will develop a risk management framework.
  1. Successful and Ongoing

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.

**EMIS**

- I. NCOCC will continue to explore innovative software packages for communication, team management, report sharing and verification to meet the needs of our districts daily data reporting needs.

**Fiscal**

- I. NCOCC fiscal staff will focus on migrating districts to the redesign state software. NCOCC will attempt to have six districts per wave participate. NCOCC will provide additional/advanced training for districts in the redesign.

**Gradebook / Special Services**

- I. Assist our Special Educators in selecting a SpS package for their users. We will train those that make a conversion.
- II. In Gradebook a new security model is being introduced. We will work with Technology Coordinators and/or NCOCC staff to integrate the new IDM model. This will make setting up accounts much easier.
- III. In Gradebook tools will be shared with teachers that will better assist districts with online learning.

**INFOhio**

- I. NCOCC staff will create and update user guides to assist new district staff and provide refreshers for veteran staff (ongoing)
- II. NCOCC will partner/collaborate with outside entities to provide additional offerings that will assist the staff in keeping up with emerging needs, ideas, and issues they may encounter in their library (ongoing)
- III. NCOCC staff will introduce the new BlueCloud software to districts' library staff so they will become better familiar with it in preparation for utilizing it in the future (Did introduce last school year but it is ongoing since BlueCloud is still a work in progress)

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- IV. NCOCC staff will continue to offer a fall and spring users meeting to keep the district library staff up to date on software upgrades, changes to the applications, what's new with INFOhio, and other pertinent information (ongoing – we were able to get our spring meeting in before quarantine and are planning a virtual fall meeting)

**Professional Development**

- I. NCOCC staff will continue to keep up with emerging trends and ideas surrounding the K-12 classroom (ongoing)
- II. NCOCC staff will work towards further Google certifications to better support our end users with their Google needs (completed – received my Google Certified Trainer – may continue on to achieve Google Certified Instructional Coach certification)
- III. NCOCC staff will continue to offer webinars and classes geared towards the latest wants and needs (ongoing)
- IV. NCOCC staff will work on other ways to communicate with the end users about emerging technology, changes to Google applications and other pertinent information (ongoing – incorporated more Google applications with district staff during quarantine so they were getting updates as they happened)

**Student Information Systems**

- I. NCOCC staff will continue the use of email with short messages and reminders
- II. NCOCC staff will use newsletters and “Friday News Flashes” to convey information
- III. NCOCCs staff will use email blasts to target groups for reminders
- IV. NCOCC staff will increase the use of webinars on various topics

**3.How do you obtain input from customers, governing board, and staff in identifying the key areas improvement? Did you do anything new or different in developing your new plan?**

NCOCC Response: NCOCC obtains feedback in multiple ways. Feedback/data is gathered from:

- I. Use of the MCOECN Survey, when available
- II. Use of input from the NCOCC Governing Board
- III. Input from various NCOCC Board committees
- IV. Input from meetings with user groups
- V. Surveys conducted at the conclusion of training/professional development sessions
- VI. Identification of needs from the NCOCC staff based on input from user group meetings
- VII. Input from standing technology coordinator meetings
- VIII. Identification by staff of emerging needs

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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.

NCOCC Response:

- I. NCOCC continues to collaborate with our local Educational Service Center (ESC) on professional development that will benefit multiple districts.
- II. NCOCC collaborates with the Tri County Computer Service Association (TCCSA in various shared service arrangements.
- III. TCCSA houses document management software, ON Base, on behalf of NCOCC.
- IV. NCOCC provides TCCSA client districts with Event Scheduler software.
- V. TCCSA operates a shared secondary network connection with NCOCC for redundancy and recovery in the event of a network failure.
- VI. NCOCC provides TCCSA with library automation services. This reciprocal arrangement provides backup for end-user support for the application
- VII. NCOCC provides e-rate consultation services to TCCSA and WOCO on a contractual basis
- VIII. NCOCC participates in a group purchase of shared bandwidth with TCCSA and LGCA for internet bandwidth through Everstream.

The collaboration that NCOCC participates in allows for reduced costs, better customer service and higher operational efficiencies.

**ATTACHMENT A**  
**FY21 ITC Continuous Improvement Plan  
Compliance Statements**

**Guidelines and Recommended Procedures for  
OECN Information Technology Centers (ITCs)  
(Based on Current Ohio Administrative Rules)**

<b>If the answer to any of the statements below is false, a Correction Plan (Attachment C) is required for EACH statement that is false.</b>
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**3301-3-03 Information Technology Center and User Entity Permit Eligibility and Application.**

1. The Information Technology Center (ITC) has a schedule of services and proposed agreements for execution between the ITC providing the services and its participating user entities 3301-3-03(A).

**Evidence:**

Copies of the schedule of services and proposed (or executed) services agreements between the ITC and each district it provides services for.

2. The ITC provides a minimum schedule of staffing, training, core services, resources and procedural operations as determined by the department and referenced as information technology center responsibilities in rule 3301-3-06 of the Administrative Code and performance requirements in rule 3301-3-07 of the Administrative Code. 3301-3-03(D)

**Evidence:**

Copy of a staffing report that shows staffing assignments including cross-training duties; copies of service description offerings for core services; and a schedule of training offerings (including attendees) offered during the past 12 months.

**3301-3-06 Responsibilities of an Information Technology Center and a User Entity**

**Information Technology Center (ITC):**

3. The ITC promotes a cooperative and integrated system of information technology for its user entities as well as among other information technology centers. 3301-3-06(A)(1)

**Evidence:**

Copies of communications and/or service offerings that promote integration of information technology for schools served by the ITC, and/or the sharing of services with or among other ITCs.



4. The ITC promotes and administers efficient and cost-effective implementation of information technology that supports information technology strategies of the Department and all user entities. 3301-3-06(A)(2)

Evidence:

Copies of the budget and descriptions of services offerings provided by the ITC.

5. The ITC coordinates innovative uses of information technology that support the goals of the department, information technology center, and all user entities. 3301-3-06(A)(3)

Evidence:

Copies of the descriptions of services offerings provided by the ITC.

6. The ITC provides for electronic networking capabilities between and among user entities and the information technology center, support connectivity to the department or its designee, and maintain a system of electronic contact information as specified by the Department. 3301-306(A)(4)

Evidence:

Copies of Ohio K-12 Network Building Connectivity Subsidy worksheets showing that each member entity of the ITC is participating in the Ohio K-12 Network, and logs showing that User Mail Profile (UMP) records are being regularly updated and transmitted to the SSDT for inclusion in the OECN CSO (White Pages).

7. The ITC ensures that all data acquired on behalf of user entities are held in trust for those entities. The ITC requires prior authorization from that specific entity prior to transfer or release of the user entity's data. Upon receipt of district authorization, the ITC transfers or returns district data without delay or impediment. 3301-3-06(A)(5)

Evidence:

Copies of governance documents, service agreements, or policies that illustrate that all data held by the ITC is held in trust and remains the property of the school district. Copies of individual and/or blanket authorizations to release data on behalf of each school district. Copies of policies that illustrate the ITCs intent to release data in a timely manner.

8. The ITC offers core services to all user entities and provides districts with the opportunity to obtain services on an individual-service basis. The ITC does not inhibit districts from obtaining services from one or more ITCs of their choosing. 3301-3-06(A)(6).

Evidence:

Copies of the descriptions of services offered by the ITC to its user entities. Copies of policies and fee schedules that illustrate how services may be purchased from the ITC.

9. The ITC posts a list of services and corresponding costs on the ITC's website. 3301-306(A)(7).

**Evidence:**

The URL pointing to the page or content area containing this information.

**User Entity:**

10. The user entities utilize requested core services provided through the OECN and its component information technology centers. 3301-3-06(B)(1)

**Evidence:**

Copies of the listing of core services utilized by each school district, and funded by ODE.

11. The user entities participate in the governance and financial support of the information technology center that serves the user entity and remain financially current. 3301-3-06(B)(2)

**Evidence:**

Copies of the minutes of the governing body(ies) of the ITC for the previous 12 months; a copy of the financial reports of the organization including budget and revenue projections; and an aged accounts receivable report for the ITC.

12. The user entities adhere to the governance documents of the information technology center. 3301-3-06(B)(3)

**Evidence:**

Copies of the minutes of the governing body (ies) of the ITC for the previous 12 months.

13. The user entities procure and utilize a data communications link to communicate electronically with department personnel via compatible equipment. 3301-3-06(B)(4)

**Evidence:**

Copies of Ohio K-12 Network Building Connectivity Subsidy worksheets showing that each member entity of the ITC is participating in the Ohio K-12 Network and remains eligible for Ohio K-12 Network subsidy.

14. The user entities provide required data to the appropriate information technology center in an electronic format as defined by the department. (Large district user entities may, at the discretion of the department, report required data directly to the department.) 3301-3-06(B)(5)

**Evidence:**

Listing of member entities showing that none are delinquent in any aspect of state reporting that passes through the ITC.

15. The user entities build the capacity of its staff through professional development that allows the user entity to meet specific obligations to the information technology center pursuant to the contractual agreement between the information technology center and the user entity. 3301-3-06(B)(6)

Evidence:

Copies of the service agreements between the ITC and its user entities, and listings of the professional development offerings of the ITC held in the past 12 months, including the names and district affiliations of each attendee.

### **3301-3-07 Performance Requirements**

#### **Governance-Agreement/Constitution**

16. The agreement includes provisions for a governing assembly such as a board of directors or an executive committee. 3301-3-07(A)(2)

Evidence:

An answer of YES requires that at least ONE of the following conditions exists:

Each district's representative has a vote - (a)

On the consortium's governing assembly, or

(b) On the consortium's governing board/board of directors/executive board, or (c)

In electing the members of the consortium's governing board/board of directors/executive board.

17. The agreement includes provisions for a systematic approach to encourage participation that is representative of all end users and governance that is representative of all user entities. 3301-3-07(A)(3)

Evidence:

Document content which provides for user representation. Examples include user groups, advisory committees, ad hoc committees, and/or the participation of end users on the governing bodies of the consortium.

18. The agreement defines the responsibilities of each component of the organizational structure. 3301-3-07(A)(4)

Evidence:

Document content that defines the responsibilities/duties of the following:

(a) Governing Assembly

(b) Board of Directors/Governing Board/Executive Board

(c) Operating Committee

(d) Fiscal Agent

19. The ITC governing authority rest with the board of directors or the governing assembly rather than the fiscal agent. 3301-3-07(A)(5)

Evidence:

(a) An answer of YES requires that the "powers and duties" of the governing assembly and/or the board of directors/governing board, as listed in the governance document, reflect -APPROVAL- authority for establishing budgets, fees, hiring/firing employees, etc.

instead of simply functioning as -RECOMMENDATION- groups with final decisions/actions relegated to the fiscal agent.

- (b) Responses from staff and user interviews/surveys.
- (c) Review of minutes from official meetings of governing groups.

20. The agreement set forth the process of change and defines how organizational changes are to occur, including amending the agreement, changing the fiscal agent, adding and withdrawing membership, and changing officers. 3301-3-07(A)(6)

Evidence:

Document content which describes procedures for the following organizational changes:

- (a) Amending the agreement (governance document).
- (b) Adding or withdrawing district membership.
- (c) Changing officers (of governing groups).
- (d) Changing the fiscal agent.

21. The ITC's governance document contains language that holds harmless the fiscal agent for any liabilities, obligations, claims, damages, penalties, causes of action, costs or expenses relating to the operation and activities of the consortium. (Amounts to be paid in the settlement of any such claims or damages, including attorneys' fees and costs and expenses, shall be apportioned among all entities participating in the Information Technology Center to the extent permitted by law.) 3301-3-07(A)(7)

Evidence:

Appropriate language contained in:

- (a) The current governance document
- Or
- (b) A separate contract/agreement between the consortium and the fiscal agent district.

22. All governance policies and procedures, as well as daily site operations, in accordance with the ITC's current by-laws, agreement(s), or both. 3301-3-07(A)(8)

Evidence:

- (a) Review of existing consortium policies/procedures.
- (b) Responses from staff and user interviews/surveys.
- (c) Review of minutes from official meetings of governing groups.

*All ITCs shall maintain fully executed contractual agreements with their user entities.*

23. The contractual agreement between the information technology center and its user entities specifies, at a minimum, the quality implementation standards, as defined by the department, for all core services, as well as any additional fees to supplement state subsidy for the core services. 3301-3-07(A)(9)

Evidence:

Copies of service agreements between the ITC and user entities that illustrate that the above service level agreement (SLA) information has been included in the agreements.

### **Local Fiscal Operations Requirements**

*The ITC shall evidence the appropriate appointment and utilization of a fiscal agent.*

*An information technology centers organized under Chapter 3313.92 of the Revised Code shall designate one user entity participating in the consortium agreement to act as fiscal agent.*

*An information technology center organized as a council of governments in accordance with Chapter 167 of the Revised Code may employ its own treasurer to assume all financial responsibilities or may elect to designate one user entity participating in the council to act as fiscal agent.*

*The fiscal agent treasurer or the treasurer employed by a council of governments is responsible for all financial transactions associated with the information technology center.*

24. The fiscal agent treasurer or the treasurer employed by a council of governments licensed in accordance with section 3301.074 of the Revised Code. 3301-3-07(B)(1)(a)(iv)

**Evidence:**

**A valid and current certificate of license.**

25. All financial transactions and accounting procedures associated with ITC operations performed in compliance with requirements of the Revised Code and the auditor of state. 3301-3-07(B)(1)(b)(i)

**Evidence:**

**Review of audit report from latest applicable financial audit.**

26. The financial accounting records of the ITC activities are separately maintained and capable of being audited. 3301-3-07(B)(1)(b)

**Evidence:**

**Review of audit report from latest applicable financial audit.**

**Review of the latest EMIS financial submission of the ITC to ODE, showing that it complies with ODE rules for segregation of funding by special cost center (SCC) and specific QC185 (EMIS) reporting codes.**

27. Procedures for receipting, expending, and accounting for funds and equipment acquisition, inventory, and disposition defined and followed. 3301-3-07(B)(1)(b)(ii)

**Evidence:**

**Review of audit report from latest applicable financial audit.**

28. The appropriate governing bodies of the ITC approve all fee assessments, contracts, employee compensation and benefits, as well as initial and modified appropriations, as evidenced by official meeting minutes. 3301-3-07(B)(1)(c)

**Evidence:**

**Review of minutes from official meetings of governing groups for the past 12 months.**

*The board of directors or the governing assembly shall be provided access to the following:*

29. The ITC maintains detailed fiscal reports for each regular board of directors or governing assembly meeting. 3301-3-07(B)(1)(d)(i)

Evidence:

- (a) Review of agendas/handouts from previous meetings.
- (b) Responses from staff and user interviews/surveys.
- (c) Review of minutes from official meetings of governing groups.

30. If requested, the ITC provides other reports upon request. 3301-3-07(B)(1)(d)(ii)

Evidence:

Copies of newsletters and other communications to user entities that convey the financial condition of the ITC.

### Financial Condition

31. Amortization periods for the retirement of indebtedness shall not exceed the recommended schedules for depreciation as established by the Internal Revenue Service. (The ITC in compliance) 3301-3-07(B)(2)(a)

Evidence:

Copies of the amortization schedules for any ITC debt(s) incurred within the past 10 years.

32. The ITC established a schedule of fees for services that, in combination with state subsidy funding, cash reserves, and other sources of revenue, generates operating funds sufficient to meet anticipated expenditures. 3301-3-07(B)(2)(b)

Evidence:

A budget document approved by the governing body of the ITC that demonstrates sufficient receipts to match anticipated expenditures.

### Operating Requirements

33. The ITC holds a valid permit and maintains compliance with the criteria established for that permit as identified in paragraph (A) of rule 3301-3-03 of the Administrative Code. 3301-307(C)(1)(a)

Evidence:

Copy of the permit as issued by ODE, and certification by the ITC administrator and Governing Board Chairperson that the ITC continues to meet the above requirements.

34. The ITC in compliance with section 3301.075 of the Revised Code and with the OECN line item appropriation language contained in House Bill 1 of the 128th General Assembly. 33013-07(C)(1)(b)

Evidence:

Copies of Ohio K-12 Network Building Connectivity Subsidy worksheets showing that each member entity of the ITC is participating in the Ohio K-12 Network and remains eligible for Ohio K-12 Network subsidy.

35. The ITC as organized in accordance with either Chapter 167 or section 3313.92 of the Revised Code provides a current copy of its organizational agreements(s) if requested by the department and/or the public. 3301-3-07(C)(1)(c)

**Evidence:**

A copy of the organizational document(s) of the ITC is supplied to ODE and/or the public upon request.

*Core services as defined in rule 3301-3-01 of the Administrative Code shall be implemented as follows:*

36. The core services delivered are based upon the quality implementation standards communicated by the department. 3301-3-07(C)(2)(a)

**Evidence:**

Copies of the service agreements between the ITC and user entities that specify the service level agreement (SLA) qualifiers as communicated by ODE as the minimum standards of service to be provided by the ITC.

Review by ITC management of CA-USD Helpdesk metrics to insure that support is being performed by the ITC at the minimum levels specified by ODE.

37. All software and hardware, used by ITCs, enables efficient and effective end-user access to the core services. 3301-3-07(C)(2)(b)

**Evidence:**

Anecdotal information from users relative to the ease and efficiency of the services provided by the ITC, including information from user satisfaction surveys released by the ITC, or generated through the CA-USD Helpdesk process.

38. Equipment for computer systems or support services shared among and between multiple ITCs in order to increase operational efficiencies, lower operating costs, and/or to improve service reliability. 3301-3-07(C)(2)(c)

**Evidence:**

Copies of agreements providing for shared and/or reciprocal services among and between ITCs; and information showing participation in cooperative purchasing ventures with other ITCs.

39. Contractual agreements are executed with user entities across all core service areas specifying the areas of service (e.g. software management, data management, training, problem resolution, documentation, communication and quality of service), responsibilities of the information technology center and the user entity for each area of service, and quality implementation standards for each area of service. 3301-3-07(C)(2)(d)

**Evidence:**

Copies of the service agreements between the ITC and user entities that specify the service level agreement (SLA) qualifiers as communicated by ODE as the minimum standards of service to be provided by the ITC.

Review by ITC management of CA-USD Helpdesk metrics to insure that support is being performed by the ITC at the minimum levels specified by ODE.

*Specific guidelines applying to internet access and networking services are as follows:*

40. The speed and reliability of the network commensurate with department standards and provide for optimal performance to end users. 3301-3-07(C)(2)(e)(i)

Evidence:

- (a) Current interpretation is a network consisting of a minimum of a T1 (1.554Mb/s) of bandwidth per building (or grouping of up to four buildings) (b) Review of actual capabilities re: the data comm network diagram.  
(c) Existence of a network topology map which would not only define speeds, but also the number of devices supported across any given link.

41. Standards established by the department for connectivity maintained by the ITC. 3301-3-07(C)(2)(e)(ii)

Evidence:

Current interpretation is that the ITC must be running TCP/IP (v4) via an interconnect to the Ohio K-12 Network via the OSCnet.

42. The ITC is responsible for any repairs or maintenance to the network and equipment for accessing the internet. 3301-3-07(C)(2)(e)(iii)

Evidence:

- (a) Copies of appropriate equipment maintenance contract(s).  
(b) Responses from staff and user interviews/surveys. (c) Copies of other pertinent documentation.

43. The ITC coordinates and manages an integrated services network that may include but not be limited to voice, video and data services. (Any educational entity desiring to be connected should have the option of access and the primary internet service provider(s) shall involve the network and provider(s) selected by the department.) 3301-3-07(C)(2)(e)(iv)

Evidence:

Copies of the listing of services offered by the ITC for networking to user entities; usage records of Internet access for the ITC's primary ISP as well as any secondary providers that the ITC may utilize.

## **Reports**

44. The ITC filed with the department a continuous improvement plan that meets department guidelines and timeframes as set by the department. (The report shall include the ITC's planned versus actual delivery of core services based upon quality implementation standards. The report shall inform the department-managed accountability system for the OECN. The ITC shall respond in writing to the department and/or make operational adjustments as directed by the department if deficiencies are noted in the department's review of the continuous improvement plan.) 3301-3-07(C)(3)(a)



**Evidence:**

Copies of the most recent CIP filed with ODE by the ITC; and records from ODE showing that the CIP was filed in a timely manner and that any adjustments requested by ODE were implemented.

45. The ITC implemented an automated help desk system with quality implementation standards defined by the department in partnership with the OECN. (The system shall, at a minimum, facilitate communication and problem resolution among user entities and escalation to appropriate information technology center staff across the OECN, as well as with the department. The system shall enable the reporting of quality implementation metrics for the core services to the department and provide data for the department-managed accountability system for the OECN.) 3301-3-07(C)(3)(b)

**Evidence:**

Records of utilization reports from the help desk system showing active utilization of the system by ITC personnel, and an analysis (included in the ITC's CIP), of the information that the ITC is gaining and utilizing from this system to track and improve services to its user entities.

46. Detailed financial records of the ITC for the current and previous fiscal year transactions can be made available, if requested by the department 3301-3-07(C)(3)(c)

**Evidence:**

Submission of detailed financial reports upon request by ODE.

47. Financial records can be made available to the department within sixty days of the end of the fiscal year, in an electronic format as specified by the department. 3301-3-07(C)(3)(c)

**Evidence:**

Copies of the filing dates (confirmed by ODE personnel), that the ITC has filed its financial records with ODE via the EMIS (June) reporting cycle in the format requested.

**Business Continuity, Security, and Other Safeguards**

48. The ITC has a written business continuity plan that is formulated, reviewed at regular intervals by the governing body of the data acquisition site, and on file at the department. 3301-3-07(C)(4)(a)

**Evidence:**

Copy of written disaster recovery plan.

49. The ITC has a written security policy that is implemented which includes the following:

- It specifies the methods for obtaining, processing, reporting, and storing data. 3301-307(C)(4)(b)(i)
- It prohibits access to the computer systems and services by unauthorized personnel. 3301-3-07(C)(4)(b)(ii)

**Evidence:**

- Copy of written security policy in effect at the ITC.  
Evidence:  
(a) Copy of written security policy in effect at the ITC.  
(b) Responses from staff and user interviews/surveys.  
(c) On-site review of data center facilities.
50. The ITC staff are bonded, at a level determined by the ITC's governing body, for the faithful performance of their duties. 3301-3-07(C)(4)(c)
- Evidence:  
Copy of appropriate insurance policy/policies.
51. The ITC has insurance coverage for all fixed assets. 3301-3-07(C)(4)(d)
- Evidence:  
Copy of appropriate insurance policy/policies.
52. The ITC has a data retention policy that is written, implemented and communicated to all user entities and specifies how data are stored, how they can be restored and the method for disposal of these data. 3301-3-07(C)(4)(e)
- Evidence:  
Copy of existing written policy re: data retention.
53. The computer system is reviewed at regular intervals in order to ensure sufficient system performance and data security. 3301-3-07(C)(4)(f)
- Evidence:  
Copy of appropriate system policies and logs indicating that monitoring has occurred.
54. The ITC complies by not modifying in any respect software or associated data structures provided by the department without the prior written approval from the superintendent of public instruction, or his or her designee. 3301-3-07(C)(4)(g)
- Evidence:  
Review of ITC intervention files and/or audit logs for evidence of data manipulation outside of approved program files; and/or evidence from the SSDT indicating that such manipulation has occurred.
55. The environment for the computer systems is compliance with the manufacturer's standards for installation, power, and maintenance. 3301-3-07(C)(4)(h)
- Evidence:  
Copy of statement from manufacturer and/or maintenance provider and/or review of requirement documents from manufacturer.
56. The physical security of the ITC prevents unauthorized access to the computer systems. 3301-3-07(C)(4)(i)

Evidence:

Existence of physical locking mechanisms that default to being locked at all times.

57. The ITC has a data release policy that is written, implemented and communicated to all user entities and specifies the process for requesting a release, return, or transfer of data. The policy specifies the release of data shall occur no later than 10 business days upon receipt of the entity's request unless otherwise agreed upon by the district and the ITC.

Evidence:

Copy of existing policy regarding release of data.

### Information Technology Center Personnel

58. The staffing levels sufficient to meet the service needs of the user as measured by end-user and staff satisfaction. 3301-3-07(C)(5)(a)

Evidence:

Responses from staff and user interviews/surveys.

59. Personnel assignments made to ensure that user support needs are met and that all core services are successfully delivered. 3301-3-07(C)(5)(a)

Evidence:

Copy of job descriptions showing cross-training and secondary support assignments.  
Interviews with staff indicating that cross-training is being performed.

60. All staff has training and/or experience necessary to perform the duties contained in their job descriptions. 3301-3-07(C)(5)(b)

Evidence:

Copy of resumes of staff members and professional development records for these individuals, and interviews with staff indicating that they are receiving the training requested.

61. All ITC staff are given the appropriate training for the task assigned. 3301-3-07(C)(5)(c)

Evidence:

Copy of resumes of staff members and professional development records for these individuals, and interviews with staff indicating that they are receiving the training requested.

62. All ITC staff whose job assignments are related to the support of technology or technology services engaged in an ongoing program of in-service relative to their area of assignment. Such training is aligned with the continuous improvement plan of the ITC and reflects policies and guidelines established by the local professional development committee. 3301-307(C)(5)(d)

Evidence:

Copies of professional development records for ITC staff members, copy of ITC continuous improvement plan referencing goals for staff professional development.

63. All ITC staff who hold educator licenses or certificates issued by the Ohio Department of education and who are utilizing the LPDC process in order to renew and maintain department licensure completing at least two CEUs per year and following the license renewal and professional development requirements and timelines established in rule 3301-24-08 of the Administrative Code. 3301-3-07(C)(5)(e)

Evidence:

Copy of professional development records for licensed or certificated ITC staff members.

