

## FY10 MEC Continuous Improvement Plan Narrative

---

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

<b># 1</b>	<b>Goals *</b>	<b>Initiated Date</b>	<b>Status **</b>	<b>Comments</b>	<b>Measure of Meeting Goal</b>
2010.1.01	Provide customer training sessions on the use of the WEB programs.	7/1/2009	Ongoing		Attendance sheets from training sessions, feedback from surveys after training sessions.
2010.1.02	Implement the Employee Kiosk at all of our customer sites.	8/1/2009	Ongoing		Establishment of accounts at each customer site, usage data and logs
2010.1.03	Complete customer conversions.	7/1/2008	Completed	The conversion of the South-Western City Schools and Westerville City Schools are now finished.	Successful audits of all Fiscal clients
2010.1.04	Increase knowledge base of all third party software interfacing with State Software.	7/1/2009	In Progress	This area continues to grow in importance to our customers. We are currently doing a major project with Aesop for several of our customers.	Participation in training sessions and development of scripts and automated process where possible.
2010.1.05	Implement document management in at least four customer sites.	7/1/2009	In Progress	Work continues at two client sites and more are to be added this year.	Development of contracts with customer sites, creation of document schema with each site and the presence of data for each site.
2010.1.06	Increase proper usage of CA-USD Helpdesk by all Fiscal Services customers and MEC Fiscal Services Staff	7/1/2009	Ongoing		Measurement and evaluation of ticket data in the system.

Notes

## FY10 MEC Continuous Improvement Plan Narrative

---

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

<b># 2</b>	<b>Goals *</b>	<b>Initiated Date</b>	<b>Status **</b>	<b>Comments</b>	<b>Measure of Meeting Goal</b>
2010.2.01	Staff in-service on OBIEE Software in preparation for customer deployment.	7/1/2009	Not Started	Status of OBIEE project is unclear at this time.	Attendance sheets from training sessions, feedback from surveys after training sessions.
2010.2.02	Create DASL User Group sessions for knowledge sharing within customers.	7/1/2009	Ongoing		Attendance sheets from training sessions, feedback from surveys after training sessions.
2010.2.03	Increase DASL in-service opportunities for customers.	7/1/2009	Ongoing	MEC is developing webinar and video capabilities to assist growth in training opportunities.	Attendance sheets from training sessions, feedback from surveys after training sessions.
2010.2.04	Continue staff cross training for Progress Book and SpS	7/1/2009	Ongoing		Agendas and planning materials from staff training sessions.
2010.2.05	Increase Progress Book /SpS in-service opportunities for customers	7/1/2009	Ongoing		Attendance sheets from training sessions, feedback from surveys after training sessions.
2010.2.06	Increase proper usage of CA-USD Helpdesk by all Student Services customers and MEC Student Services Staff.	7/1/2009	Ongoing		Measurement and evaluation of ticket data in the system.

Notes

## FY10 MEC Continuous Improvement Plan Narrative

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

<b># 3</b>	<b>Goals *</b>	<b>Initiated Date</b>	<b>Status **</b>	<b>Comments</b>	<b>Measure of Meeting Goal</b>
2010.3.01	Work with ODE EMIS staff on the EMIS-R Project utilizing SIP for our pilot site customers.	7/1/2009	Ongoing		Successful collection of data via SIF agent.
2010.3.02	Conduct EMIS-R training sessions to in-service customers on the new FY10 EMIS System.	7/1/2009	Ongoing		Attendance sheets from training sessions, feedback from surveys after training sessions.
2010.3.03	Decrease staff response time to customer requests.	7/1/2009	Ongoing		Measurement and evaluation of ticket data in the system. Also use of customer service survey data.
2010.3.04	Conduct EMISWeb training sessions to in-service customers on changes for FY09 EMIS	5/1/2009	Complete		Attendance sheets from training sessions, feedback from surveys after training sessions.
2010.3.05	Increase in-service opportunities for all customers.	7/1/2009	Ongoing	MEC is developing webinar and video capabilities to assist growth in training opportunities.	Attendance sheets from training sessions, feedback from surveys after training sessions.
2010.3.06	Provide D3A2 CAM Project assistance to customer.	7/1/2009	Ongoing		Attendance sheets from training sessions, feedback from surveys after training sessions.
2010.3.07	Plan for possible replacement of the entire EMIS Support Team as a result of retirement	7/1/2009	Ongoing	Retire/rehire policy in effect.	Rehire of staff or replacement with new hires.
2010.3.08	Increase proper usage of CA-USD Helpdesk by all Student Services customers and MEC Student Services Staff.	7/1/2009	Ongoing		Measurement and evaluation of ticket data in the system.

Notes

## FY10 MEC Continuous Improvement Plan Narrative

---

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

<b># 4</b>	<b>Goals *</b>	<b>Initiated Date</b>	<b>Status **</b>	<b>Comments</b>	<b>Measure of Meeting Goal</b>
2010.4.01	Provide customer in-service sessions on the use of SchoolRooms for those who have purchased that service.	7/1/2009	Ongoing	Dependent on INFOhio Central and budget.	Attendance sheets from training sessions, feedback from surveys after training sessions.
2010.4.02	Implement INFOhio services in three new sites for Pickerington, one new site for South-Western City Schools and a new client, the Columbus School for Girls.	7/1/2009	Ongoing	Training still in progress.	Attendance sheets from training sessions, feedback from surveys after training sessions.
2010.4.03	Provide training and assistance on INFOhio electronic resources.	7/1/2009	Ongoing		Attendance sheets from training sessions, feedback from surveys after training sessions.
2010.4.04	Provide catalog training to clean up duplicate titles in the database.	7/1/2009	Ongoing		Attendance sheets from training sessions, feedback from surveys after training sessions.
2010.4.05	Plan for the possible replacement of members of the INFOhio Support Team as a result of retirements.	7/1/2009	In Progress	Retire/rehire policy in effect.	Rehire of staff or replacement with new hires.
2010.4.06	Increase proper usage of CA-USD Helpdesk by all INFOhio customers and MEC INFOhio Staff.	7/1/2009	Ongoing		Measurement and evaluation of ticket data in the system.

Notes

## FY10 MEC Continuous Improvement Plan Narrative

---

**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>Initiated Date</b>	<b>Status **</b>	<b>Comments</b>	<b>Measure of Meeting Goal</b>
2010.5.01	Continue the creation of the MEC Disaster Recovery Site as the key element in the ITC’s Business Continuity Plan	7/1/2009	Ongoing		Metrics from live cut over tests and log files.
2010.5.02	Adaptation and implementation of the ITC Policy Manual developed in FY08	7/1/2009	Ongoing	Physical Security chapter complete and staff training to follow.	Approval of final document by Governing Board, attendance sheets from training sessions, feedback from surveys after training sessions.
2010.5.03	Continue the server consolidation project to VMWare environment.	7/1/2009	In Progress	DASL, Progress Book and e-mail all virtualized.	VMWare license deployment and removal of unused equipment.
2010.5.04	Total refresh of MEC support staff PCs	7/1/2009	In Progress	Training lab laptops replaced summer 2009.	Requisitions and purchase orders for new equipment.
2010.5.05	Redesign of the MEC web site	7/1/2009	In Progress		Launch of new site.
2010.5.06	Review staffing levels/skill sets considering possible staff retirements.	7/1/2009	Ongoing	Retire/rehire policy in effect.	Rehire of staff or replacement with new hires.
2010.5.07	Implementation of NCOCC provided Event Scheduler Software	7/1/2009	Not Started	Contingent upon budget	Deployment of software and log files.
2010.5.08	Increase proper usage of CA-USD Helpdesk by all Technical Services customers and MEC Technical Staff.	7/1/2009	Ongoing		Measurement and evaluation of ticket data in the system.

Notes

## FY10 MEC Continuous Improvement Plan Narrative

---

### MEC Narrative Summary:

- 1. Explain the process that is used within your organization to identify changing customer needs and develop organizational goals to advance your organization as a service provider.**

MEC utilized the following methods to determine the goals for each service area for the FY10 CIP:

- MEC Annual Customer Survey
- CA-USD Helpdesk
- MEC Technology Committee
- Customer training session evaluations
- Customer requests and feedback
- Staff input

**MEC Annual Customer Survey** – The MEC Annual Customer Survey yielded the expected results. As with any survey, the comment sections provided the most useful information in regards to improving services. The number of respondents was disappointing; however, those that did participate were insightful and honest. The results of the Overall Performance question were as follows:

Fiscal Services	100% responded that MEC meets or exceeds their service expectations
Student Services	72% responded that MEC meets or exceeds their service expectations
EMIS Services	76% responded that MEC meets or exceeds their service expectations
INFOhio Services	94% responded that MEC meets or exceeds their service expectations
Technical Services	82% responded that MEC meets or exceeds their service expectations

Of those responding Needs Improvement, the majority followed with comments such as “MEC does a good job, but they need more staff.” This is a recurring theme throughout the survey. The six most mentioned comments are as follows:

- Customers like the personal touch in customer service rather than the use of Helpdesk
- Customers want more training
- Customers are as overwhelmed as ITCs
- MEC provides good quality service
- MEC needs more customer service personnel and staff in general
- All support tickets need to be addressed much faster

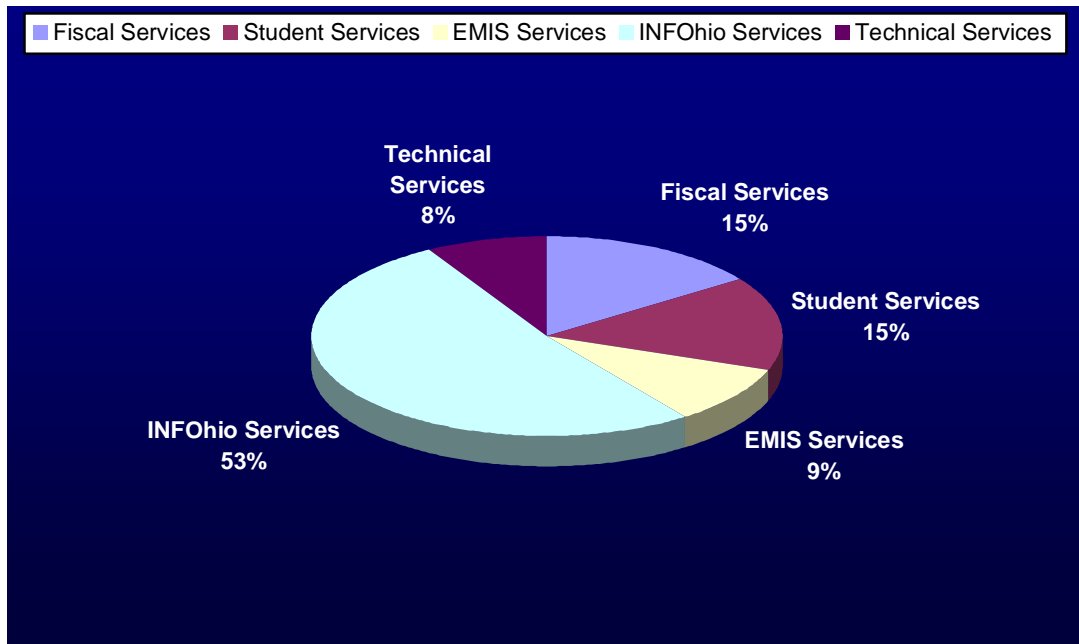
The survey provided the most valuable information for the decision-making process with the Technology Committee, Executive Committee, and Governing Board.

## FY10 MEC Continuous Improvement Plan Narrative

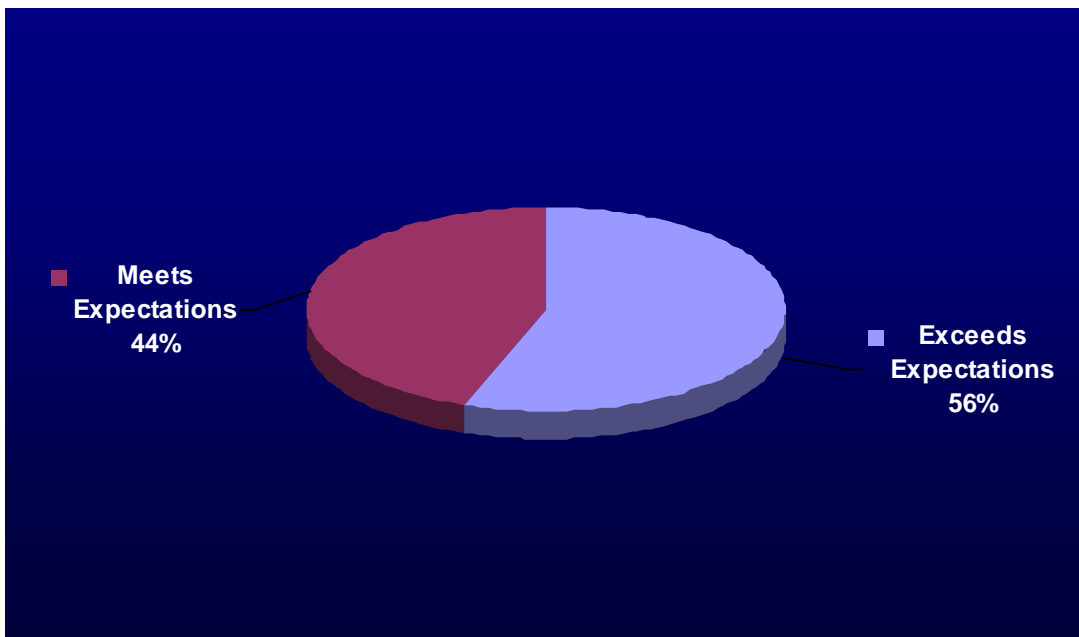
---

The following graphs reflect the summary of the survey responses:

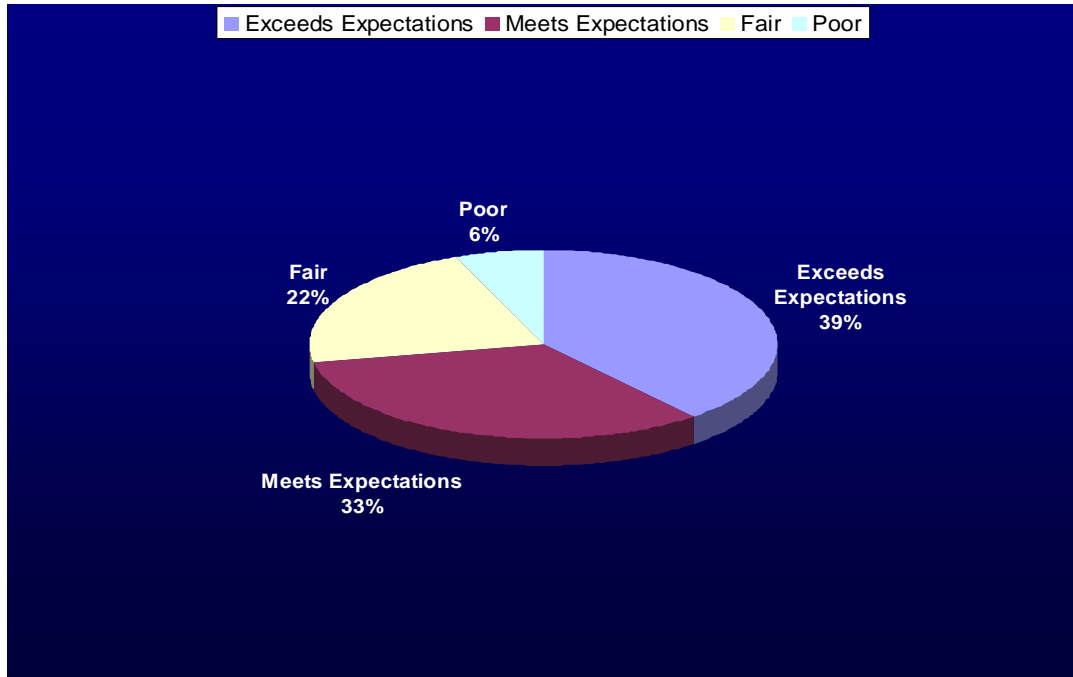
This graph reflects the number and percentage of respondents from each service area.



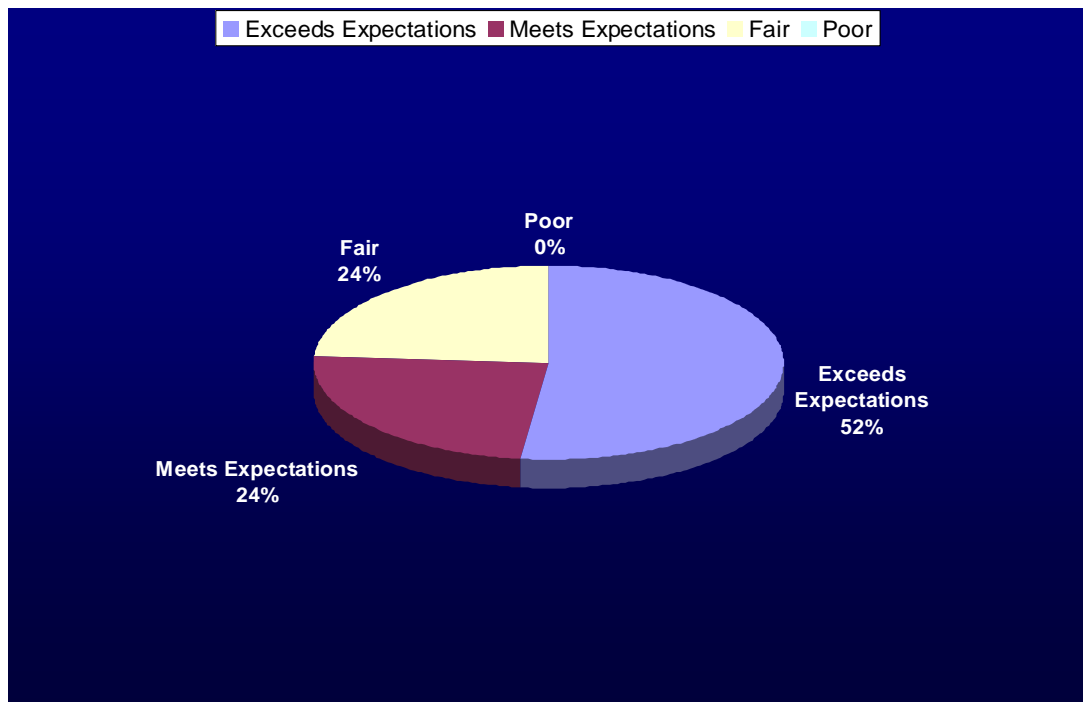
This graph reflects the overall satisfaction level with MEC's Fiscal Services.



This graph reflects the overall satisfaction level with MEC's Student Services.



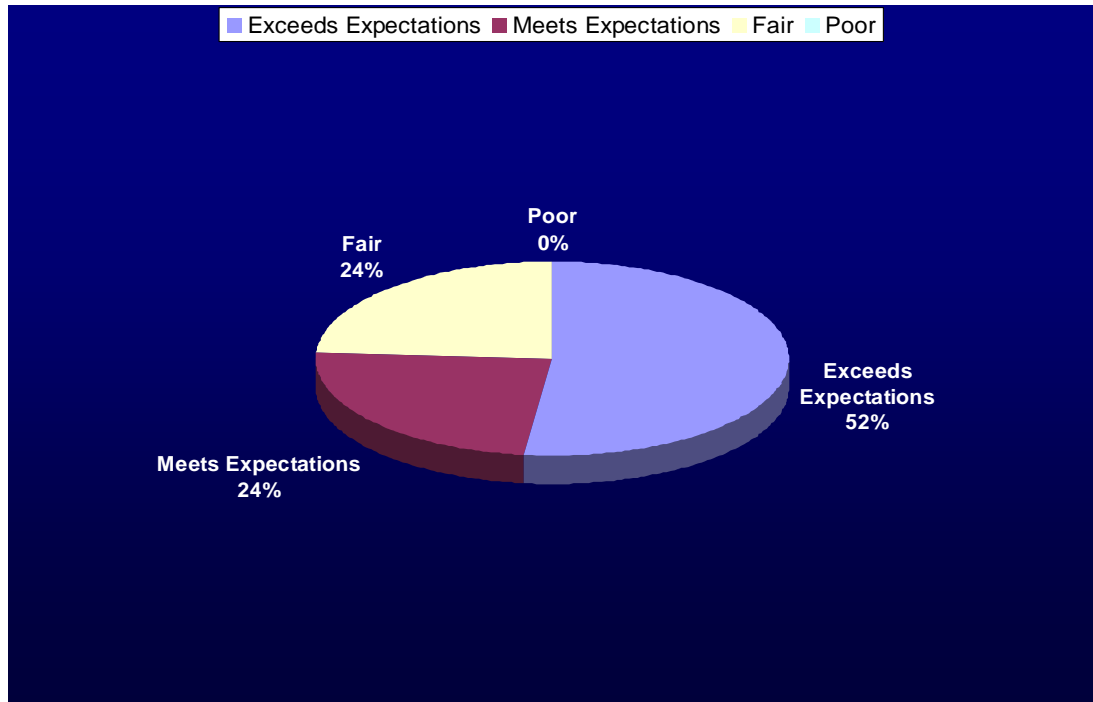
This graph reflects the overall satisfaction level with MEC's EMIS Services.



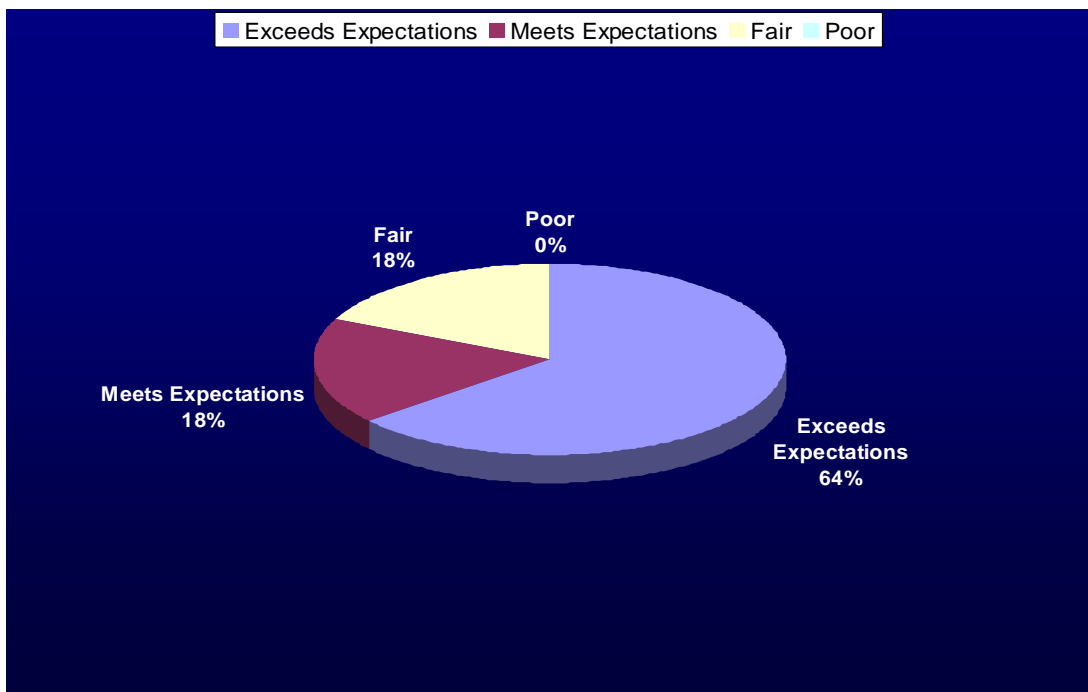
## FY10 MEC Continuous Improvement Plan Narrative

---

This graph reflects the overall satisfaction level with MEC's INFOhio Services.



This graph reflects the overall satisfaction level with MEC's Technical Services.



The customer surveys yielded some revealing comments, as well. The customer base has an overall anxiety concerning MEC's aging staff. This concern was the focus in the development of the MEC goals in specific service areas. Additional staffing in all service areas was a theme throughout the survey; however, this theme was not accompanied by a willingness for the customers to pay additional fees to support additional staff.

The survey also revealed a dislike for the use of the CA-USD Helpdesk as a mode of customer service. Because of this information, MEC will increase user training in all service areas for the Helpdesk Software and focus on ways to improve the speed and quality of our resolution of help desk tickets.

**CA-USD Helpdesk** – The Helpdesk reports provide feedback and focus on both positive and negative aspects of MEC services. There is a continual need to decrease the response/resolution time for each and every ticket. Each service area team utilizes the Helpdesk information to provide direction for training and support. For example, MEC adjusted work start times as a result of Helpdesk information. The use of Helpdesk as a support tool is not universally accepted by our customers. As stated above, MEC will increase user training in all service areas for the Helpdesk Software.

**MEC Technology Committee** – This Committee provides guidance and direction to the MEC Administration. Each year, the previous year's goals are reviewed by this Committee. This provides direction in determining future goals. In addition, the Committee also submits recommendations for service fees to the MEC Governing Board. The composition of the Committee includes individuals that utilize all five service areas. As direct customers, the Committee has great insight into each service area's strengths and weaknesses which directly affects MEC's goals and objectives.

**Customer Training Session Evaluations** – After each training session, attendees provide immediate feedback through an evaluation tool. This feedback is a vital part of determining the types of training sessions in the future. The tool also indicates the level of understanding the training participants possessed. This information is valuable in determining if a session was clear or should be repeated.

**Customer requests and feedback** – Most training sessions provide a forum for customer feedback and requests. In addition, customer service teams receive email and verbal requests on a daily basis. Service teams determine the proper destination for the request. For example, if a treasurer requests a change that requires a USAS or USPS program change, then the request is directed to the State Software Development Team. Many training sessions are created through this direct feedback method.

### **2. How do you plan for the ongoing and future financial and staffing needs of your organization to maintain its position as a viable service provider?**

The MEC Administration, Technology Committee, Rate Sub-Committee and Service Teams evaluate requests and comments from our customers in determining staffing levels to meet our goals and objectives.

The impact of the continued decrease in State Funding levels and the lack of success that many school districts face at the polls when they try to gain additional local funds to support educational initiatives are most alarming. Our districts tell us that they cannot afford to pay more in fees, thus we are asked to do more with less.

Currently State Funding sources represent 15% of MEC's total funding. We are currently exploring options for new services that district might be interested in paying for that would not cost us too much in venture capital. Our Rate Sub-Committee is also examining the possibility of basing our fee structure in such a way that MEC would no longer be dependent on State level funding to support our efforts. MEC has long been a value for its districts when compared to other ITCs around the state. A total cost approach would be more in line with other ITCs and make our price similar to other ITCs but could have a negative impact on whether or not they could afford our services.

Our customers that have had experiences with other ITCs consistently tell us that they came to (or back to) MEC because of the high level of customer service they receive. MEC is constantly reviewing expenditures and staffing to help keep such a high level of customer service.

That being said, our staff is also very experienced. Seven of the 17 members of the ITC staff are eligible to retire in the next 12 months. Our Governing Board has approved a retire/rehire policy to aid us in maintaining staff in highly specific skill set/training areas. It is merely a stop-gap measure and will require adoption of a Business Continuity Plan to address staffing both now and in the future.

Our committees will be working throughout FY10 to develop recommendations for our Executive Committee and Governing Board for the future.

### **3. CA-USD Questions:**

#### **I. How did you use the data derived from the helpdesk to assist you in making management decisions?**

The analysis of Helpdesk data provided information we have used to determine we must make a better effort to in-service users on the benefits of utilizing the Helpdesk.

The data also provided support for increasing staff size in several areas. We have already conducted several in-house training sessions for several staff members that need additional Helpdesk training. The information also provides a summary of response times and problem resolution. Better training of our staff and customers on the use of Helpdesk will result in better management data.

**II. What is the relevance and correlation between data reports from CA-USD and the measurement and development of your organization's goals?**

The reports reveal the strengths and weaknesses in our support mechanisms. This translates into specific goals for each service area. FY10 goals will bring an increased effort to educate customers on the proper use of the Helpdesk. It has been a slow process for our customers to accept a less personalized service environment that they have enjoyed for more than 30 years.

**III. How is your organization beginning to utilize CA-USD to measure SLA compliance with services provided to schools by your organization?**

MEC is utilizing the Helpdesk data to revise its SLA's for the FY10 contract year. In the future, the data will assist in determining any weaknesses in our support systems allowing us to make the necessary changes to improve service to our customers.

**FY10 ITC Continuous Improvement Plan**  
(Checklist and CIP for Core Services)  
**Signature Page**

The signatures below attest that the FY 10 CIP for MEC  
ITC has been reviewed and is accurate, to the best of our knowledge. This also  
attests that the FY 10 CIP has been made available to the administrative  
personnel of all member school districts of our ITC. This attestation covers the  
FY 10 CIP checklist and the FY 10 CIP for Core Services. The signature page  
must be sent to:

Elizabeth Arledge - Office of Operations  
Ohio Department of Education  
25 South Front Street Mail Stop 4-05  
Columbus, Ohio 43215-4183



ITC Governing Board Chair

10/22/09

Date



ITC Fiscal Officer

10-22-09

Date



ITC Director

10/22/09

Date