

CIP Narrative Online Reporting (FY2021)**LOGIN**

Angie Underwood

SERVICE YEAR

SY2021

ITC NAME

OMERESA

IRN

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At the September 3rd, 2020 Board of Directors meeting, the Board reviewed the progress toward identified goals and activities during the 2nd year of the OME-RESA Strategic Plan and reviewed the Plan for any modifications that may be needed based on stakeholder needs. At the first year review on September 14, 2019 an additional focus goal was added to address cyber security. The three focus goals of the Strategic Plan are listed below. Goal strategies and activities of each Focus Goal can be found on the attached Strategic Plan beginning on page 5.

- **Goal #1 - Find solutions to enhance flexibility to meet the diverse needs of districts.**
- **Goal #2 - Foster communication in alignment with Agency Vision, Mission and Values**
- **Goal #3 - Adopt Information Security controls based on the NIST SP 800-53 Revision 4 framework for a Federal Information Protection Standard (FIPS 200) moderate risk-rated organization. (Added November 14th, 2019)**

In addition to the Focus Goals of the Strategic Plan, some Departmental Goals that were accomplished during the past year were:

- Launched the new OME-RESA web presence, however not all modules are activated yet due to the shift in stakeholders needs during the Pandemic.
- Purchased and configured HelloSign to allow for Electronic signatures on documents. This became critical during the Pandemic for Stakeholder annual contracts.
- OME-RESA has migrated and trained an additional 13 Districts on the USXS Redesign software. Of the additional 13, 9 are live and the remaining 4 will be live by the end of September 2020, bringing the total migrated districts to 23.
- Worked with Districts through the COVID-19 Pandemic to assist them with fourth quarter and final grade reporting, created over 1,000 Zoom accounts for remote learning and assisted in finding internet hotspots for students without connectivity.
- Negotiated with vendors for COVID-19 related items such as disinfectants, sprayers, masks, cleaning supplies, plexiglass dividers, and temperature monitoring solutions.
- Worked with The Management Council's contracted CISO to adopt NIST Security standards and continued work toward compliancy.
- Replaced aging OME-RESA VoIP solution with a Jive phone system adding additional functionality, especially work at home features making support to stakeholders transparent.
- Participated in the Statewide P-EBT initiative to export data on behalf of districts to provide students with EBT food cards.
- Assisted districts with finding solutions and submitting broadband connectivity grants based on technology assessments and needs.

2. AREAS OF IMPROVEMENT

OME-RESA will continue to address the focus areas listed in the Strategic Plan and incorporate improvement discovered during the Pandemic.

- **Goal #1 - Find solutions to enhance flexibility to meet the diverse needs of districts.**

- **Evolve Fiscal Software Option:**

OME-RESA had 5 districts, 2 of which pulled off active Redesign waves requesting to be migrated to Strategic Solutions Evolve product targeted to be released in December 2020. OME-RESA leadership and fiscal staff participated in a virtual meeting with Strategic Solutions to review the Evolve product and to understand the product and requirements that would be needed to support both Evolve and USXS Redesign. With the sunset date of USXS Classic being December 2022, it is important that districts understand the statuses of development for both products and what features are available now and what is being targeted in the future, to make an informed decision on which direction to go. To accomplish this, OME-RESA hosted a Zoom meeting where each product was demonstrated and contained a question and answer section for participants. During the upcoming year, OME-RESA leadership will present a project recommendations plan and financial analysis for OME-RESA supporting both Redesign and Evolve, while maintaining support levels and ensuring all district are migrated off USXS Classic by December 2022.

- **Review District Data Interchange Processes Between SIS (Student Information System) and POS (Point of Sale):**

While working on the P-EBT initiative, OME-RESA discovered inconsistency in data between the SIS and POS for many districts. After investigating instances where issues were present, it was determined that process improvements can be made in the data integration between the two systems to ensure accurate data through process improvement. Inconsistencies in the data can not only effect funding through EMIS, but also with E-Rate percentages that are determined by free/reduced counts reported. OME-RESA's Data Integration Specialist, EMIS and Technology Services staff will work together to assist districts with reviewing their system process between the systems to ensure data accuracy.

- **Goal #2 - Foster communication in alignment with Agency Vision, Mission and Values**

- **Continue to Build Modules in Web Presence.**

OME-RESA launched the new web presence in FY20 and will continue to build upon modules over the upcoming year.

- Leadership team will review current email lists and build new tiered communications lists with private/public properties. Processes and procedures will be created in our knowledge books to guide OME-RESA staff on usage of communication tiers, such as what should be shared on social media vs email/text communications.
- Continue to streamline enhanced event registration module and train department staff on usage. Proper usage of the registration module will provide the information needed to begin implementation of the monthly digest reports to District Administration. The report will list district staff that attended/did not attend trainings and provide recommendations about upcoming training events that are recommended for their staff.
- Begin work on the Member Portal that will contain dashboards to view existing documentation, modify service subscriptions, approve service contracts, see outstanding processes to complete or approve and electronically sign service contracts and data releases.

Professional Development is a critical component of Focus Goal #2. Activities and processes that have been completed this year can be found beginning on page 8 of the Strategic Plan.

- **Goal #3 - Adopt Information Security controls based on the NIST SP 800-53 Revision 4 framework for a Federal Information Protection Standard (FIPS 200) moderate risk-rated organization. (Added November 14th, 2019)**

- **Information Security Goals**

- Develop a remediation process for DHS CISA cyber hygiene scans for OME-RESA and its districts.
- Conduct information security workshops for OME-RESA's member districts. These workshops will provide guidance and recommendations on information security policies, procedures, and technology.
- Develop and implement employee confidentiality agreements that ensure OME-RESA staff are properly

safeguarding confidential information.

- Review departmental user authorization forms and develop a web-based enterprise portal that allows for centralized administration of granting users access to systems and data. Additionally, create annual audit reports for districts to validate their users and system access.
- Implement Syslog and SIEM technologies to enhance cybersecurity and forensic capabilities.
- Segment administrative access to OME-RESA systems and applications with unique user accounts.
- Implement MFA access to OME-RESA systems and applications.

3. INPUT FROM STAKEHOLDERS

Stakeholder Input:

- OME-RESA migrated from advisory committees to user groups for core services in FY20. The meetings that were held provided valuable information and guided OME-RESA's activities while ensuring alignment with the Strategic Plan. The notes and feedback from the user meetings will continue to be presented to the Board of Directors. This assists in streamlined communications and provides the ability for Board approval when needed.

Thermostat CSAT Methodology and Survey Tool

- Stakeholder feedback and satisfaction measurement is the most critical component in continuous improvement. However, the data gathered is only relevant and accurate when provided within a window that the stakeholder's experience is at the forefront of their memory. When conducting annual customer satisfaction surveys, participation was low, only based on their experience with the organization at that given time and did not provide insight into OME-RESA employee's support level to determine individual improvement goals and additional professional development needed. An annual report is provided to the Board of Directors. See attached FY20 OME-RESA CSAT Report.pdf

OME-RESA Staff Input:

- Department staff meet on an as needed basis to discuss departmental related issues and feedback. The Leadership Team, which consists of department coordinators, meet on the 1st and 3rd Wednesdays of each month and discuss various topics, assigned PD, and projects. OME-RESA also conducts a staff meeting every other month for all employees to receive important information and updates about the organization, share OME-RESA wins where exceptional service was provided to stakeholders, call outs of appreciation for other OME-RESA staff and to discuss agency-wide professional development that was assigned.

4. COLLABORATION EXAMPLES

OME-RESA values the importance of collaboration. Collaboration allows entities to efficiently expand service offerings while controlling costs. OME-RESA is involved in many collaborations with other entities. Below are existing collaborations and new ones that developed this past year:

Existing

Management Council - Zoom
 Management Council - Central Progressbook Suite Hosting
 Management Council - Employee Kiosk
 Management Council - INFOhio Services
 Management Council - Shared CISO and NIST Standard Adoptions
 Management Council - Pryor Learning Solutions
 MVESEC, OVESC, ECOESC, JCESC - Routes and Riders
 Jefferson County Gov and East Ohio Correctional Facility - Technical Personnel Services
 Belmont County VSO - Managed Wireless

New During FY20

Management Council - KnowB4 replacement
 Management Council - Data collection for P-EBT Card
 Management Council - Data collection for student connectivity issues and devices

SY2021 CIP Narrative Responses for OMERESA

Carroll County Sheriff's Office - Cooperative Services
Steubenville Municipal Government - Cooperative Services
NOECA - Cooperative Services
HCC - Onbase Services
LACA - RAM Services
Management Council - ParentSquare
Board of Election Offices - Security and technical services

ATTACHMENTS (OPTIONAL)

- [STRATEGIC-PLAN-2020.pdf](#)
- [FY20-OME-RESA-CSAT-Report.pdf](#)

SUBMITTED ON

09/09/2020