

LOGIN

082743 OMERESA

SERVICE YEAR

SY2019

ITC

OMERESA

ITC NAME

OMERESA

ITC DIRECTOR

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This past year OME-RESA has continued evaluation of the organization and how to improve the service delivery model. One of the initial steps was the development of a 5 year Strategic Plan. The Strategic Plan will assist in alignment of all activities, projects and processes created with the direction and priorities of OME-RESA Members. This alignment will help solidify the perception of OME-RESA as a shared service extension of each entity served rather than a sales vendor or compliance agency.

1. Strategic Plan Development Activities

- OME-RESA leadership met to review the Vision, Mission and Goals of OME-RESA and drafted an updated working version.
- Reviewed leadership drafted Vision, Mission and Goals with entire OME-RESA Staff for feedback.
- Board of Directors met the day before the OME-RESA two day Administrative In-service meeting to review the leadership's drafted Vision, Mission and Goals and made necessary modifications. The Board reviewed feedback from surveys and the Advisory committees and participated in reflective activities such as a SWOT analysis. After a long, but productive day, the outline of the Strategic Plan was created.
- FY19 Budget was developed and approved by the Board of Directors and General Assembly to support necessary changes in staff at OME-RESA to support initiatives of focus from the Strategic Plan.

2. Improve Communication Mechanisms Between ITC and District Leadership and Key Staff

- Held a combined advisory group meeting (Fiscal, Student, Technical and INFOhio) where the following was discussed:
 - Focus areas of the draft Strategic Plan were discussed and feedback obtained.
 - Perception of OME-RESA and the service portfolio.
 - SWOT analysis was performed and results were consistent with analysis from Board of Directors.

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

- OME-RESA and Lisbon piloted the USXS Redesign software. Once the production version was released, OME-RESA migrated itself, Lisbon, Harrison Hills and Indian Creek to the Redesign software.
- Applied for an OMEGA grant and was awarded by the Appalachian Regional Commission \$200,000 in grant funding to financially assist with upgrading OME-RESA's core network to facilitate a redundant 40GB backbone and increase cybersecurity for connected entities.
- Worked with and supported the Management Council to purchase and implement a middleware solution (Jitterbit). The Jitterbit solution is a critical component in achieving focus goals in the Strategic Plan.
- Piloted the Jitterbit solution with the Management Council and Indian Valley. The process will allow ALMA gradebook attendance data to be sent to StudentInformation for proper State reporting.
- Worked with BOSS to utilize the new ProgressBook Integration for Canvas. Once fully integrated, OME-RESA will assist other districts to utilize this new method.

2. AREAS OF IMPROVEMENT

OME-RESA will continue to implement the strategies that are associated with the below Focus Goals in the Strategic Plan:

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

Member districts seek information, resources and support from OME-RESA to assist in serving their students, parents and community. OME-RESA is uniquely positioned to facilitate these services and help districts achieve their respective goals while being aware of their limited resources.

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

The Strategic Plan introduces a different way of operations for OME-RESA. With any change in the workplace, resistance can occur. It is imperative that communication of these changes are consistent and frequent to both OME-RESA staff and district personnel. OME-RESA staff will need to be provided resources to assist them in producing and achieving in the new environment.

The above Focus Goals were determined and developed strategically by the OME-RESA Advisory Groups and by the Board of Directors of OME-RESA through Surveys, Meetings and Strategic Planning sessions. OME-RESA staff are aware of the Focus Goals and will be participating throughout the year in Professional Development that will support the evolution and growth of OME-RESA. Some Professional Development includes, but not limited to:

- Training sessions offered for OME-RESA support applications by various methods
- Conferences with sessions that support Focus Goals and strategies
- Employee Growth development:
 - The New Realities of Change
 - How to Become a Great Communicator
 - How to Deliver Exceptional Customer Service
 - Developing Emotional Intelligence
 - Managing Multiple Priorities, Projects and Deadlines

3. INPUT FROM STAKEHOLDERS

In addition to targeted Strategic Planning sessions, OME-RESA continues to collect feedback by the standard methods in FY19:

1. State-Wide ITC Survey - Now that the common state-wide ITC survey has been conducted for two years, OME-RESA will discontinue the individual ITC Customer survey. OME-RESA hopes that by eliminating surveys that ask similar questions, there will be greater participation.
2. Advisory Committee Feedback - Core service advisory committees consisting of at least one representative from each of the 11 counties OME-RESA serves. Advisory committees, at a minimum, meet semi-annually each year. Advisory committees discuss current services provided, what services need modified and identify requests for additional services. The notes and feedback from the advisory committees are presented to the Board of Directors, who meet a minimum of four times a year, to streamline communication and seek approval when needed. Beginning FY19, there will also be an annual combined advisory committee in increase collaboration between service areas at OME-RESA and within the districts.
3. OME-RESA Staff Input - Department staff meet on an as needed basis to discuss departmental related issues and feedback. The Leadership Team, that consists of department coordinators, meet every other week and discuss various topics and projects. OME-RESA also conducts a staff meeting every other month for all employees to receive important information about the organization, provide feedback regarding OME-RESA and the services provided and to discuss Professional Development that was assigned.

OME-RESA will be developing a streamlined portal to be the "Hub" for support, information, forms and training. The project is in concept, but information will be shared during the implementation phase.

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, some of the most recent or new ones are:

1. Collaborative purchasing programs offered by the Management Council. The most recent being KnowB4, GoGuardian and Webex. These programs have reduced the cost for our member districts. OME-RESA would like to see the Management Council expand these group purchase programs in the future.
2. Working with Belmont County Government on a solution to provide them connectivity and Managed Wireless. This will assist them in managing their IT budget, increase services and efficiency. OME-RESA hopes to collect solid data with this project to promote efficiencies and cost savings that can be experienced through these type of shared service initiatives.

SUBMITTED ON

09/10/2018