



O H I O M I D - E A S T E R N
R E G I O N A L E D U C A T I O N S E R V I C E A G E N C Y

FY2025 CIP Narrative – Final

Status and Progress of the Continuous Improvement Plan (CIP)

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

Activities

- OME-RESA entered into the SITCA shared services partnership to offer and provide services to its member districts that might not be within its current offerings. This partnership is essential in delivering OME-RESA more flexibility to meet the ever-increasing demands of its member districts.
- OME-RESA is developing an internal customer relationship system (OME-RESA Services Management System—OSMS) to modernize the agency's business operations. We continue to use the OSMS to provide quotes for all OME-RESA services.
- OME-RESA's partnership with Horizon is a significant step towards our goal of enhancing flexibility. We are working to build additional redundancy by constructing a geographically diverse path to OARnet. Moreover, we have entered into a master sales agreement (MSA) with Horizon, allowing us to significantly expand our broadband capacity to schools while reducing internet costs. This project also paves the way for the overall expansion of commercial broadband to OME-RESA's local communities, a development we eagerly anticipate.
- OME-RESA is taking a proactive approach to revamping our managed EMIS service offerings. We are committed to providing more tailored and flexible EMIS services to our member districts. As part of this initiative, we are renaming the services to EMIS-Pilot and EMIS-Copilot, offering options to purchase services annually or monthly. This strategic move reflects our dedication to meeting the evolving needs of our stakeholders.

Goal #2 - Foster communication in alignment with the Agency's Vision, Mission, and Values

Activities

- The Executive Director has been using Zoom to conduct "Check-in" meetings with district leadership teams and attend district administration meetings to gather feedback on areas of improvement for OME-RESA services and support. Utilizing Zoom for these meetings has become a popular method for our district leadership teams because it uses technology to maximize the use of their time. These meetings have been productive and have provided critical input in areas that allow OME-RESA to serve its stakeholders better.
- From the feedback gathered from our "Check-in" meetings, we learned there had been substantial turnover with key personnel in many of our school districts and that a new training model would need to be developed within our departments. Our departments completed more training this year and have even created new methods to schedule

more tailored training by appointment. This has provided more opportunities to provide specific training to specific groups of users and has allowed for more effective use of staff time and resources.

- There has been a new emphasis on providing staff with more training focused on customer service, professional writing, and emotional intelligence. The leadership team decided to change our staff meeting agendas to facilitate training topics for these topics in a group setting. This change has made better use of these meetings and provided rich group discussions with the staff on methods to provide a better "customer experience" to our customers. Additionally, it has allowed staff members to showcase new support and training products that have provided better training resources for our users.

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.

Activities

- OME-RESA has completed implementing and self-assessing the designated priority controls. Significant progress has been made in implementing priority two and three controls within the organization. Additionally, OME-RESA has used Apptega with great success to better optimize the overall management of its NIST security program by centralizing control information and artifacts. Apptega has improved OME-RESA's remediation and audit efforts.
- OME-RESA will voluntarily make its NIST security program available for an external audit by the MCOECN's ISSO. This audit process will allow for a transparent review of the security program and proper oversight of implementing controls and artifacts, ultimately allowing for continued improvement of OME-RESA's overall information security posture.
- OME-RESA has started implementing DUO multifactor authentication across its student and fiscal information systems. DUO will provide enhanced information security protection for our member districts' sensitive data.

Key Areas of Improvement Planned for FY25

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

- Continue to gather feedback from OME-RESA stakeholders on technologies and software that benefit student learning and staff operations.
- Continue to partner with the MCOECN to leverage consortium pricing discounts to provide value-added technologies and software to OME-RESA member districts.
- Continue developing more OME-RESA Service Management System capabilities to optimize business operations and create and improve customer relationship management.

- Continue to work with Horizon to facilitate the expansion of cost-effective broadband internet access to OME-RESA member districts and their communities. More specifically, continue to address issues with pole permits that delay Horizon fiber build-outs.
- Continue to develop more flexible options with OME-RESA-managed EMIS services.
- Continue to work with the SITCA partnership to continue to develop a standard framework around communications, support, and fees that will create a transparent support experience for SITCA districts.

Goal #2 - Foster communication in alignment with the Agency's Vision, Mission, and Values

- Continue to schedule periodic meetings with district leadership teams to gather feedback on OME-RESA services and support.
- Continue to make efforts to make staff available to provide updates and gather feedback at district administration and professional development days.
- Please continue to provide more frequent and tailored training to our districts.
- Provide customer support and emotional intelligence training for all OME-RESA staff.
- Provide more focused leadership training for OME-RESA's executive leadership and department coordinators.

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.

- Create the appropriate board-approved policies that align with the OME-RESA NIST framework.
- Continue to develop artifacts within Apptega for compliance and future audits.
- Continue to work with districts to implement their own NIST framework and reduce cyber insurance liability.
- Continue with vulnerability scans through the OME-RESA Network.
- Work with districts to complete Cyber Insurance applications and future audits.
- Continue Phishing tests and security training for communities and OME-RESA staff.
- Continue to implement MFA for OME-RESA applications that contain PII.

Stakeholder Input

Stakeholder input is collected through various methods:

1. Service User Groups

User groups are critical for directing and evaluating OME-RESA services and aligning with the Strategic Plan. The notes and feedback from the user meetings are presented to the Board of Directors. This assists in streamlined communications and allows the Board to approve items when needed.

2. Thermostat CSAT Survey Tool

The thermostat provides timely insight into customer support and identifies customer service and application reliability issues. It is the most critical component in continuous improvement. When a user gives a negative score, the department lead is sent a ticket to follow up with the user to analyze the reason for the negative score and to ensure they are satisfied and their issue

has been addressed. The department lead is also tasked with documenting additional information and the corrective actions taken to ensure the service issue is not repeated.

3. OME-RESA Staff Input

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

4. Meetings with district leadership teams

The Executive Director will schedule periodic follow-up meetings with the district leadership teams to include the superintendent, treasurer, and other pertinent staff who interface with OME-RESA support staff to gather feedback on services and support and also to be a resource to assist in crucial areas such as upcoming building and technology projects, training new personnel, cybersecurity matters, and other areas of assistance that provide value add to OME-RESA member districts.

5. Conduct Annual Service Surveys

Based on feedback received from our recent site review. We will develop an annual customer service survey to gather more input outside the specific helpdesk experience to improve current service offerings and training and establish future service offerings that provide value to our stakeholders.

Collaboration Examples

OME-RESA values the importance of collaboration. Collaboration allows entities to expand service offerings while controlling costs efficiently. OME-RESA has always taken the initiative to partner with other ITCs where applicable.

New Collaborations

- SITCA

OME-RESA joined a shared services agreement with four other partner ITCs (TCCSA, LACA, NOECA, and CONNECT) to expand its service and support offerings to its membership and provide needed OME-RESA service and support to the different SITCA partners when needed.