

Technology Plan Cover Sheet

2013-2015 (July 1, 2013 – June 30, 2015)

Organization Information

District/Agency/School (legal name): Lakes Country Service Cooperative

District Number: 926

Technology Plan Status

The District/Agency/School has an approved 2012 technology bridge plan:

Yes No

2013-2015 Technology Plan Date of Creation: 6-30-2013

Identified Official with Authority

Name: Jeremy Kovash

Title: Executive Director

Address: 1001 East Mount Faith Ave, Fergus Falls, MN

Phone: 218-739-3273

E-mail: JKovash@lcsc.org

Technology Contact

Name: Brian Norman

Title: Technology Manager

Address: 1001 East Mount Faith Ave, Fergus Falls, MN

Phone: 218-737-6537

E-mail: BNorman@lcsc.org



Lakes Country Service Cooperative Technology Plan

2012-2015

INTRODUCTION

Lakes Country Service Cooperative is a public, non-profit corporation established under Minnesota Statute 123A.21. Under statute, LCSC holds a school district number (921) and is given authority to operate school based programs and hire licensed teachers as employees. LCSC serves public school districts, private schools, cities, counties, governmental agencies and non-profits in a nine-county region of west-central Minnesota. LCSC also operates an Alternative Learning Program in a separate facility in Moorhead, MN.

As a regional cooperative LCSC has a need to develop and maintain a strong internal technology infrastructure, as well as to provide technology services to our regional members. LCSC's Education Services Department hosts a strong school technology integration component. Technology integrationists provide information, training and consultation to members, both on-site and from our facility. LCSC hosts numerous workshops and trainings for school members during the calendar year.

Internally, LCSC maintains a conference center and six additional meeting rooms with conferencing and meeting room technology. The Technology Department provides services to LCSC as well as to four public school districts and one private school on a full time basis. The department also coordinates technology audits for members and provides consulting and ala carte services to members as requested.

Leadership

Under the direction of the Board and Executive Director, Jeremy Kovash, LCSC has established technology infrastructure and service as a priority program.

The following staff provide technology leadership:

Jane Eastes, Director of Operations

Brian Norman, Technology Manager

Technology Committee:

The LCSC Technology Committee is composed of staff representing each department and multiple positions for a comprehensive and diverse advisory team. The Committee meets monthly. Agendas and minutes are available to all staff on the employee intranet.

Current Technology Committee Members

Eric Schuld, Chair, Administrative Services

Ken Bosak, Technology Services

Josh Nelson, Education Services

Terri Blackwelder, Administration

Rick Brynildson, Administrative Services

Paula Johnson, Education Services

Jeanette Myer, Administration

Melissa Walvatne, Finance Services

Denny Ceminski, Special Programs

Jane Bolin, Y.E.S

Jolene King, Education Services

In addition, LCSC hosts a regional School Technology Networking Group that meets monthly during the school year.

PART 1 TECHNOLOGY NEEDS ASSESSMENT

Technology Organization

LCSC currently has a full-time Manager of Technology Services responsible for a staff of eight. They provide services to four school districts and LCSC. There are two school Technology Integration Specialists in the Education Department. LCSC leverages regional and statewide networks to provide a broad base of technology leadership for members. In addition, LCSC is a member of the Region One ESV Cooperative and the Northwest Links Telecommunications Consortium.

LCSC actively listens to its members and uses its internal Technology Committee to identify and prioritize technology needs. On an on-going basis members of the LCSC Technology Department and the Education Services Department meet with networking committees in the region to discuss changing technology and the needs and directions of the districts. Our administrative team meets monthly with the Administrative Advisory Committee made up of Superintendents from the region. Several times each year we actively seek information from other service cooperatives and school cooperatives to stay on top of current school trends.

During the 2011-2012 school year, LCSC remodeled its building. We took that opportunity to identify our internal technology needs and plan for infrastructure upgrades.

The following is a summary of the strategic areas for which goals and objectives have been established. Administration along with the technology committee and technology staff review these goals each year. Existing goals have been refined and new ones added each year.

Assessment and Goal-setting

LCSC Areas for Strategic Development:

1. **Internal Infrastructure:** Build a reliable, accessible, secure infrastructure with capacity to grow to meet the needs of all employees and members. Provide fast, secure internet access for members and cutting edge technology tools for workshop and training participants. Model current technology infrastructure for our members.
2. **Internal Technology Literacy:** Provide training, support and encouragement for all employees to embrace information technology –based tools to enhance their connectivity

with the workplace and with members, and to increase their effectiveness and productivity.

3. **Technology Tools:** Research and invest in strategic technology-based tools that fulfill LCSC’s internal needs and provides enhanced services to members.
4. **Regional Technology Service:** Build a highly knowledgeable, customer-service oriented, flexible technology staff to provide a wide-range of technology service to members.
5. **Regional Technology Integration:** Build a highly knowledgeable, member-service oriented technology integration staff that will provide trusted and effective instruction to teachers, administrators and staff in the region.
6. **Regional Technology Connectivity:** Work with partner organizations and schools to build a high-performing regional network for greater connectivity between sites and ability to tap into high-speed and high bandwidth connections for internet connectivity.

Identified High Priority Needs:

- Improved network infrastructure – servers, switches, wiring, network drops, labeling, wire management, UPSs.
- Add capacity for document backup and archive
- Improved LAN wireless connectivity
- Greater WAN bandwidth
- Greater access to bandwidth in the region
- Increased availability and use of technology in meeting rooms
- Increased capacity to provide professional development to teachers and staff in member school districts
- Improved communication with members through the website
- Increased staff support for technology issues
- Improved technology policies and procedures for security

PART 2 GOALS, OBJECTIVES

2012-2013 Strategic Area	Objective	Status
Internal Infrastructure	Upgrade internal WAN Bandwidth	Increased to 40 MB, the highest currently available
Internal Infrastructure	Upgrade internal LAN	Added more wireless access points to cover the

		entire building
Internal Infrastructure	Upgrade Servers and storage	Upgraded to two host servers and added a SAN unit
Internal Infrastructure	Upgrade Network wiring	Replaced all with Cat 6 cabling in the LCSC building
Internal Infrastructure	Upgrade Network wiring – Y.E.S. Program	Completed
Internal Infrastructure	Establish computer replacement schedule at Y.E.S.	Completed
Internal Infrastructure	Document Network and inventory internal devices	Started, on-going
Internal Infrastructure	Complete \$150,000 upgrade to meeting room technology	Complete
Regional Technology Service	Increase technology staff to provide internal service as well as shared services for members	Started, on-going
Regional Technology Service	Install and staff helpdesk ticket systems for members using our Technology services	Completed
Regional Technology Integration	Increase technology integration staff	Added one new Technology Integrationist
Regional Technology Connectivity	Work with partners to encourage greater access to bandwidth and internet connectivity	Ongoing
Technology Tools	Research document backup	Started

	and archiving solutions	
Regional Technology Connectivity	Encourage use of ITV – implement RUS grant purchased equipment	On-going
Internal Infrastructure	Upgrade computer usage policy	Completed

2013-2014 Strategic Area	Objective	Status
Internal Technology Literacy	Train all staff in use of meeting room technology and connectivity options	Started, on-going
Internal Infrastructure	Implement tools for employees working off-site, such as VPN connection, intranet, etc.	Started
Internal Infrastructure	Research, purchase and install a new VOIP telephone system	completed
Internal Infrastructure	Implement backup and archiving solution	Implemented backup; In research phase for archiving

Internal Infrastructure	Upgrade workshop registration software	Started with partner agency
Technology Tools	Transition website to a responsive platform	On-going
Technology Tools	Increase interactive use of website for members – add more video capability	On-going
Regional Technology Service Regional Tech Integration	Respond to requests for technology services and technology integration services by adding staff as needed	On-going
Technology Tools	Research, purchase and install an on-line ordering system for members	Completed
Technology Tools	Research, purchase and install a Learning Management System for delivery of training online.	Near completion
Regional Technology Connectivity	Work with partners to encourage greater access to bandwidth and internet connectivity	Ongoing
Regional Technology Connectivity	Encourage use of ITV – implement RUS grant	On-going

	purchased equipment	
Internal Infrastructure	Review computer and internet security policy	To Do

2014-2015 Strategic Area	Objective	Status
Internal Infrastructure	Review internal infrastructure and upgrade as required	To do
Technology Tools	Implement document archiving solution	To do
Technology Tools	Implement professional development on-line opportunity	To do
Internal Infrastructure	Review and upgrade document security practices as needed	To do
Technology Tools	Continue to identify and develop technology solutions to meet member needs; including in such areas as database development, eTextbook development, and app	To do

	development	
Technology Tools	Implement upgrades to website and registration portal for workshops	To do
Technology Tools	Develop the electronic lending library service	To do
Regional Technology Service Regional Tech Integration	Continue to build shared technology services and integration services for members; Add staff as needed Provide in-depth professional development for staff to grow skills	To do
Internal Technology Literacy	Identify and provide quality technology training to employees	To do
Regional Technology Connectivity	Work with partners to encourage greater access to bandwidth and internet connectivity	To do
Regional Technology Connectivity	Encourage use of ITV – implement RUS grant purchased equipment	To do

Internal Infrastructure	Review disaster recovery/business continuity plan	
--------------------------------	---	--

PART 3 PROFESSIONAL DEVELOPMENT PLAN

LCSC has responsibility for staff development and training needs for its staff as well as for its school district members. Training needs differ from project to project within the cooperative and differ between school member sites.

LCSC is committed to providing a highly-trained technology staff and technology integration staff to provide flexible and customized training for members as requested. The Manager of Technology Services and the Manager of Education Services will budget for and provide quality professional development opportunities for employees in those departments on an on-going basis. Each technology employee will have identified strengths and an individualized training plan for continual improvement of skills.

For all other employees, LCSC will allocate time and resources to provide continual individualized training on software as requested by employees or departments. We will provide on-going updates and information by email and on the employee intranet. We will also take advantage of all-staff meetings to train employees. Employees will be surveyed periodically to assess training needs.

PART 4 EVALUATION

Evaluation of effectiveness of this plan will be completed at least annually by Administration with Technology staff and the Technology Committee. A process will be implemented to assess and adjust the progress for achieving the identified technology objectives and goals listed in this plan. The process will help in making decisions about which elements of the program are effective and which need to be changed for improvement.

Included in the criteria for success will be the number of satisfied members receiving services from LCSC, the number of technology tools successfully implemented, the number of members reached through our website and professional development tools.

Quantitative data will come from employee and member surveys, professional development evaluations, network monitoring, helpdesk software reports, and inventories. Qualitative data will come from surveys, meeting discussions, administrative observations, community comments, and discussion both formal and informal.

Reviews will occur at intervals and adaptive adjustments made to goals and strategies for improved performance.

Optional Links. Provide links to district strategic planning documents, survey instruments, policies, or other resources that were used to provide data and help prepare the technology plan:

Enter text here; document will expand to fit.

Link to Current Technology Plan. Provide the link on the LEA website where the technology plan will be posted and updated throughout the planning period: [Click here to enter text.](#)

Children’s Internet Protection Act (CIPA)

This LEA has an Internet Safety/Acceptable Use Policy in place.

Yes No

If yes, please provide a link to access the policy at the LEA website: [Click here to enter text.](#)

This school district deploys an Internet filter to protect minors from material that is pornographic or otherwise harmful to them.

Yes No

*Submit the cover sheet and template in PDF or Word (not a scan) by e-mail to:
mde.schooltechplan@state.mn.us.*