About our great organization

The Los Angeles County Office of Education (LACOE) is a premier provider of integrated, educational programs and services, from birth to adulthood, in a richly diverse and multicultural global environment.

Technology Services Guide 2014

Meeting the Needs of Those We Serve

Our motto within Technology Services is to do our very best to meet the needs of those we serve. Our most recent Technology Master Plan showcases our efforts to do just that over the next three years. Detailed in the plan are not only the services we are currently offering but identifies those areas where we will concentrate our resources over the next few years. I encourage you to review it online, as well as our Technology Services Guide. We are constantly looking for ways to improve and welcome ideas that will allow us to accomplish that goal. Our Technology Master Plan’s goal is to define the policies and procedures to ensure those needs are met. The effective management of technological resources will:

Help LACOE to meet its Strategic Opportunities:

- Facilitate rather than complicate the performance of required job functions;
- Provide fiscal accountability to the taxpayers, and local, state and federal agencies;
- Provide for the assessment and prioritization of new technologies based on pre-established criteria;
- Provide a comprehensive training and support program for all required to use any agency-supported technologies;
- Create high quality, integrated, stable, secure and reliable informational databases that can effectively be used for fiscal planning and human resources management for all LACOE customers;
- Provide the information and tools for assessing the effectiveness of LACOE policies and programs as well as the technologies themselves;
- Equitably enable the use of technology throughout the organization based on identifiable needs;
- Store information in LACOE databases that is accessible to all with legitimate need to access it.

The services highlighted in this publication are a result of our efforts to meet the needs of those we serve. We welcome your suggestions for improving our services and will adapt our services continually to meet the need in an ever-changing education technology environment.

Gregory Lindner
Chief Technology Officer
Los Angeles County Office of Education

LACOE does not discriminate against individuals on the basis of age, actual or perceived race, actual or perceived gender, ethnicity, national origin, religion, disability, or sexual orientation. LACOE complies with the Americans with Disabilities Act to ensure equal access to all qualified individuals with a disability. If you are disabled and require assistance in accessing this event, please contact the Event Coordination Specialist at (562) 401-5699 to coordinate accommodations with the ADA Title II Coordinator as soon as possible.
Core Business Systems
The HRS and PeopleSoft Financial System are mission-critical and provide core business functions serving LACOE and over 125 educational institutions throughout Los Angeles County. AD&S maintains the systems for compliance with both state and federal regulations, and provides services for troubleshooting, production support, and programming customizations and enhancements. AD&S serves an important role as the liaison between the LACOE functional users and the technical staff, and provides subject matter expertise to our customers. We strive to be a collaborative and trusted partner with our customers with the goal of mutual good decisions about system changes and new initiatives. The results are high-volume, complex payroll, retirement and financial services delivered on time with reliability and accuracy.

HRS - Human Resource System
The Human Resource System (HRS) is an integrated personnel, payroll and retirement system. Extensive information is maintained on over 147,000 employees.

- **HRS Payroll** generated an average 168,500 monthly and semi-monthly warrants in fiscal year 2013-14. Currently, the system provides functions for time reporting, payroll production, direct deposit, pay adjustments, pay history, W-2s, and automated W-2 corrections.
- **Time reporting** is used to approve, change or input all time transactions on regular or supplemental schedules.
- The **Retirement** application provides membership functions and complex payroll reporting information for classified employees for districts and charter schools in Los Angeles County.
- The **Personnel** application includes the employee database and Position Control functions to support all Human Resource related business practices.

The HRS team also supports the following applications:

The online **Teacher Credential Application (COS)** is used for verification of teachers’ credentials for certificated job assignments. COS has a sister application called **Assignment Monitoring** that tracks and reports teacher assignments relative to their credentials.

The **Warrant Reconciliation Application** tracks all warrants issued by the HRS and PeopleSoft Financial System. This application also tracks the warrants issued by non-central districts.

The **Garnishment Application** creates, issues and tracks various garnishments ordered by state, federal or local courts.

PeopleSoft Financial System
The PeopleSoft Financial System centralizes and standardizes LACOE’s financial processes. The system is used to process commercial warrants for all K-12 districts and community colleges in Los Angeles County, and produces close to 800,000 commercial warrants during a calendar year.

The primary modules of PeopleSoft Financial System are:

- **General Ledger**, the core of the PeopleSoft Financial System. It is used to track budgets, revenues and expenditures;
- **Accounts Payable**, used to create vouchers, approve vouchers, receive goods and update vendors;
- **Commercial Claims**, a custom process that allows the Commercial Claims unit to audit and approve school districts’ non-salary payments;
- **Bank Reconciliation**, a centralized function that LACOE provides for all districts that matches payment information from the bank to the PeopleSoft database on a daily basis;
- **Purchasing**, used for the purchase of services and goods. It streamlines the procurement process through sourcing of requisitions; and
- **Inventory**, used to maintain, adjust and issue the items available at the districts’ warehouses. It is also used to conduct a periodic, physical check of inventory balances.

Special Projects
AD&S also provides software engineering and project management services for special projects and initiatives, including:

- Paperless Initiatives (e.g., reduce printing of hard copy reports);
- Government Compensation in California (GCC) program;
- New Time & Attendance System for LACOE; and
- New Technology Services Help Desk System.
Web Applications Development

The Web Application unit develops custom web-based applications and programs, accessed over the LACOE network using HTTP. Leading-edge web development technology and industry-standard best practices are used. Applications often run inside a web browser, while processing is done over the Internet on an external server. The unit also enhances functions in existing client websites. Development is based on the Microsoft platform with the ASP.Net 3.5/4.0 framework, SQL Server, Reporting Services, ASP Classic, VBScript, JavaScript, Business Objects XI R3, and Content Management applications.

Essential web-based applications such as LaserFiche and LincDoc online, as well as a number of other mission-critical software applications are hosted and/or supported by this unit’s team throughout LACOE.

The Web Applications team also supports and/or manages the following web-based applications:

- LACOE.edu as LACOE Internet / Intranet portal;
- Public Schools Directory online for LA County school districts and community college districts
- GAIN/GROW data collection / management reporting / content management, and publication;
- Budget Developmental data collection and reporting;
- LACOE New-Hire Orientation Website (LACOENOW) for Human Resource Services;
- Electronic Personnel Requisition (EPR);
- Fiscal Crisis Management Audit Tracking (FCMAT);
- Business Objects Ad-Hoc Reporting;
- Reports and Data (RAD) for districts’ interfaces with HRS Payroll System and PeopleSoft;
- Charter School Petition data collection and management reporting;
- Technology Plan Builder online for the California Department of Education and LA County School Districts; and
- Local Control Accountability Plan (LCAP) online template.

Local Control Accountability Plan (LCAP) Online Template

With the new funding system’s increased flexibility comes a requirement for districts to engage stakeholders, including parents, in developing a Local Control and Accountability Plan. This three-year plan focuses on state and local priorities that describe goals, actions, services and expenditures to support student achievement. LACOE Technology Services has created “eLCAP” a new online template and review system to assist with this process. The free, on-line template was designed to support local educational agencies (LEAs), school districts, county offices of education, and charter schools in the process of developing their Local Control Accountability Plan.

eLCAP includes instructions, guiding questions, additional resources, and two options for printing the LCAP—in the State Board of Education’s template format; or alternatively, in a more reader-friendly eLCAP version. By using the eLCAP, school districts, county offices of education, and charter schools will have a document that is compliant with the provisions stipulated in section 15494 of the California Title 5 State Regulations, and approved by the State Board of Education.

Student Information Systems (SIS)

The SIS team provides development, maintenance, and production support for LACOE Educational Programs divisions.

Student Programs Support

- EPIC (Educational Programs Information Connection) is a custom web-based SIS currently used by the Juvenile Court and Alternative Education schools. The team is working to replace common SIS modules in EPIC with the commercial off-the-shelf Eagle Aeries SIS software to satisfy compliance requirements. Additionally, existing mission-critical features such as the Individual Learning Plan (ILP), Individualized Education Programs (IEP), Behavioral Management, and online document record storage will be integrated into Aeries. Various third party assessment and educational applications will also be integrated into Aeries.

- The SIS team provides user support, conducts training for the school sites, and is responsible for state reporting.

Special Education Support

- Supporting student enrollment, attendance, grade, transcript, and reporting needs, the SIS team is working to replace the Secondary Education Management Information System (SEMS) with functions from the Eagle Aeries SIS software.

- The team also provides user support, conducts training for the school sites, and is responsible for state reporting.
A FCMAT Recommendation

The Business Enhancement System Transformation or BEST Project was initiated by a 2011 Fiscal Crisis and Management Assistance Team (FCMAT) recommendation as a necessary system modernization or upgrade for the Los Angeles County Office of Education (LACOE).

LACOE provides systems that support over 125 agencies, including school districts, community colleges, charter schools and joint power authorities. The systems to be replaced in this multi-year project are the PeopleSoft Financial System and the Human Resource System (HRS).

Transforming Core Business Systems

LACOE has a legacy HRS currently used for Retirement Reporting, Position Control, and Payroll. During 2013, approximately $5.7 billion was processed for client agencies through this system.

The current PeopleSoft Financial System has been in place for more than a decade. Vendor support ended in 2008. LACOE is dependent on this system to process over $21 billion annually for Los Angeles County school districts, community colleges, and charter schools. Both of these systems will be transformed by the BEST Project.

Goals of the Project

One goal of the Best Project is to automate business processes, standardize and initiate best practices prior to the implementation of the new software. Another goal is to have an integrated Enterprise Resource Planning (ERP) system for budgeting, finance, procurement, human resources, and payroll. Strategic goals are: to ensure districts have immediate online access to their data and reports, for the system to be scalable, and easily adaptable to regulatory education code changes and districts’ needs.

Building the Team

Team building started in December 2013 after the BEST Project Director position was filled. LACOE will eventually hire 17 full-time dedicated staff members to include:

• Project Director;
• ERP experts with significant ERP implementation experience;
• Process Engineers, including subject matter experts in Finance, Payroll, and Human Resources; and
• Change Management Coordinators with extensive experience in business process re-engineering.

Selection of the ensuing BEST project team is planned to be completed by December 2014.

Roadmap for Process

By the end of 2016, the BEST Project will have completed the following: developed a business case recommendation; issued a request for proposals for a new system and implementation services; and selected and signed contracts for the new BEST system and implementation partner. Once these benchmarks have been met, LACOE estimates an implementation timeline to be roughly 3 to 5 years, subject to course corrections. This timeline projection was based on an average derived from vendor responses to a Request for Information.

The Approach

LACOE’s approach for this project is to have district involvement through various methods. One method is a selection of Pilot districts for in-depth involvement through the readiness phases of the project to the implementation, testing, and deployment. These Pilots districts will be our first early adopters of the new business system (BEST). Another method is to work with the other districts in regionalized workshops. Project involvement will also include working with a Core Advisory Team (CAT), which has been newly formed by members from many Los Angeles County districts. Overall, we are very excited about the BEST Project and have received overwhelmingly positive responses from districts about having new updated systems.
ITO | Instructional Technology Outreach

Integrating Technology into Teaching and Learning

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ITO Professional Development Workshops

A variety of full and half day professional development workshops featuring topics for classified staff, teachers, and administrators are provided. Topics range from an introduction to Microsoft Access 2010 to presentation design. The focus is on technology uses and integration for the classroom and workplace.

Regional Support/Training

Regionally assigned Instructional Technology Consultants support the goals and curriculum programs of LACOE programs and related school sites. Teamed with regionally-assigned Help Desk staff, ongoing efforts include planning, consultation, and professional development for technology efforts across LACOE, including support for initiatives to integrate technology resources effectively such as in the Road To Success Academies (RTSA) program. Training and technical support is provided at the local level in consultation with site administration and the Technology Leadership committee.

eCentral Student Library

eCentral is an annual eBook subscription plan for Los Angeles County schools, launched in August 2013. With eCentral, students access eBooks and digital content directly, on multiple platforms and mobile devices, 24 hours a day, 7 days a week. In addition to narrowing the digital divide between have- and have-not schools and students, eCentral also helps put libraries at the forefront of providing the quality information texts, literature, and relevant secondary sources that are an integral part of the Common Core State Standards (CCSS).

Multimedia Services

A contract service providing an expansive variety of high-quality multimedia for K-12 classrooms in public schools, districts and county offices, as well as the private school sector. Members have easy 24/7 access to affordable, standards-aligned multimedia resources with stellar professional development support. MediaSnap, a single login service that provides search results from a number of visual learning resources, including licensed content from CaliforniaStreaming and Grolier Multimedia Encyclopedia, as well as a variety of open educational content sites.

Leading Edge Certification (LEC)

Participants will integrate contemporary technology into teaching practices, learning activities, and leadership development using software, cloudware, and resources that serve curriculum objectives and educational goals. LEC includes both theoretical and experiential components. Participants explore and research examples of effective practices in online instruction with a substantial portion of course time spent developing educationally meaningful and personally relevant products to support their online course and their LEC portfolio.

TechPlan Builder

The successful completion of the Technology Plan Builder (TPB)/Education Technology Plan Review System (ETPRS) project will allow school districts to build their technology plans using the TPB and allows the California Department of Education to process technology plans using the new modules developed by ITO. Modules provide reviewer approval and selection, plan review, plan approval, plan archiving and functionality required by the Education Code.

Digital Voice Awards (2006-14)

Celebrating an 8th year, Digital Voice Awards recognize exemplary classroom instructional technology projects submitted by LA County’s K-12 public school educators. Classroom-produced curricular projects using a variety of technology tools are eligible. Awards are given across grade levels and content areas.

Educational Technology Leadership Network (ETLN)

A quarterly meeting initiated by ITO to bring together Los Angeles County K-12 school district technology leaders in order to explore challenges, discuss needs, share success stories, and begin building a sustainable technology support and resource network throughout Los Angeles County.
Service Overview

Our Technology Infrastructure Services department (TIS) offers enterprise-class Information Technology services to the Los Angeles County Public School System. From a shared core to the school site, all aspects of technology are supported including architecture, design, implementation, project management, and daily operations oversight. Highly adept support services range from mainframe production processing to mobile device integration. School site network management is also supported, securing both local and cloud applications, and ensuring ITIL compliant Data Center operations. Additionally, TIS is both an E-rate consumer for internal services and a provider for all school districts within Los Angeles County.

Data Center Operations

The TIS team manages LACOE’s Tier-2 Enterprise Data Center (EDC) on a 24x7x365 basis. The EDC facility hosts 10,000 square feet of fire protected raised floor, redundant power and air cooling, battery backup, UPS integrated diesel generator, secure badge access, multi-platform backup solutions and 24 hour video surveillance. The data center staff provide 3 shifts of production support for batch processing, warrant/report printing, and after hours service desk support.

Platform Support

Hosting all critical applications and servers, our team manages and supports over 700 physical and virtual servers, running a mix of operating systems from Mainframe to Windows. Services supporting core infrastructure include Active Directory, email, anti-malware, SCCM asset management, database management, MS-Office/365, and backup/recovery tools. Client financial and instructional systems maintained include PeopleSoft Financial, HRS, LCAT, EPIC, AERIES, Nova-Time, Citrix, document imaging, Moodle, SharePoint, and My LACOE Web portal.

Network Services

The LACOE data network includes WAN, LAN, campus, and mobile deployments. All major carriers are integrated into one fault redundant traffic path. The team leverages carrier class tools such as SevOne, InfoBlox, and Red Seal to securely, proactively monitor, and manage that traffic path. Services include: network management, remote VPN, state-of-the-art traffic filtering, malware prevention, DNS, risk vulnerability assessment, and IP Address management.

Telecom Services

The Telecom Services team supports both traditional telephone services (desktop phones, trunk lines, PBX, and voice mail) and new voice/video conferencing services (desktop and mobile video conferencing carts).

Personal Computing Support (PCS)

This team supports the computing needs of students and staff at education sites across Los Angeles County. The PCS team includes individuals based out of our Downey Equipment Lab, local site technicians dispatched from Downey, and as regional technicians based out of more remote school sites (thus reducing travel time). These individuals are able to resolve hardware and software issues related to PC, Macintosh, tablets, and/or smart boards, projectors and smartphones.

Service Desk

The Service Desk is our central point of integration for the entire organization. The Service Desk (previously called the Help Desk) is the front line for all client calls and emails requesting “break/fix repair”, and new projects or outage notification/coordination. The service desk leverages our online knowledge-base to close a large percentage of client calls. If the Service Desk is unable to close a ticket, then they will dispatch to other TIS technical teams (in-office or in-field) to resolve the issue and quickly restore all users/systems to normal operations.

Cyber-Security

TIS provides oversight for all electronic data security. This includes cyber policy, procedures, standards, security awareness training, and e-discovery/forensics.

Leading the way forward in Technology

The TIS organization shares the LACOE vision of leading the way forward. TIS is actively testing new technologies, and executing competitively bid RFPs for volume purchases which can be leveraged by other public or E-rate entities. Examples of this activity are pending contracts for; CENIC-K12 High Speed Internet Secure Content Filtering (SCF), Mobile Device Management (MDM), and Identity & Access Management (IAM).