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.

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 time. The plan not only details the services we are currently offering, but also identifies those areas where we will concentrate our resources over the next few years. I encourage you to review the Master Plan, as well as this Technology Services Guide online at http://www.lacoe.edu/Technology. 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.

AD&S
Applications Development & Support

BEST
Business Enhancement System Transformation

ITO
Instructional Technology Outreach

TIS
Technology Infrastructure Services

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.

http://www.lacoe.edu/Technology

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.
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 over 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.

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 156,000 employees.

- **HRS Payroll** generated an average 168,500 monthly and semi-monthly warrants in fiscal year 2014-15. Currently, the system provides functions for time reporting, payroll production, direct deposit, pay adjustments, pay history, W-2s, W-2 corrections, and Government Compensation in California (GCC).
- **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 **Credential System** is used for verification of teachers’ credentials for certificated job assignments, and 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 payroll system, as well as payroll warrants issued by non-central districts (i.e. districts that do not use the LACOE payroll system).
- The **Garnishment Application** creates, issues and tracks various garnishments ordered by state, federal or local courts.

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);
- Ongoing efforts to make PeopleSoft data more accessible (e.g. ad hoc reports and extracts); and
- New Pay Card option for employees.
Web Applications Development

The Web Application unit utilizes leading-edge web development technology and industry-standard best practices to develop and support custom online web-based applications for the Los Angeles County Office of Education (LACOE) and its constituents.

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);
- Electronic Evaluation Tracking (EET);
- 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;
- Classroom Mobile Observe data collection and management reporting;
- Local Control and Accountability Plan (LCAP) online template;
- Educational Passport System (EPS)

Local Control and Accountability Plan (LCAP)

The ability to share information for foster youth population is particularly critical at this moment. Under the Local Control Funding Formula (LCFF), one of LACOE’s identified state priorities, to be developed through the Local Control and Accountability Plan (LCAP), is to coordinate services, including working with the county child welfare agency to share information, respond to the needs of the juvenile court system, and ensure transfer of education records. LACOE is currently rolling this system out to Aeries SIS districts in LA County, and will be developing interfaces with the remaining non-Aeries systems used by districts. The next phase for the system will be to incorporate general document storage, specifically, direct to optical storage, file upload and retrieval. This simply means, districts will be able to scan, upload, store and retrieve electronic copies of student’s cumulative folders.

Student Information Systems (SIS)

The SIS team provides development, maintenance, and production support for the SIS used by Educational Programs and Educational Services Division at LACOE.

Student Programs Support

The team supports the Eagle Aeries Student Information System and existing mission-critical features such as Individual Learning Plan (ILP), Individual Education Programs (IEP), Behavior Management, Free-Reduced Meal, student online document record storage, and various third party assessment and educational applications used by the Juvenile Court and Alternative Education schools. The SIS team provides user support, conducts training for school sites, and is responsible for state reporting.

Special Education Support

The team supports student enrollment, attendance, grade, transcript, and reporting needs for South West, Downey/Montebello and Mid Cities SELPA 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.
Supporting Schools with Technology

Schools need excellent teachers, motivated students, and committed parents and communities. Schools also need efficient business processes supported by modern business technology, which offer educational agencies several advantages to support strong schools: 1) immediate online access to the integrated human resources and business data and reports they need to operate efficiently and effectively, 2) adaptability to regulatory code changes mandated by ever-increasing regulations, and 3) a user-friendly interface.

The Business Enhancement System Transformation, or BEST Project is one of the positive changes that LACOE is making to support schools across the 125+ educational agencies it serves, including school districts, community colleges, charter schools and joint powers authorities throughout Los Angeles County.

The BEST Project will help facilitate business process improvement and replace two critical business systems: the PeopleSoft Financial System and the Human Resource System (HRS). Today, these two core business systems combine with multiple ancillary systems in a complex technology web that supports the finance, payroll and human resource/human capital management (HR/HCM) functions at agencies served by LACOE.

When the BEST Project is complete, the two existing systems, and up to ten of the ancillary systems, will be replaced by one integrated system. This integrated system, also known as an enterprise resource planning (ERP) system, should deliver efficient, effective processes supported by integrated, user-friendly technology to meet the critical business and human resource needs of the educational agencies in Los Angeles County.

The Scale of School Business in LA County

The two systems being replaced, HRS and PeopleSoft, process a tremendous scale of transactions day in and day out.

For example, in 2015 LACOE’s legacy HRS system issued more than 2 million paychecks representing approximately $6.1 billion dollars, and LACOE’s legacy PeopleSoft Financial System (PSFS) accounted for approximately $27 billion for Los Angeles County school districts, community colleges, and charter schools. Both of these systems will be replaced by the BEST Project.

Implementing a new integrated ERP system to handle this scale of volume requires a multi-year effort. The BEST Project is charged with conducting the careful planning, deep testing, user-focused change management and training, and methodical implementation and support required for a transformation of this size.

Best Practices to Reduce the Risk

The project is following best practices to reduce technical, operational, and people-related risk on the project. This includes following a formal Project Charter, employing formal project management practices and following organizational change management principles, including business process improvement.

One critical best practice for a project of this scale is the development of a dedicated team, with full-time internal resources. The BEST Core Project Team now has eight full-time dedicated staff, including a Project Director, and experts in Finance, Payroll, Process Engineering, Project Management, and Change Management.

Additional full-time roles will be added in 2016 in several areas: Human Resources/Human Capital Management, Finance, Payroll, Technology Integration and Organizational Change Management (OCM).

2015 Major Accomplishments

1. **Professional Team:** Core team of eight hired.
2. **Business Process Documentation:** Completed 110 flowcharts documenting the existing core business processes at ten pilot agencies.
3. **Business Process Improvement:** Baseline metrics analysis (BMA) was conducted in five pilot agencies to initiate business process improvement efforts.
4. **Stakeholder Engagement:** The BEST Project solicits and values stakeholder input. To date, over 1,000 individuals from over 100 agencies have been engaged in the new system requirements development and approval process.
5. **New System Requirements:** Requirements development and approval has been completed on schedule in a fully collaborative process involving 100+ agencies.
6. **Strategy Development:** KPMG conducted analysis and began developing recommendations on the technology roadmap, change management, market review, and implementation readiness.

2016 - Major Project Activities
ITO | Instructional Technology Outreach

Professional Development – Digital Resources – Regional Support

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Multimedia Services

LACOE’s Multimedia Services provides educational media-on-demand to contracting schools with MediaSnap, a single sign-on and single search of an expansive variety of high-quality multimedia. Curated, copyright compliant, and current content includes licensed media from California’s collaborative project, CaliforniaStreaming.org, two Grolier online encyclopedias, as well as a number of open educational resources such as Pics4Learning, Khan Academy, Library of Congress, ebooks from Project Gutenberg, and more. Membership is available to public schools, districts, and county offices, as well as the private school sector. Available 24/7 from school and home, teachers and students have easy access to affordable, sustainable, standards-aligned K-12 multimedia resources with stellar professional development support.

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.

Digital Voice Awards

For over a decade, the Digital Voice Awards (DVA) has recognized exemplary classroom instructional technology projects submitted by Los Angeles County’s K-12 school community. Classroom-produced curricular projects using a variety of technology tools are eligible. Awards are given across grade levels and curricular content areas; the Media Gallery at http://media.lacoe.edu hosts the winning projects as exemplars and models for all. The Crystal Apple, which was introduced at the tenth anniversary webcast celebration, honors schools and educators who engage students with innovative technology projects and creative teaching practices.

Educational Technology Leadership Network (ETLN)

ITO hosts quarterly meetings 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.
TIS Technology Infrastructure Services

Providing secure, dependable, cost effective state-of-the-art technology solutions and support that advance LACOE’s educational services and instruction.

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Robert Bayles, Senior Manager (562) 922-6098
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Network Services

Our Technology Infrastructure Services Division (TIS) offers enterprise-class Information Technology services to all members of the Los Angeles County Public School System. Acting as a Countywide Internet Service and Security Provider (ISP), our support services include architecture, design, implementation, project management, and 24x7x365 production operations. Services range from mainframe processing to mobile device integration, including School site network management, securing software applications, and ensuring ITSM compliant Data Center operations.

Data Center Operations (OPS)

The TIS OPS Team manages LACOE’s Tier-2 Enterprise Data Center (EDC) and oversees all computer processing and report printing. LACOE’s primary 10,000 sqft Data Center is protected by restricted badge access, 24hr video surveillance, online performance monitoring tools, 3-tiers of fail-over power, 2-tiers of HVAC service, and 24x6x365 manned operations.

Service Desk

The Service Desk is the central point of integration for all LACOE technology support. The Service Desk (previously called the Help Desk) is the front line for client contacts (phone calls and emails) requesting “break/fix repair”, and new projects initiation. 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 staff will utilize other TIS Teams to resolve the issue and quickly restore all users/systems to normal operations.

Enterprise Computing Support (ECS)

Hosting all critical applications and servers, the TIS 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, NOVAtime, Citrix, document imaging, Moodle, SharePoint, and MyLACOE Web portal.

Personal Computing Support (PCS)

The PCS team supports the computing needs of students and staff at LACOE education sites across Los Angeles County. To reduce travel delays, the PCS team includes technicians dispatched from the Downey Integration Lab, and local site technicians dispatched from Downey, and from regional base remote school sites. These individuals are able to resolve hardware and software issues related to PC, Macintosh, tablets, and/or smart boards, projectors, smartphones, and software services ranging from Break-Fix to Custom Solution Design/Deployment.

Cyber-Security

TIS leverages an integrated threat center that 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 once piloted deploying supported solutions. Examples of these services are: hosting over 100GB of multivendor High Speed Internet nodes, Secure Content Filtering (SCF), Mobile Device Management (MDM), and Identity & Access Management (IAM).