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

Meeting the Needs of Those We Serve

Technology Services Guide 2017

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
Our task 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. 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 the Master Plan, as well as this Technology Services Guide online at [http://www.lacoe.edu/Technology](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.

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.
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.

**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 840,000 commercial warrants during a fiscal 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.

**Support of BEST**

The BEST project is a multi-year deployment that will replace the current PeopleSoft Financial and Human Resource Systems with a modern, integrated Enterprise Resource Planning System for budget development, finance, human resources, and payroll. AD&S will begin training to eventually assume application operational support for the new system (CGI Advantage). There are high expectations for AD&S to balance supporting PeopleSoft and HRS to continue reliable services while completing BEST assignments and aligning staff with retraining plans to learn new technology and terminology.
Web Applications Development

The Web Application unit utilize 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;
- HRS Electronic Personnel Requisition (EPR) and Electronic Evaluation Tracking (EET);
- LACOE SELPA Special Education System;
- 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 Accountability Plan (LCAP) online template;
- Educational Passport System (EPS);
- Migrant Education Program online application and budget tracking system for the California Department of Education

Local Control Accountability Plan (LCAP) Online Template

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 (LEA's), 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 an option to print the LCAP-in either pdf or Microsoft Word format. 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. Because the LCAP has become a pivotal document in the planning and budgeting for all schools and districts, including LACOE schools, Technology Services has developed the LCAP Online Tracking System (LOTS/SDPLIVE). This system provides the leaders of the Division of Student Programs' (DSP) sites with the ability to track progress in real time towards achieving the goals defined in their LCAP. Taking advantage of the data that is stored in the Aeries Student Information System, we can provide detailed demographic, attendance and performance data for all of our LACOE sites. This data is tailored to provide accurate and timely metrics that are directly related to the goals, actions, services and expenditures defined in LACOE’s LCAP.

Educational Passport System (EPS)

In an effort to connect all districts within the Los Angeles County to a shared student information system, a collaboration has been established between the Los Angeles County Office of Education’s Education Coordinating Council, the Department of Probation, the Los Angeles Department of Children and Family Services (DCFS), and LACOE.

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 city 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.
The BEST Project continues to place a strategic emphasis on LACOE TECHNOLOGY SERVICES 2017, with a focus on three key areas: 1) immediate online access to the integrated human resource system, 2) adaptability to regulatory code changes, and 3) a user-friendly interface.

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When fully implemented, the BEST Advantage System will offer immediate online access to the integrated human resource management (ERP) system, at the heart of modern technology systems such as the BEST Advantage enterprise resource management (ERP) system, and at the heart of the BEST Project.

Data and Accountability

Today, in addition to excellent teachers, motivated students, and committed parents and communities, schools need data. Lots of data. Student information data. Demographic data. Performance data. Graduation data. In the flood of data that schools are required to collect and report on, there is a particular type of data that can actually help schools improve the quality of the decisions they make on key business matters that affect both schools operational efficiencies and student performance. That data is business operational data.

Business operational data helps schools manage budgets, staffing and resource allocation and helps them make informed decisions. This data captures the business transactions that happen every day including: requisitions, purchase orders, contracts, vendor spending data, employee attendance and time-keeping, payroll data, hiring, onboarding and offboarding data, and all data in between. This decision-support data is at the heart of business operations at schools and at the heart of modern technology systems such as the BEST Advantage enterprise resource management (ERP) system, and at the heart of the BEST Project.

“Show us the data we need, when we need it, in a useable format.”

One primary goal of the BEST Project is to make the data captured in LACOE’s system(s) readily available in useful formats, such as: online queries, standard reports, ad hoc reports, and digital dashboards. This is the data captured, as LACOE processes over two million paychecks annually, representing more than $6 billion dollars, along with the data from over $27 billion worth of transactions across Los Angeles County school districts, charter schools, community colleges, and joint powers authorities. When fully implemented, the BEST Advantage System will offer 1) immediate online access to the integrated human resources and business data and reports schools need to operate efficiently and effectively, 2) adaptability to regulatory code changes, and 3) a user-friendly interface.

The BEST Project: Where People, Process & Technology Converge

To support the successful implementation of the BEST Advantage System, a comprehensive organizational culture and climate survey will be conducted across all of LACOE. This will build on two of the strategic goals established by LACOE’s Superintendent, Dr. Debra Duardo, namely, the goals of LACOE achieving operational excellence and becoming a customer-centric organization. The BEST Project will bring change to LACOE’s business technology, processes and practices. LACOE’s strategic goals will help bring about the organization’s transformation to enable and empower staff to deliver a new level of positive customer experience. The survey will be one step in aligning LACOE’s technology with LACOE’s strategy via LACOE’s operating culture.

2016 - 2017 Achievements

1. PEOPLE

Professional Team: Professional Team Expands: As of March, 2017 the BEST Team has approximately forty dedicated full-time staff with eight agencies now committed to Wave #1 implementation. LACOE has initiated a Workforce Transition Team (WTT) with representatives from all areas of LACOE to help shape LACOE’s future workforce to best serve our customers.

2. PROCESS:

Business Process Improvement: This year several streams of business process improvement work will come together. Data analysis and cleansing, the baseline metrics analysis and the business process improvement initiative will now be integrated into CGI’s Fit-Gap, process improvement and system configuration work.

3. TECHNOLOGY:

Quality Solution Selected: The BEST Project continues to place a high value on stakeholder input, with over 5,000 stakeholders now captured in the BEST Change Agent Network (The “B_CAN”), an ACCESS database used for rapid, efficient communication with and analysis of, our large stakeholder network. Over 50 agencies supplied survey responses as a part of the vendor selection process, with a large majority expressing support for the CGI Advantage System as LACOE’s replacement system. We’ve been listening to our customers throughout the requirements and solution selection process and we will keep listening as we work together to implement a system that will be used and useful for educational agencies throughout Los Angeles County.
Professional Development – Digital Resources – Regional Support

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ITO Professional Development Workshops

ITO encourages the effective use of technology to improve teaching, learning, technology leadership, and administration in 80 Los Angeles County schools districts serving over 1.5 million K-12 students. ITO educational technology consultants and staff provide a variety of half and full-day, online and blended professional development workshops and customized multi-day institutes that feature relevant topics for teachers, administrators, and classified staff in educational settings.

Innovative Digital Educator and Leader (IDEAL) Certification

Los Angeles County Office of Education Innovative Digital Educator and Leader (LACOE IDEAL) Certification is a four day hybrid learning academy that addresses the role of technology in the classroom using a digitally rich Project Based Learning (PBL) model.

Participants will be awarded the LACOE IDEAL Certification and a Digital Badge confirming their accomplishment and validating the acquisition of knowledge and skills obtained upon completion.

IDEAL Certification Goals:

- Use technology resources to enhance the learning process in the classroom.
- Gain knowledge, understanding, and apply digital tools promoting collaboration, communication, critical thinking, and creativity in teaching and learning.
- Understand the role technology plays in both Common Core learning and the assessment of that learning.
- Identify and apply “blended” learning techniques and strategies to instructional design.
- Describe how Project Based Learning and the use of Essential Questions can be used to help students obtain mastery in the desired learning outcomes, including Common Core Standards, technology integration, and 21st century learning skills.

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.

eLibrary Services (eLS)

As the main library services provider for Los Angeles County Office of Education, eLS offers the K-12 educational community, relevant resources, professional development, and reference services and workshops. Our fully curated eBook collections include educational materials that are unavailable from other county and city agencies. Offering nearly 6,000 eBook and audiobook titles, eLS’s Educator Collection and Young Adult Collection include everything from curriculum maps and the latest titles in educational technology to recommended literature and nonfiction classics. With a FREE LACOE eLS library card, Los Angeles County educators can access all of this standards-aligned digital content directly on multiple platforms and mobile devices, 24 hours a day, 7 days a week.

Multimedia Services

LACOE’s Multimedia Services provides educational media-on-demand to contracting schools through CalSNAP. Members have a single sign-on that provides the search of an expansive variety of high-quality multimedia. Curated, copyright-compliant, and current; CalSNAP includes licensed media from California’s statewide collaborative project, CaliforniaStreaming.org.

CalSNAP’s resources comprise two Grolier online encyclopedias, BrainPOP as an add-on, as well as a number of open educational resources from partners such as Pics4Learning, Khan Academy, Library of Congress, Common Sense Education, eBooks from Project Gutenberg, and more.

Membership is available to public schools, districts, and county offices, as well as private schools. 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.

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.

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.
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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Service Overview

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.

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, Nova-Time, 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.

Network Services

The TIS Network Team supports WAN, LAN, campus, and mobile deployments. All major carriers are integrated into a fault redundant private cloud. The network team leverages carrier class tools such as: SevOne, InfoBlox, TripWire, and Red Seal to securely, and proactively monitor, and manage all 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 voice/video conferencing services (desktop to mobile) for LACOE.

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).