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 on-going 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 https://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 who are 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; and
- Store information in LACOE databases that is accessible to all with a legitimate need to access it.

AD&S
Applications Development & Support

BEST
Business Enhancement System Transformation

TLSS
Technology, Learning & Support Services

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.

https://www.lacoe.edu/Technology

Gregory Lindner
Chief Technology Officer, CCTO
Los Angeles County Office of Education
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 818,000 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);
- Ongoing efforts to make PeopleSoft data more accessible (e.g. ad hoc reports and extracts); and
- New Pay Card option for employees.

Best - CGI Advantage System

The team supports the new BEST-CGI Advantage system for Wave 1 and Wave 2 currently for Budgets (BUD) and Financial (FIN). Human Capital Management (HCM) will go live January 2020. Wave 3 started in 2019 with Wave 4 deployment in 2020.
Web Applications Development

The Web Applications unit utilize leading-edge web development technology and industry-standard best practices to develop and support custom online web-based applications for LACOE and its clients.

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 and Power-BI 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;
- LCAP online template; and
- Educational Passport System (EPS)

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 (LEAs), school districts, county offices of education, and charter schools in the process of developing their LCAP. The 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 school districts, county offices of education and charter schools including LACOE schools, Technology Services has developed the LCAP Online Tracking System (LOTS). This system provides the leaders of Student Programs with the ability to track progress towards achieving the goals defined in their 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 Education Coordinating Council, the Department of Probation, the Los Angeles Department of Children and Family Services (DCFS), and LACOE. All eighty districts are currently sharing data in the system.

The ability to share foster youth population information 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 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. We just completed incorporating 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. We are also in the pilot phase of a mobile app to sixty social workers and then to all DCFS social workers.

In July 2019, we will deploy the system to Riverside County Office of Education through a subscription model for all of their districts and county partners.

Student Information Systems (SIS)

The SIS team provides development, maintenance, and production support for the SIS used by the Educational Programs and Educational Services Divisions at LACOE (Eagle Aeries).

Other Agency Support

The team also developed and supports the Migrant Education statewide system to manage the migrant education services and programs between the California Department of Education (CDE), the 20 statewide regions and their school district constituents. In addition, the team supports a few LACOE systems that districts contract for such as the EPR and Budget Development systems.

Special Education Support

The team supports student enrollment, attendance, grade, transcript, and reporting needs for LACOE’s Special Education Local Plan Area 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 (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: PeopleSoft Financial and HRS. Today, these two core business systems combine with multiple ancillary systems in a complex technology web that support the finance, payroll and HRS / 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 Financial, process a tremendous scale of transactions day in and day out.

For example, in 2017 LACOE’s legacy HRS system issued more than 2 million paychecks representing approximately $6.1 billion dollars, and LACOE’s legacy PeopleSoft Financial System 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 17 full-time dedicated staff, including a Project Director, and experts in Finance, Payroll, Process Engineering, Project Management, and Change Management.

Major Accomplishments

The BEST Advantage System - FIN went live on May 6, 2019 with the Procurement module, including requisitions and purchase orders for Wave 1 and Wave 2 agencies. This functionality will be utilized by approximately 22 agencies. As of late April 2019, more than 1,050 people have been trained and almost 1,000 more are scheduled to be trained to process and / or approve requisitions and purchase orders in the new BEST Advantage System – FIN.

Wave 3 Kick-off meetings were held in late March and early April 2019 with approximately 300 representatives from 54 Wave 3 agencies.

2019 - Major Project Activities

The BEST Team continues to work closely with Wave 1 and Wave 2 agencies to complete the HCM reference workbooks that are required to configure the new system for payroll and human resource functions. These workshops are being held regionally in Lancaster, Castaic and Downey.

May 6, 2019 - went live with FIN system for Wave 1 and Wave 2 agencies for requisitions and purchase orders.

July 2019 - The remaining FIN modules (i.e., General Ledger, Accounts Payable, Inventory, Accounts Receivable, and Asset Management) will Go Live for 31 Wave 1 and Wave 2 agencies.

January 2020 - Deploy BEST Advantage System – HCM system, includes functionality for payroll and human resources, to 31 Wave 1 and Wave 2 agencies.
Instructional Technology Outreach (ITO) Professional Development Workshops

A variety of half-day, full-day, and online professional development workshops featuring topics for classified staff, teachers, and administrators are provided. Topics range from Microsoft Office 365 to digital tools that promote problem solving, collaboration and critical thinking. The focus is on technology uses and integration for the classroom and workplace. Multi-day, customized, blended, and online institutes for teacher leaders focusing on the effective use of technology in educational settings are available upon request.

Regional Support / Training

Regionally assigned Instructional Technology Coordinators support the goals and curriculum of LACOE programs and related school sites. As they team with regionally-assigned PCS technical staff, their ongoing efforts include planning, consultation and professional development. Other technology efforts across LACOE include support for the Refresh Project and initiatives to integrate technology resources effectively as in the Road To Success Academies (RTSA) program.

eLibrary Services (eLS)

As the main library services provider for LACOE, eLS offers our K-12 educational community, LACOE schools, and LACOE staff relevant resources, professional development and reference services and workshops. Our fully curated eBook collections, custom-built just for our L.A. County educators, include educational materials that are unavailable from other county and city agencies. Offering over 7,000 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 with CalSNAP, a single sign-on and 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, and resources from the California State Library database. Multimedia Services content also includes 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, 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.

Educational Technology Leadership Network (ETLN)

TLSS hosts quarterly meetings to bring together Los Angeles County K-12 school district 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.

Help Desk / 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 project initiations. 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 Technology Services teams to resolve the issue and quickly restore all users / systems to normal operations.

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 dispatches technicians from the Downey Integration Lab, Downey local site and regional base remote school sites. These individuals are able to resolve hardware and software issues related to PC, Macintosh, tablets, smart boards, projectors, and smartphones. Software services range from Break / Fix to Custom Solution Design / Deployment.
Cyber-Security (CYBER)
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 Division 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).

ISP Services
The TIS Network Team provides Internet Support Services to approximately 70 agencies in Los Angeles County including most school districts and charter schools.