



Central New York Regional Information Center Director

# Entry Plan



Central New York Regional Information Center

## Mission Statement:

To enhance instructional opportunities for students, the CNYRIC works proactively with school districts, BOCES and state personnel to provide:

- Accurate and timely information that assists in effective decision-making;
- Cutting-edge technologies and applications that support state and local standards; and
- Reliable access through technical support that leverages each client's unique skill set with in-house expertise.



Pamela J. Mazzaferro

## Purpose:

The purpose of this entry plan is to identify the activities that will assist me in my transition into the role of Director of the Central New York Regional Information Center. Much of this plan is focused on listening, learning, and the collection of information from CNYRIC, BOCES, and



all school district stakeholders. This plan outlines the goals, objectives, major activities and timeline for my transition to CNYRIC Director. Additionally, this plan will help me become acquainted with and establish working relationships with stakeholders.

During my first 90 days I will complete a comprehensive review of existing programs and fiscal conditions to assess CNYRIC strengths, challenges and opportunities for improvement while respecting the work already in place. Listening and learning sessions will lead Phase I and II. It is important to note that the work of this entry plan occurs simultaneously with the responsibilities for operation of CNYRIC.

## Timetable:

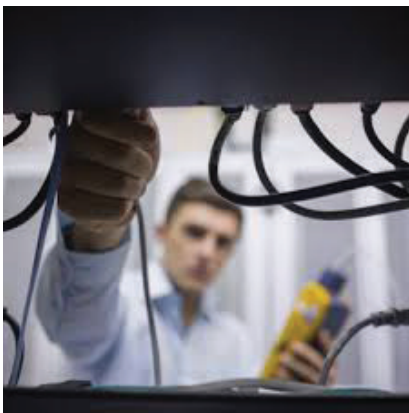
**The entry plan has three phases:**

Phase I: Pre-Entry	July 2016 – August 2016
Phase II: Entry	September 2016 – January 2017
Phase III: Action Planning	February 2017 – February 2017

## Goals:

### **This entry plan addresses the following goals:**

- Build strong, collaborative and trusting relationships with key stakeholders.
- Ensure a smooth and orderly transition of leadership.
- Develop a structure to listen and learn about CNYRIC in order to develop a deeper working knowledge and understanding of its culture, traditions, history and expectations.
- Review organizational structure, climate, budget, key work processes, practices, programs and resources to ensure alignment of resources to efficiently and effectively meet the needs of key stakeholders.
- Assess the strengths, needs, improvement opportunities and challenges of CNYRIC.
- Verify policies align with state and federal mandates and legal requirements. Ensure proper technological and internal controls exist and align to policies.
- Recognize the services and accomplishments of staff and celebrate attainments of goals.



## Expected Outcomes:

- To develop a clear understanding of CNYRIC.
- Summarize the findings from stakeholders' conversations, document review, evaluation of organizational structure, programs, processes, services, systems, and finances.
- Establish a prioritization of stakeholders' requirements.
- Cultivate a strong working relationship with all stakeholders.

## Phase I: Pre-entry

During the months of July and August I will start documents review and analysis; Design information collection tool; and start stakeholder conversations with individual and groups for information collection.

## Conversations with Stakeholders:

BOCES Superintendents

School District Superintendents

Technology Directors/Coordinators

### Stakeholders Questions:

1. What are some of the challenges that your organization faces?
2. What are your top priorities?
3. What are some of the areas you would not like to see changed regarding how CYNRIC functions?
4. What are some areas you would like to see changed regarding how CYNRIC functions?
5. How do envisions students learning in your schools?
6. What technologies will help make this type of learning more achievable?
7. What is the most effective method for our continued communications?
8. What else would you like me to know?
9. What else would you like to know about me?

## Document Review

CYNRIC Services

Technology Plans

Smart Schools Bond Strategic Plans



## Conversations with Stakeholders:

### CNYRIC Assistant Directors and Component Departments:

AV Repair	Data Coordinator Services	Data Warehouse Services
Disaster Recovery/Information Security	Financial Services	Food Services Management
e-Communications	Instructional Technology	Local Government Service
Managed Technical Support	Network/Telecommunication/E-rate	Printing
Student Services	Test Scoring	

### Stakeholders Questions:

1. Tell me about yourself and your role within CNYRIC?
2. Name three things that are going well in CNYRIC that you do not want to see changed or eliminated?
3. Name three things in CNYRIC that you think we should consider changing or eliminating?
4. How would you describe the culture in CNYRIC?
5. What do you see as our top priorities?
6. What expectations and advice do you have for me as the director?
7. What is the most effective method for our continued communications?
8. What else you would like me to know?
9. What else would you like to know about me?

## Document Review

Long Range Plans	Policy and Procedures	Previous 4 Years Budgets
Studies	Surveys	Contracts & Agreements
Financial Reports/Audits	Improvement Plans	Reviews/Audits
Disaster Recovery Plan	Security Plan	Data System Documentation
Job Descriptions & Appointments	Organization Charts	Website
Employee Contracts	Employee Handbooks	



The primary goal of these conversations will be to actively listen and gather information from each stakeholder. I will learn firsthand from the stakeholders their priorities and needs. By the end of each conversation I hope to have established a routine communications protocol with the groups and individuals so that the conversation continues beyond our first meeting.

## Phase II: Entry

During this phase, I will continue stakeholder conversations for information collection. I will also be finalizing documents review and analysis.



## Phase III: Development of Next Steps

This entry plan will help me build my understanding of CNYRIC and its technology resources, and assist me as I work with the entire CNYRIC staff to improve learning through the use of technology. Through this process I will start to formulate ideas and frame strategies to continue what works and make improvements to CNYRIC so that we increase student achievement by meeting the needs of our BOCES and component school districts. In the spirit of continuous improvement, the information I hear, read and observe during this entry plan process will conclude with the development of a Summary Report where I will share my findings, observations and proposed action plans.