

## **MANAGEMENT INFORMATION SYSTEMS**

- [2 MANAGEMENT INFORMATION SYSTEMS PLAN](#)
- [2 COMPUTER PURCHASE, MAINTENANCE and REPAIR](#)
- [2 COMPUTER SUPPLIES](#)
- [2 REPORTING COMPUTER PROBLEMS](#)
- [3 COMPUTER BACKUPS](#)
- [3 COMPUTER TRAINING](#)
- [3 REPORTS AND STATISTICS](#)
- [4 OTHER COMPUTER ISSUES](#)
- [4 CHILDPLUS](#)

## **2 MANAGEMENT INFORMATION SYSTEMS PLAN**

The Management Information Systems department is responsible for all aspects of computer, and related technology, use within Luzerne County Head Start, Inc. The Management Information Systems department is responsible for providing a seamless interface between technology, staff and family utilization including adherence to performance standards, software copyright and licensing laws, grant stipulations, and all other mandates regarding technology use and confidentiality of information.

## **2 COMPUTER PURCHASE, MAINTENANCE and REPAIR**

Purchase of new computers and related equipment is the responsibility of the Management Information Specialist for non-education use systems, and the Director of Early Childhood (Education) for education use systems, both of whom will follow proper Procurement Procedures.

It is the responsibility of the Management Information Systems department to make periodic checks of all non-education computer and related technology to ensure they are running properly. If repairs are needed, the Management Information Specialist is responsible for the selection and timely repair of equipment. The Management Information Specialist will assist the Director of Early Childhood (Education) in maintaining education systems beyond the warranty period. During the warranty period, education staff are required to contact the education system vendor directly with questions and problems.

## **2 COMPUTER SUPPLIES**

The Management Information Specialist is responsible for the purchase of all computer supplies for all program computer systems. Staff at centers should report supply requests to the Center Manager. Center Managers will then relay that information to the Management Information Systems department. Central Office staff should request supplies directly from the Management Information Systems department.

## **2 REPORTING COMPUTER PROBLEMS**

All computer related problems and or questions should be reported directly to the Management Information Systems department. The Management Information Systems department will keep track of all calls and establish a priority for responding to reported issues. The Management Information Systems department will follow up on all unresolved issues to ensure a work around or solution is determined.

### **3 COMPUTER BACKUPS**

Data backup is part of the agreements with the various CLOUD based services utilized by the agency:

- Blackbaud - financial accounting and payroll
- TMS - payroll time collection and management
- Childplus - family and child tracking
- Teaching Strategies Gold - education based assessment statistics
- PELICAN - Pennsylvania state sponsored data base for Pre-K Counts children enrollment and related statistics
- Kindercharts

Central office staff are encouraged to store all agency critical files, etc., on the network hard disk drive in order for the server backup program to include this data in its daily backup routine. Each domain user is assigned folders for Microsoft office data and miscellaneous information. The MIS department is available for training and assistance with moving and storing critical data on the server. Daily backups, of the Central Office network file server, are automatically handled via a CLOUD based software package (Code42 Crashplan) which saves all data off-site. The MIS and Assistant MIS are currently receiving daily reports to monitor backup operation.

All remaining computers require a different process for backing up data. The MIS department will administer procedures appropriate for the given system, with the exception of computers purchased from the education system vendor: Hatch. Hatch is responsible for training, assistance, procedures and schedules for backup on their equipment.

### **3 COMPUTER TRAINING**

All training necessary for the proper operation of non-education computers, education computers not purchased from Hatch and related technology will be provided by the Management Information Systems department. Training will take place both locally and regionally to accommodate groups or individuals, based on a published training schedule and/or demand. Training for education computers purchased from the education system vendor is available from Hatch.

### **3 REPORTS AND STATISTICS**

The Management Information Systems department is responsible for all non-fiscal program reports and/or statistics as required to maintain performance standards, grant stipulations and any other mandates necessary for successful operation, except as required for outcomes or similar, specific, program requirements, in which case the responsibility is shared with the appropriate department. Reports specific to child/family tracking, or other program functions, shall be submitted to Central Office or other supervisory personnel as required. Requests for customized reports and/or statistics should be submitted to the Management Information Systems

department for consideration. Based on appropriate approval and availability of data, reports and/or statistics will be provided. Reports necessary for specific requests, Team requirements or Specialist use, upon creation and testing by the Management Information Systems department, shall be the responsibility of the appropriate staff to run as needed and verify accuracy.

## 4 OTHER COMPUTER ISSUES

Staff are reminded that the computer, and related technology, are the property of Luzerne County Head Start Inc., and that unauthorized use is prohibited. Any and all changes to computer, and related technology, must be authorized and/or performed by the Management Information Systems department. The loading of software, **alteration of existing software, and changes to system configurations is prohibited**. Please contact the Management Information Systems department for clarification on any issue in question.

Virus infection is a serious problem facing computer, and related technology. The Management Information Systems department will scan, and remove viruses from, all computer systems as part of its monitoring visits. Any suspicious symptom should be immediately reported to the Management Information Systems department.

Internet access is intended to enhance staff's ability to perform according to job descriptions. It also provides access to the tracking system, E-mail and other appropriate agency statistics and reports. The MIS department will ensure adherence to documented policies and procedures during monitoring visits.

## 4 CHILDPLUS

Luzerne County Head Start, Inc. utilizes a variety of tools for tracking children and families. The primary software product utilized is a comprehensive software tool for assisting our agency with electronically recording pertinent information. This product is updated on an ongoing basis to assure compatibility with performance standards, grant stipulations and any other mandates necessary for successful operation. This product is Year 2000 compliant. Luzerne County Head Start Inc., is utilizing the CHILDPLUS product based on need and demonstrated results. The following discussion highlights current usage.

### **Inkind Processing**

Inkind processing will proceed as follows:

1. All staff will continue to gather and document Inkind using program approved forms - Classroom Extension; Meeting Sign-in; Volunteer Time and Donation Records.
2. Staff should retain appropriate photo copy records as needed for submitting reports to supervisory staff.

3. Approved documentation is forwarded to the Management Information Systems department for data entry and filing as per the posted schedule.
4. The Management Information Systems department will generate agency reports and statistics as necessary.

### **CHILDPLUS Enrollment Applications**

Recruitment is an ongoing program procedure and, as such, all Enrollment Applications are entered on an ongoing basis.

1. The Management Information Systems department **and other designated staff** will input data from the Enrollment Application into the CHILDPLUS system in a timely manner.
2. All Status Changes will be done by the Management Information Systems department. Selection decisions and class assignments will be forwarded to the Management Information Systems department for data entry.
3. The Management Information Systems department will administer all functions relevant to the accurate use of the CHILDPLUS product.

### **Other CHILDPLUS Information**

The utilization of the CHILDPLUS system is an evolving process and as such, other pertinent information will be entered and responsibilities assigned as circumstances dictate. The MIS Department and Administrative Teams will ensure staff adhere to policies & procedures during monitoring visits.

### **Security and Confidentiality**

Access to the CHILDPLUS program is protected by passwords. Designated staff, based on job description, have been assigned a password to enable access to the child and family information. Security access is one means of protecting the confidentiality of the child and family information. Confidentiality and the use of computer, and related technology, should adhere to the guidelines outlined in the Administration section of the Operations Manual.

Designated Staff are responsible for logging in and out of the CHILDPLUS system using the password assigned. **At no time is it permitted for anyone other than authorized staff to access the CHILDPLUS program, display, print, or in any other form, duplicate any information therein. Passwords are not to be shared or given to anyone other than the original user.** The Management Information Systems department should be contacted for assistance with any password related issue.