

**MANAGEMENT/EVALUATION PLAN**  
**2009-2010**  
**Year 5**

**State: Puerto Rico**

**Topic: Information and Technology**

**Goal:** Assist the PRDE with developing the capacity to utilize technology and information for effective decision making and accurate federal compliance reporting. (Reference the USDE Compliance Agreement and Memorandum of Agreement from December, 2007.)

**Project Description:** Projects will focus on assisting the PRDE in making the transition from paper to Information Systems-based data sourcing for EDEN, CSPR, Program Management and data-driven decision making. Specifically, the PRDE will develop skills and procedures for IT Governance, Data Quality Management, compliance data sourcing and reporting, and Data Analysis for operational decision-making and improving student achievement. The PRDE will also examine the opportunity to leverage federal funding to develop a Longitudinal Data System that can enhance the use of high-quality systems data for State-wide planning and management.

**Project Objectives: (PENDING PRDE SELECTION, MODIFICATION AND AGREEMENT)**

1. **Data Quality:** Collaborate with the PRDE to increase their capacity to manage the quality of data across the enterprise on an on-going basis and in accordance with the objectives of the compliance agreement.
2. **Data Source Migration:** Assist the PRDE to develop the capacity needed to manage federal compliance reporting based on data from their new systems.
3. **Data Utilization:** PRDE will improve their ability to use data in their new systems for operational and academic decision-making.
4. **Management Development:** FLICC will provide ad hoc technical assistance to the management team to develop their ability to evaluate, select and manage technology in support of federal accountability reporting and organizational management.

Process Objectives	Outputs/Deliverables	Outcome Objectives	Outcomes for State Capacity
<p>1.1 Assist the PRDE with development of a Data Quality Management process in support of the <i>Compliance Agreement</i> data quality objectives.</p> <p>2.1 Assist the PRDE in the process of meeting EDEN and CSPR data requirements from the new SIS, SEAS and Finance Systems.</p>	<ul style="list-style-type: none"> <li>• Assess post-conversion data quality for SIS, SEAS Web</li> <li>• Evaluation of quality management alternatives               <ul style="list-style-type: none"> <li>○ Purchased Software</li> <li>○ Developed in-house</li> </ul> </li> <li>• Process Documentation</li> <li>• Metrics Definition</li> <li>• Documentation of Quality review, validation, release and accountability</li> </ul> <ul style="list-style-type: none"> <li>• Project Charter</li> <li>• Updated <i>crosswalk</i> of data elements required by EDEN and CSPR to newly implemented systems.</li> <li>• Identification of parallel sources and synchronization processes</li> <li>• Document extraction validation process to confirm functionality</li> <li>• Document paper or manually sourced data that is no supported</li> </ul>	<p>The PRDE will be able to demonstrate a quality management process that engages end users in the process of identifying and correcting data errors.</p> <p>The Planning Department will be able to quantify the number errors detected and corrected in data prior to each submission of federal accountability data.</p> <p>70% of the federal program Directors will state that the accountability data related to their programs has substantially improved compared to prior years.</p> <p>The PRDE will be able to demonstrate the process of making ‘build-or-buy’ decisions for software and evaluate vendors and software</p> <p><u>Measurement of sustainable effect:</u> The Planning Department will be able to demonstrate a consistent process for detecting and correcting errors in accountability data.</p> <p>The Director of Planning will state that this process improved the ability of PRDE to provide more reliable and consistent data for federal accountability reporting.</p> <p><u>Measurement of sustainable effect:</u> Planning will be able to demonstrate that 85% of the data missing from prior federal accountability reports are being delivered and are accurate.</p>	<p>The PRDE will develop the ability to monitor and manage data to ensure accuracy for federal accountability reporting, effective program management and developing a culture of data driven decision-making.</p>

Process Objectives	Outputs/Deliverables	Outcome Objectives	Outcomes for State Capacity
<p>2.2 Help the PRDE to design and develop processes to synchronize common data elements shared across multiple systems</p>	<p>by one of the three systems.</p> <ul style="list-style-type: none"> <li>• Project Charter</li> <li>• Document shared data elements               <ul style="list-style-type: none"> <li>○ SIS</li> <li>○ SEAS</li> </ul> </li> <li>• Synchronization Options               <ul style="list-style-type: none"> <li>○ Manual</li> <li>○ Automated</li> <li>○ Document option(s) selected</li> </ul> </li> <li>• Project Plan</li> <li>• Project progress documentation</li> </ul>	<p>80% of the key stakeholders of the SIS and SEAS systems will be able to discuss the data that is common to the SIS and SEAS systems and demonstrate the process for ensuring equivalency between the two systems.</p> <p>The Planning department will be able to produce reports that identify errors in equivalent data between the two systems and quantify the error rate.</p> <p><u>Measurement of sustainable effect:</u> The PRDE will be able to demonstrate a process to ensure that 99% of the IDEA students identified in the SIS have equivalent data in the SEAS system and that federal accountability reports for IDEA are accurate.</p>	<p>In addition to providing reliable and accurate information regarding special education, the PRDE will improve lateral (cross departmental) coordination and communications on program management.</p>
<p>3.1 Work with early adopters of application systems to use data in their systems to improve management decision-making.</p>	<ul style="list-style-type: none"> <li>• Project Charter</li> <li>• Agreement scope               <ul style="list-style-type: none"> <li>○ Proof of principle project</li> <li>○ Limit of five organizations                   <ul style="list-style-type: none"> <li>▪ Three schools</li> <li>▪ 1 Program</li> <li>▪ Head Office Department</li> </ul> </li> </ul> </li> <li>• Key Metrics List</li> <li>• Objectives / Outcomes from data</li> <li>• Project Plan</li> <li>• Project Documentation</li> <li>• Pilot Outcomes Report               <ul style="list-style-type: none"> <li>○ Management Issues</li> <li>○ Data Selected</li> <li>○ Analysis Process</li> <li>○ Outcomes</li> <li>○ Comparison to prior processes</li> </ul> </li> </ul>	<p>70% of users participating in the pilot program will be able to demonstrate the process for identifying decision-point needs, supporting data sources, extraction and analysis, and managing outcomes from the analysis.</p> <p><u>Measurement of sustainable effect:</u> 70% of the project participants will be able to demonstrate the process for relating data to improvement needs, organizing the data for analysis, monitoring progress and measuring the improvement in performance.</p>	<p>The PRDE will develop the skills to use data for decision making and program effectiveness reviews. At the same time, users will develop an awareness of the importance data quality has in decision-making.</p>

Process Objectives	Outputs/Deliverables	Outcome Objectives	Outcomes for State Capacity
<p>4.1 Provide consulting services, as needed, to support Management Development related to Information Systems, Technology and Data</p>	<p>Documentation of each study requested or approved by the Secretary of Education and Assistant Secretary and certified by FLICC as being within the FLICC charter.</p>	<p>75% of the Executive Steering Committee and 80% of impacted functions will state that these services improved their understanding of technology and the process for improving teaching, learning and operational effectiveness.</p>	<p>The PRDE will acquire the capability to evaluate opportunities for specific-use technologies and relate these to the support of State and School objectives.</p>