



# MASTER PLAN

## Software Application

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DEPARTMENT(S): Office of Talent Development, Leadership

Course Group #: 39000079

## **RATIONALE**

The use of technology and software application tools is important to the effective and efficient operations of an office. Having command of such tools improves communication in the workplace, saves time by speeding up the work flow process and makes resources like electronic files and access to information technology available quickly and efficiently.

E-mail, the Internet and other forms of technology have streamlined office tasks and made it possible to accomplish more work more quickly.

This evolution has also placed greater demand for employees to possess a broader range and depth of skills than ever before. To be successful, personnel must effectively manage and support the operations of the office using software application tools.

Software Applications is geared to ensure support staff have highly reliable training and access to the digital tools that lead to efficient and effective business operations across the District.

# 1. INDIVIDUAL

**1.1 DESIRED OUTCOME:** Participant demonstrates the use of the District's computer and network communication system

LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1
<p>Demonstrates excellent abilities in the basic use of the computer and network communication system.</p> <p>Significant understanding of and works with a variety of technologies; successfully provides accurate technical assistance to others constantly.</p> <p>Consistently uses and references district and school/ department websites with ease; effectively shares website location information.</p>	<p>Demonstrates ability in formatting disks, printer operation, file organization, and securing files.</p> <p>Understands and works with some systems and is willing to provide accurate technical assistance to others when needed.</p> <p>Uses district and school/department websites to locate and share information effectively.</p>	<p>Demonstrates ability to use the network system through login and launch of single and multiple programs.</p> <p>Does not search for and learn new technology skills.</p>	<p>Demonstrates limited basic computer skills needing assistance with basic functions and operation.</p> <p>Limited understanding of technologies often questioning what they are or how to use them and is not able to provide technical assistance to others.</p> <p>Has little or no knowledge of software applications tools available in the district.</p>

# 1. INDIVIDUAL

**2.1 DESIRED OUTCOME:** Participant utilizes the appropriate software and computer productivity tools to enhance employee efficiency.

LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1
<p>Demonstrates excellent skills in using word processing, spreadsheet, database, and desktop publishing utilities.</p> <p>Proficient in applying technology to appropriate tasks; employee searches out new technology to improve productivity.</p>	<p>Uses word processing, spreadsheet, and database utilities effectively.</p> <p>Understands when and how to apply specific technology to tasks.</p>	<p>Uses word processing program effectively.</p> <p>Has an understanding of when and how to apply specific technology to tasks.</p>	<p>Limited ability to use a word processing program often resorting to asking others to write and or feeling hesitant when using one.</p> <p>Does not understand when and how to apply specific technology to tasks.</p> <p>Unaware of software application tools available</p>

# 1. INDIVIDUAL

**3.1 DESIRED OUTCOME:** Participant collaborates with other staff at their worksite sharing best practices in the use of software applications which enhances work performance, productivity, delivery of services and the operations of the office.

LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1
<p>Continually seeks out better and more efficient ways to deliver services by use of technology. This effort is seen throughout the office, serving as a model and mentor to others in the use of software applications to enhance business operations in the office.</p> <p>Deep understanding of intent and proper procedures for technology applications and equipment; employee seeks and proposes new ways to use technology to improve department performance.</p>	<p>Proficient at the use of software to improve the operations of the office. Shares skills and knowledge with others to enhance operations of the office.</p> <p>Has an understanding of intent and proper procedures for technology applications and equipment; seeks and proposes new ways to best accomplish tasks.</p>	<p>Attempts to utilize what is available to the best of its ability. Limited collaboration with others in the use sharing of best practices.</p> <p>Demonstrates little use of new technology to improve job performance.</p>	<p>Limited interest in utilizing computers in delivering services often avoiding its use even when it can improve efficiencies.</p> <p>Limited understanding of technology applications questioning purpose and not realizing benefits. Does not look for new and efficient ways to accomplish tasks.</p>

## Data Collection Plan

End Goal of plan: Participant is proficient in the use of software application enhancing the business processes of the office while supporting the organization's strategic plan.

What type of data needs to be collected?	What sources of data will help the investigation?	Are the data available or do new data need to be collected?	Where are these data located?	Who will be responsible for collecting these data?	When will these data be collected?
Performance improvement	Appraisals  Surveys	Available	ESS	OTD-NI Team	End of each course

Area of Impact	Formative Measures	Summative Measures
Employee Performance	<ul style="list-style-type: none"> <li>• Survey Data</li> <li>• Appraisal Data</li> <li>• Follow-up/Implementation Activities</li> </ul>	<ul style="list-style-type: none"> <li>• Survey Data</li> <li>• Appraisal Data</li> </ul>

# Master Plan Self-Assessment Tool

(For use by implementers of the Plan)

Please review the innovation configuration components, desired outcomes, and described behaviors. Identify for each desired outcome the level that most closely describes your current practice. Place an x in the box for the appropriate level.

<b>Component 1 Desired Outcome 1.1</b>				<b>Component 2 Desired Outcome 2.1</b>				<b>Component 3 Desired Outcome 3.1</b>			
Level 4	Level 3	Level 2	Level 1	Level 4	Level 3	Level 2	Level 1	Level 4	Level 3	Level 2	Level 1
	x				x				x		

What do I need to move to the next level?