

MSDE Core Services Team

Information and Services-Level-Agreements

Updated 4/5/2023V3



MARYLAND STATE DEPARTMENT OF EDUCATION

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About the Maryland State Department of Education Core Services Teams

The business operations of the Maryland State Department of Education (MSDE) rely upon a core group of Department offices that ensure MSDE programs and program teams can successfully execute their responsibilities and provide excellent service to Maryland's children and families. To integrate more seamlessly with and directly support MSDE program staff, MSDE established Core Services Teams (CST).

These teams are designed to work collaboratively together to provide hands-on customer service to MSDE program staff and proactively identify and resolve program needs related to human resources; procurement and contracts; information technology; and fiscal and budgetary matters. CST are simultaneously designed to move work forward and serve as a failsafe, so operations workflows do not stall or fall through the cracks. The guidance that follows lays forth the cadence of consistent, regularly scheduled program support. This schedule requirement is not intended to limit CST support to these meetings. CST will engage regularly with Offices and Divisions well beyond mandatory minimum meetings and programs should expect to have open access to their CST members.

Core Services Team Structure

Several MSDE roles comprise each Core Services Team. Collectively, these roles represent the necessary, central Department functions upon which each program office relies to operate. They are:

Core Services Team Role	Type of Support
Talent Partner	Human Resources
Information Technology Partner	Information Technology
Business Services Partner	Procurement and Contracts
Planning and Budget Analyst	Budget and Finance

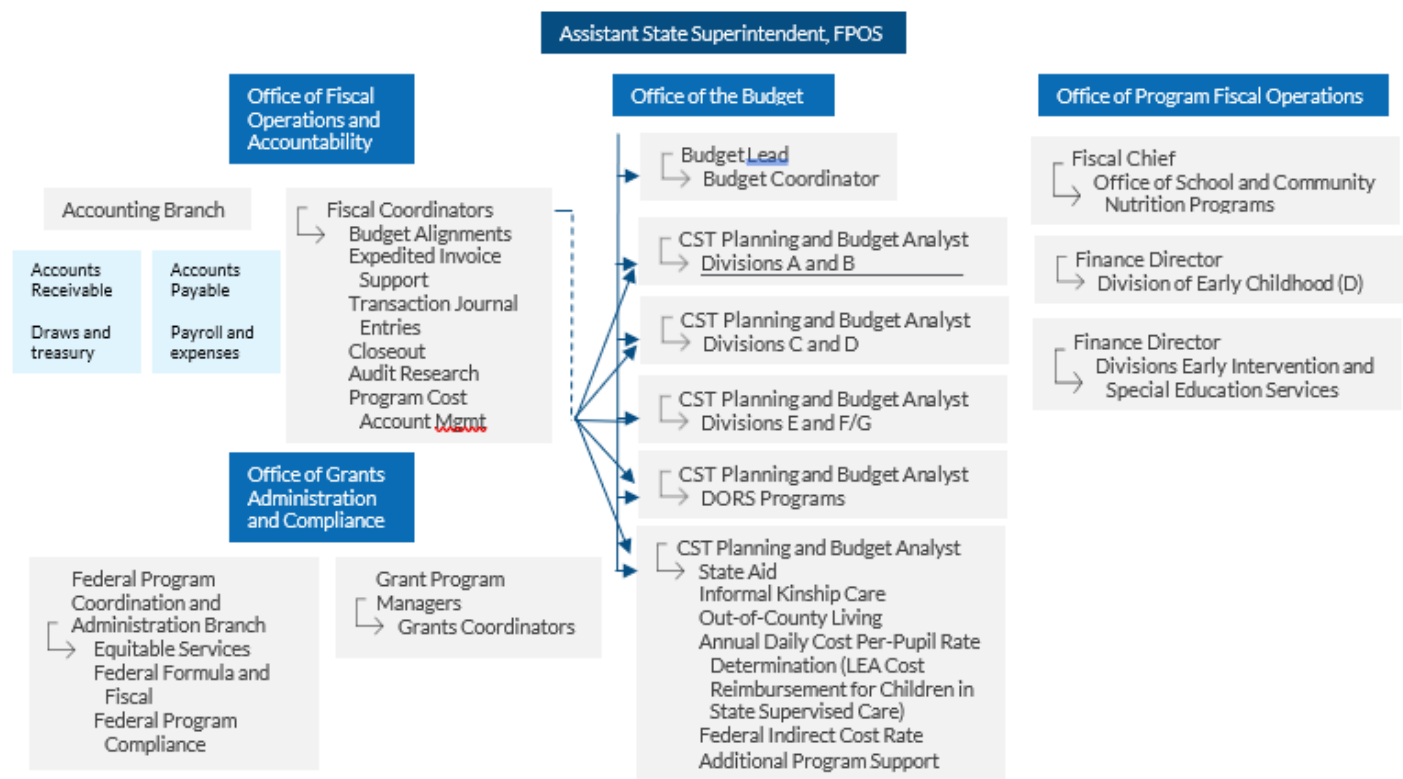
Responsibilities of the Core Services Team Members

The Core Services Team members have distinct roles and responsibilities in supporting MSDE program staff. This section describes what systems and processes to expect with regard to the Core Services Teams and how program staff can tap into the resources of their respective CST members.

CORE SERVICES TEAM PLANNING AND BUDGET ANALYST

Each Core Services Team planning and budget analyst is responsible for ensuring and maintaining the fiscal health of a corresponding Office and Division and its related programs. Each analyst reports directly to the MSDE Office of the Budget, in the Division of Financial Planning, Operations, and Strategy (FPOS). The CST planning and budget analysts are supported by FPOS fiscal coordinators who process budget alignments and transaction journal entries, conduct audit and other fiscal request research, manage program cost account numbers, and who liaise directly with the Accounting Branch in the FPOS Office of Fiscal Operations and Accountability.

The FPOS Division is organized to support program staff and, for context, the relevant structure of FPOS is below. The organizational chart, below, is not a complete organizational chart of the Division of Financial Planning, Operations, and Strategy. Instead, the chart reflects those areas in FPOS related to MSDE headquarters program fiscal support and operations.



CST Planning and Budget Analyst Support Expectations

Each Core Services Team planning and budget analyst will schedule and maintain a bi-weekly, one-hour, in-person check-in with all assigned Offices and Divisions (see the [Current Core Services Teams and Program Assignments](#) section). During that meeting, the analyst will provide the following reports and updates:

Current Fiscal Data – Headquarters and Relevant State Aid Programs

- Status of Appropriation:
 - Current available balances, by object, and by Program Cost Account Number
 - Current program-related aid-to-education spending and balances
 - Identify and discuss potential areas of appropriation realignment to accommodate mid-year changes to planned spending
- Expense and Encumbrance/Obligation Review
 - Review expenses and the location of charged expenses, identifying journal entries are necessary to re-allocate charges expenses, or correct clerical errors in the data associated with a transaction or set of transactions
 - Review open encumbrance balances with program staff and confirm accuracy and sufficiency of current balances
 - Confirm charges assigned to open encumbrances are accurate and complete
 - Confirm payments or charges are not awaiting approval in program staff FMIS inboxes
 - Confirm NOGA approval and movement of items in staff NOGA approval inboxes
- Payroll Cost Allocation
 - A list of program PINS/staff and the funding sources for those respective employees
- Updated Program Cost Account Numbers (PCAs) and Agency Subobject (AOBJ) Codes
 - A list of active PCAs and AOBJs, which the program and its staff should be using to track and properly allocate program-related charges/spending activities

Update Fiscal Analyses

- Review budget pacing and identify risks of over/under spend
- Review multi-year budgets and related spending (e.g., federal grants) for out-year spending plan adjustments
- Track and review impact of changes and current spending on the next fiscal year's budget construction

The CST planning and budget analysts are not responsible for the Department's budget in totality – that work is the responsibility of the MSDE budget lead. However, the planning and budget analysts do support Office and Division budget development each year. The CST planning and budget analyst will, annually:

- Work hand in hand with the program to develop a comprehensive annual budget that reflects the actual spending plan for the given program
- Provide previous fiscal year, current fiscal year, and next fiscal year federal grant status reports to inform multi-year fund budgeting and ensure all funds are planned to be expended
- Prepare fiscal year-end-close budget alignments for assigned programs
- Load in each fiscal year's appropriations into the FMIS for assigned programs

New Employee System Access and Training for Assigned Programs

Each bi-weekly meeting, the CST planning and budget analysts will request from the program staff a list of impending new hires and will identify for their respective Offices and Divisions:

1. What systems to which the new staff will require access;
2. What level/type of access the new staff will require; and
3. What type of training on the given systems the new staff will require.

The CST planning and budget analyst, with the support of FPOS fiscal coordinator, will then support the timely processing of all required paperwork for new staff access and schedule/provide all training within 15 business days of the new staff members' orientation date. FPOS will work with the respective talent partner to ensure that access forms go out prior to an employee's start date so that new staff do not have to wait for critical system access upon starting at MSDE.

TALENT PARTNER

As part of the Recruitment and Staffing branch within the Office of Human Resources (OHR), the talent partner (TP) is responsible for overseeing the entire staffing life cycle that makes up MSDE's talent strategies and practices to ensure high-quality staff across the department by working directly with the leaders within each assigned Office and Division and implementing specific strategies to achieve staffing goals. The TP is the primary point of contact between MSDE and the Department of Budget and Management (DBM) to coordinate reclassifications, salary approvals for certain offer letters, and for establishing and updating the job templates.

In addition to the Offices and Divisions, the TPs are also assigned to independent agencies that receive HR support from MSDE including the Interagency Commission on School Construction (IAC), the Maryland Longitudinal Data System Center (MLDSC), the Maryland Center for School Safety (MCSS), and the Office of the Inspector General for Education.

The TPs are supported by the talent acquisition specialists (TAS). The TAS provides administrative support such as completing requisitions in the HRIS for filling positions, assisting with screening applicant qualifications, setting up interviews, and conducting employment verification and employer reference checks for new employees.

Talent Partner Support Expectations

Each talent partner will schedule and maintain a bi-weekly, one-hour, in-person check-in with assigned Office and Divisions (see the [Current Core Services Teams and Program Assignments](#) section). During that meeting, the TP will engage the MSDE staff on following:

- Vacancy reports for the Office and Division
- Updates on recruitments in progress
- Discussion of upcoming vacancies and establishing of hiring timelines
- Setup of additional meetings to review and revise job descriptions and reclassification needs, discuss recruitment strategies for unique or hard to fill positions, setup interviews, review interview and selection criteria, and review candidate salary offers

In addition, on a regular basis, the TP performs the following functions:

- Post openings on “Job Apps”, the official job portal for the Maryland State job openings
- Work with the Office of Communications and Community Engagement in producing appropriate promotional materials to promote recruitments on MSDE’s social media platforms
- Post job openings on other appropriate recruitment portals for specialty or hard to fill positions
- Screen resumes, provide lists of candidates to the hiring managers, and answer candidate questions regarding openings
- Train the TAS and MSDE staff in matters related to hiring processes, guidance, and systems

BUSINESS SERVICES PARTNER

As part of the Office of Procurement and Contract Management (OPCM), the business services partner (BSP) is responsible for overseeing the entire life cycle that makes up MSDE’s procurement and contract management processes and practices to ensure high-quality services across the department.

The BSP advises and provides high-quality services covering all OPCM functional areas including, but not limited to, facilitating all procurement processes and stages (i.e., planning, defining requirements and needs, sourcing and solicitation, evaluation and selection, award, etc.), supporting contract negotiations and execution, and maintaining proper tracking and record keeping. The BSP will also work with assigned Office and Division leaders to implement and ensure procurement and contracting service-level agreements.

In addition to the MSDE headquarters Offices and Divisions, the BSPs are also assigned to independent agencies that receive procurement and contract management support from MSDE including the Interagency Commission on School Construction (IAC), the Maryland Longitudinal Data System Center (MLDSC), the Maryland Center for School Safety (MCSS), and the Office of the Inspector General for Education.

Each BSP is supported by the business services coordinator (BSC). The BSC functions as the primary procurement and contract management support provider and workflow manager to assigned Offices and Divisions. The BSC will ensure the execution of high-quality services covering all OPCM functional areas.

Business Services Partner Expectations

Each business services partner (BSP) will schedule and maintain a bi-weekly, one-hour, in-person check-in with assigned Offices and Divisions (see the [Current Core Services Teams and Program Assignments](#) section). During that meeting, the BSP will engage the MSDE staff on following:

- Update on procurements in progress
- Review the upcoming, expiring contracts to establish appropriate extension or re-solicitation timelines
- Advise MSDE Staff on and facilitate evaluation committee setup, the establishment of evaluation criteria, and contract terms and service level agreements
- Review the status of payments to ensure timely and accurate payment of invoices and contractor performance to determine any corrective actions to be initiated

In addition, on a regular basis, the BSP performs the following functions:

- Setup additional meetings to review RFPs with the Department of Information Technology (DoIT), Procurement Review Group (PRG), and answer questions from the Board of Public Works (BPW) liaisons in support of the solicitation
- Post solicitations on the eMaryland Marketplace (eMMA), conduct pre-bid conferences, respond to vendor queries, prepare procurement officer determinations (POD), respond to bid protests and awards contracts, and train the BSCs and MSDE staff in matters related to procurement practices, guidance, and systems

INFORMATION TECHNOLOGY PARTNER

As part of the Office of Information Technology (OIT), the information technology partner (ITP) is responsible for serving as a strategic interface with the assigned Offices and Divisions to develop business technology strategy development, identify and implement solutions, and provide service and risk management.

The ITP is responsible for accomplishing the IT objectives of assigned Offices and Divisions based on agreed upon strategy and service-level agreements. In addition, the ITP recommends Department-wide standards for all phases of IT by leading the implementation of new technology, provides one-on-one support to employees, and recommends and leads systems integration and upgrades.

In addition to the Offices and Divisions, the ITPs are also assigned to the following independent agencies to provide defined technology support. These agencies are: the Interagency Commission on School Construction (IAC), the Maryland Longitudinal Data System Center (MLDSC), the Maryland Center for School Safety (MCSS), and the Office of the Inspector General for Education.

ITPs are supported by the information technology coordinators (ITC) who support the ITPs development and maintenance of IT procurements and renewal of annual contracts, procure and install new hardware and software; manage hardware and software inventories, and provide additional IT support services. ITCs also provides technical support for MSDE Offices and Divisions. ITCs are responsible for supporting the conference room equipment and related systems.

Information Technology Partner Expectations

Each CST information technology partner (ITP) will schedule and maintain a bi-weekly, one-hour, in-person check-in with assigned Offices and Divisions (see the [Current Core Services Teams and Program Assignments](#) section). During that meeting, the ITP will engage the MSDE staff on:

- Current IT projects
- The status of IT procurements
- New system needs to begin evaluation and planning
- Any IT service needs that require OIT or DoIT assistance and appropriate support

In addition, on a regular basis, the BSP performs the following functions:

- Participate in IT procurement requirement review with MSDE and DOIT personnel
- Evaluate IT system proposals to identify solutions that best suit the needs of the Office and Division
- Participate in system design discussions, build test plans, participate in system testing, and implement system rollout plans
- Participate in system security audits and implement resolutions to any findings
- Identify new innovations in systems and software that will benefit MSDE operations
- Facilitate training labs to train MSDE staff on new systems and/or hardware and software

JOINT CORE SERVICES TEAM SUPPORT

Each month, an Office and Division will meet once with their full Core Services Team to discuss program efforts and ensure that all CST members are in alignment with Office and Division priorities and needs. The once monthly meeting, as with the bi-weekly CST and Office and Division meetings, will have a running agenda and track items that need to be accomplished in support of the program, action items for follow-up, deadlines for the action items, and assigned CST members who are responsible for ensuring timeline and correct completion.

Core Services Teams Service-Level Agreements

The Core Services Teams Service-Level Agreements (SLAs) constitute the promises the Core Services Teams make to the MSDE staff of assigned Offices and Divisions who rely upon the efforts of and support from these teams to accomplish their work.

AGREEMENT ONE: CONSISTENT AND RELIABLE TIME

Each CST will meet with their respective program(s) at least once, every other week. The CST will ensure that the program and the CST have a set, standing time. If the CST needs to, for any reason, cancel or change a scheduled bi-weekly meeting, the CST will re-schedule that time to ensure the CST and program staff are able to meet the bi-weekly meeting expectation.

AGREEMENT TWO: RESPONSIVENESS

The CST will respond to inbound emails and phone calls within twenty-four hours or the next business day, even if just to acknowledge receipt and provide an update on next steps. The CST will make every effort to respond to urgent and unexpected issues that arise from programs. The CST cannot commit to immediately respond to and solve all last-minute requests, but the CST will commit to providing an expected timeframe in which the corresponding Office and Division can expect a response/resolution. The CST will subsequently make every effort to provide a swift and accurate response in the timeframe the CST communicates to the program.

AGREEMENT THREE: TRANSPARENCY AND EXPECTATION SETTING

The CST will create – and communicate how to use and access – a running agenda that includes a place to articulate, track, and ensure completion of action items that arise from bi-weekly and monthly meetings or are otherwise a part of CST and program collaboration. The CST will be forthcoming about timelines, policies, and procedures for completing action items and program-support activities.

Current Core Services Teams and Program Assignments

Each MSDE Office and Division has a Core Services Team assigned to it. The following MSDE roles comprise each Core Services Team: an IT partner (information technology), a talent partner (human resources), a business services partner (procurement and contracts), and a planning and budget analyst (budget and finance). Collectively, these roles represent the necessary, central Department functions upon which each Office and Division relies to operate. CST are simultaneously designed to move work forward and serve as a failsafe, so operations workflows do not stall or fall through the cracks. The Core Services Teams are listed below. MSDE will continue to update this document to ensure team rosters and program assignments remain current.

MSDE CORE SERVICES TEAMS, BY PROGRAM						
	Program Name	Program	IT Partner	Talent Partner	Business Services	Planning and Budget Analyst
Office of the State	Office of the State	A0XX	David Mayes	Christopher King	Jenna Meinl	Jeffrey Eley
	Office of the State Board of Education	A1XX	Dylan Winslow	Christopher King	Jenna Meinl	Jeffrey Eley
	Office of the Attorney General	A2XX	David Mayes	Christopher King	Frank Conaway	Jeffrey Eley
	Office of Audit	A3XX	Andrew Neboshynsky	Christopher Langley	Victoria Bell	Jeffrey Eley
	Division of Assessment, Accountability, Performance Reporting, and Research	A6XX	David Mayes	Christopher King	Jenna Meinl	Jeffrey Eley
	Office of Communications and Community Engagement	A7XX	Dylan Winslow	Christopher King	Jenna Meinl	Jeffrey Eley
	Division of Educator Certification and Program Approval	C5XX	Dylan Winslow	Holly Winchester	Jenna Meinl	Neeta Gandhi
Office of the Chief of Staff	Office of the Chief of Staff	B0XX	David Mayes	Christopher King	Jenna Meinl	Jeffrey Eley
	Office of Governmental Affairs, Education Policy, and External Relations	B2XX	David Mayes	Christopher King	Jenna Meinl	Jeffrey Eley

MSDE CORE SERVICES TEAMS, BY PROGRAM						
	Program Name	Program Code	IT Partner	Talent Partner	Business Services Partner	Planning and Budget Analyst
Office of Teaching and Learning (Dr. Deann Collins)	Office of Teaching and Learning	C0XX	Dylan Winslow	Christopher King	Frank Conaway	Neeta Gandhi
	Division of Special Education/Early Intervention	C2XX	Dylan Winslow	Christopher King	Jenna Meinl	Shiran Mack
	Office of College and Career Pathways	C4XX	Dylan Winslow	Holly Winchester	Frank Conaway	Anne Gesa
	MPSSA	C7XX	Dylan Winslow	Christopher King	Victoria Bell	Neeta Gandhi
Division of Early Childhood	Division of Early Childhood	D0XX	Andrew Neboshynsky	Christopher King	Frank Conaway	Jeffrey Eley
Office of Organizational Effectiveness (Dr. Sylvia Lawson)	Office of the Deputy for Organizational Effectiveness	E0XX	James Olaore	Holly Winchester	Frank Conaway	Anne Gesa
	Division of Student Support, Academic Enrichment & Educational Policy	E1XX	James Olaore	Holly Winchester	Victoria Bell	Anne Gesa
	Division of Financial Planning, Operations, and Strategy	E2XX	James Olaore	Christopher Langley	Frank Conaway	Jeffrey Eley
	Office of Policy Analysis and Fiscal Compliance	E3XX	James Olaore	Christopher Langley	Frank Conaway	Jeffrey Eley
	Office of School and Community Nutrition Programs	E4XX	James Olaore	Holly Winchester	Frank Conaway	Shiran Mack
	Division of Rehabilitation Services	U-X	James Olaore	Elizabeth Cohen	Victoria Bell	Anne Gesa
Office of Operations (Krishna Tallur)	Office of the Deputy for Operations	F0XX	David Mayes	Holly Winchester	Jenna Meinl	Shiran Mack
	Office of Human Resources	F1XX	David Mayes	Holly Winchester	Jenna Meinl	Shiran Mack
	Office of Procurement and Contract Management	F2XX	David Mayes	Christopher Langley	Jenna Meinl	Shiran Mack
	Office of School Facilities	F3XX	David Mayes	Holly Winchester	Jenna Meinl	Shiran Mack

MSDE CORE SERVICES TEAMS, BY PROGRAM						
	Program Name	Program Code	IT Partner	Talent Partner	Business Services Partner	Planning and Budget Analyst
	Office of Information Technology	F4XX	David Mayes	Christopher King	Jenna Meinl	Shiran Mack
	Office of Information Technology	F4XX	David Mayes	Christopher King	Jenna Meinl	Shiran Mack
	Office of Equity Assurance and Compliance	F5XX	David Mayes	Christopher King	Jenna Meinl	Shiran Mack
	Office of Pupil Transportation and Emergency Management	F6XX	David Mayes	Christopher Langley	Jenna Meinl	Shiran Mack
	Office of Facilities and Operations	F7XX	David Mayes	Christopher Langley	Jenna Meinl	Shiran Mack
Independent Agencies	Office of Inspector General	XXXX	James Olaore	Christopher King	Jenna Meinl	Samuel Durai Pandian
	Maryland Longitudinal Data Center	XXXX	James Olaore	Christopher King	Victoria Bell	Samuel Durai Pandian
	Maryland Center for School Safety	XXXX	Andrew Neboshynsky	Christopher Langley	Frank Conaway	Samuel Durai Pandian
	Interagency Committee on School Construction	XXXX	David Mayes	Christopher Langley	Victoria Bell	Samuel Durai Pandian