Communications - Updated Sep. 3, 2014

Service Provided	Descriptive details - at least 2 levels
Telling the story--web/social/events	Highlight operator successes, stories, through ASD channels Provide quick/easy access to operator content Operator videos
Media relations	Provide media training and toolkits to operators Provide media supports (story pitching, reporter management)
Crisis communications	Create comms/outreach plans Manage media, web/social channels
Parent access and choice	Support early enrollment communications (choice fair, marketing collateral) Support school matching, priority list engagement

Finance - Updated Sep. 2, 2014

Service Provided	Descriptive details - at least 2 levels
Monitoring (including Federal Programs)	TSIP insure completed correctly Prepare CMO's for site visits Insure all Budgets match TSIP's and other programmatic plans
Federal Programs Employee Training	Insure that all other requirements are met (documentation) Allowability, programmatic requirements, documentation, etc Financial Reporting
Reimbursement Submittals to State	Documentation, programmatic, budgetary, and allowability reviews Entry into appropriate state tracking system
Federal Programs Grant Writing Assistance	Programmatic and Financial Revisions New grant applications TSIP write up's or rewrites
Payment of State, Local, and Federal Funds	Spiral federal funding and calculate BEP Create BEP documentation for payments Process BEP payments
Administration of High Needs SPED Program Pool	Review and distribute charges from SCS for outplacement Determine those available for additional state reimbursement and apply Calculate final funding and invoice cmo's
State Oversight Visits	Prepare CMO's for visits

Ops - Data - Updated Sep. 2, 2014

Service Provided	Descriptive details - at least 2 levels
Chief Operating Officer	Ensuring HR, Shared Services, Tech (incl. Data) teams have necessary resources Ensuring operators receive appropriate training on Ops Serving as liaison between ASD, LEAs, State agencies
General Counsel	Training, providing legal guidance to ASD staff on legal matters involving operators Training operators on legal matters Reviewing RFPs, contracts with third party providers for services to operators Drafting and reviewing proposed legislation affecting ASD Represent ASD in Special Education DP hearings Supporting representation of ASD by Attorney General in lawsuits, EEOC and other legal matters (including suits naming operators)

Ops - Technology - Updated Sep. 3, 2014

Service Provided	Descriptive details - at least 2 levels
Coordination between SCS IT for network	
Keycard access for HVAC, other services on network	
School Start-up Support	EIS training offered to Operators at LEA facilities Regular check-in with Operators to work through EIS reporting difficulties
Management of Data for Nutrition/Transportation	Training on data export for school nutrition and transportation Troubleshooting data flow through auto-send files
Data Analysis and Reporting (EIS, etc.)	Training on student information system options, requirements Reviewing calendars, student coding, etc. Troubleshooting, weekly updates on data accuracy
Coordination between State for Student Data	Dissemination of EIS upload calendar and coordination of District-wide reporting Outreach to TDOE that results in clarification of reporting requirements and best practices Development of documentation around SIS setup for EIS accuracy
Helpdesk Support	Response to HelpDesk tickets concerning EIS support and Shared Services data reporting (Nutrition and Transportation) Relay of Operator messages submitted to LEA HelpDesk to EIS HelpDesk (TDOE)
Oversight	Regular communication on Operator compliance towards reporting goals Financial analysis distributed that compares captured to available funds
Software Selection	Sharing of information related to SIS packages prior to purchase Working with vendors and Operators to facilitate the purchase of SIS packages

Ops - Human Resources - Updated Sep. 2, 2014

Service Provided	Descriptive details - at least 2 levels
Retirement and State Benefits as Applicable	Orienting new operators to retirement, benefits options, requirements Serving as liaison between operators and State agencies
Licensure Auditing	Coordinating compilaiton of licensed personnel info. for TDOE Serving as liaison between operators and TDOE Teacher Licensing
Benefits, Payroll, Other HR Services	Providing HR services on contract basis to operators
Background checks	Orienting new operators to background requirements Serving as liaison between operators and TBI, DCS Setting up new operators with OCA #s for background checks

Ops - Shared Services - Updated Sep. 4, 2014

Service Provided	Descriptive details - at least 2 levels
Commissioning, Transferring Building Use	Coordinating with SCS Facilities and ensuring transfer of building and asset inventory to Operators Serve as SCS Facilities' single point of contact for all ASD schools Communicate with all stakeholders ensuring "ASD law" is followed Supporting co-location planning Coordinating initial and final building walk-throughs, inventory review Training operators on the commissioning process
Brokering Shared Service Agreements with Vendors	Orienting operators to existing available third party service providers Leading RFP processes for new or replacement services Identify optimal service needs across the network Identify participating Operators and lead collaboration Develop the project plan to complete the RFP process and/or secure required number of bids
Coordination with SCS Facilities for capital improvement projects	Serve as SCS Facilities' single point of contact for execution of capital improvement projects in all ASD schools Gather data, assess and lobby for identified capital improvement projects needed in ASD schools
Coordination with SCS Facilities for facility maintenance	Coordinate account set up and access to SCS facility maintenance services Training operators on facility maintenance process Serve as single point of contact for SCS facility maintenance on escalated customer service issues
School Start-up Support (Use of LEA-owned Facilities)	Provide resources, access and support for Operators when setting up operations services (nutrition, transportation, facilities maintenance, grounds, custodial, security, etc.) Serve as single point of contact for SCS Transportation and Nutrition on start-up and escalated customer service issues Ensure Operators have access to SCS facilities and other pertinent information when developing and executing school start-up plans
Ensure Compliance to State Laws and Statutes Regarding Operations Services (Transportation, Nutrition, School Health, Safety and Security, etc.)	Review all applicable TN laws regarding Operations and provide data, resources, training, and support to ensure Operators are compliant Create policies to ensure the ASD is holding Operators accountable Serving as liaison between operators and LEA for SAVE Act training, compliance

Ops - Technology - Updated Sep. 2, 2014

Service Provided	Descriptive details - at least 2 levels
Coordination between SCS IT for network	Training operators on the commissioning process Coordinating initial and final building walk-throughs, inventory review Supporting co-location planning
Keycard access for HVAC, other services on network	Serving as liaison between LEA tech and operators Training operators on the use of services
Technology Tools Used for Oversight, Collaboration, Communication	Develop plans for ASD teams' use of technology to perform functions Provide, contract for, and/or oversee provision of hardware and software tools and services to meet ASD team technology needs.

Office of Portfolio Management - New Schools - Updated Sep. 5, 2014

Service Provided	Descriptive details - at least 2 levels
Authorization	Authorization needs analysis
	Charter RFP management
	Evaluator RFP management
	Evaluator recruitment
	Operator Recruitment
	Evaluator management
	Applicant management
School Matching	Operator-facing planning (analysis of operator interest, onboarding, matching decision-making)
	AAC recruitment, training
	Short list analysis
	Short list planning
	SCS liaison
	Planning matching meetings
School Start-up Support: Greenlighting, i3, District Onboarding	Start-up planning (collaboration & facilitation)
	Start-up management
	SCS liaison
Portfolio and Operator Growth Strategy	Operator growth planning (collaboration & facilitation)
	Growth analysis (projections, SAF implications)
	Citywide strategic planning