

**WESTERN NEW YORK  
REGIONAL INFORMATION CENTER  
CHAPTER 793 PLAN  
2015 – 2018**

**Regional Plan for Instructional and Management Computer Services  
And Technology Programs**

**Serving  
Cattaraugus/Allegany BOCES  
Erie 1 BOCES  
Erie 2/Chautauqua/Cattaraugus BOCES  
Greater Southern Tier BOCES  
Orleans/Niagara BOCES**

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**<http://www.e1b.org/>**

**Section 1: The Regional Planning Process**

## **What is the process for involving all constituencies in the development of the regional plan?**

A range of broad based representative groups and other broad based fact finding methods are used to gather information for the purpose of framing the challenges facing school districts in the region. Care is taken to ensure no constituent stakeholders are excluded. This results in the development of a plan that contains meaningful contributions of representatives of all school districts in the region, reflecting not only their needs, but also the WNYRIC's objectives to address those needs.

### **The Planning Process:**

The Planning process provides direction to the WNYRIC by collecting information that provides keen insight into the needs of the school districts served by the WNYRIC. These needs are prioritized and objectives to meet these needs are established with corresponding work plans that identify activities required to achieve the objective, timelines of the activities, those responsible and evidence of completion.

The foundation of the WNYRIC information collecting are face-to-face meetings held throughout the year with the WNYRIC's Customer Support Representative (CSR) and a planning team from which each school district the WNYRIC serves. While the key focus of this data gathering strategy is to utilize existing WNYRIC services to remediate immediate technology deficiencies, this is also an important step in gathering information to identify needs that may dictate the expansion of a current service or the development of a new one. Each time a new service is implemented in a district, a planning meeting is held to discuss responsibilities and timelines. A critical companion to the CSR data gathering activity is the involvement of the Project Management Team (PMT). As districts implement projects, the PMT also collects essential information used to pinpoint districts' needs. In a similar fashion, the WNYRIC's Advisory Council, the WNYRIC's Standards Committee, District Data Coordinators, CSLO end of the year summary meetings and the Forum for Instruction, Curriculum, and Assessment (FICA) are valuable conduits of information related to the needs of the region's school districts, as well as WNYRIC's staff attendance and participation in all regional BOCES Technology Coordinators meetings and various Curriculum Council meetings. In addition, CSLO Instructional Technology staff conducts annual regional meetings to solicit feedback on existing services and future service needs during the May Administrative meetings.

Surveys and service user group meetings are also very often used to amass representative data essential to the WNYRIC's Planning Process. In short, these surveys and meetings gather feedback from those using the services we provide to answer questions such as:

- How can our services best be improved to meet your district's needs?

- Are there segments of our services that are ineffective?
- Are there services the WNYRIC should develop to address unmet needs in your school district?

Some of the recent surveys conducted by the WNYRIC have been a Finance/HR system to expand services, user input from all application/service areas, and customer satisfaction surveys. RFPs are conducted with input from customers in the review process to add resources available under CSLO and Administrative Services. Most recently the WNYRIC collected information on the current 793 goals in order to determine which to expand upon or modify for the 2015-2018 plan.

In addition, our teams have continued an internal process of reflection and assessment of the team's abilities and customer focus through the adoption of the ITIL processes developed through Gartner research. This internal creation of reflection and assessments also contributes to the development of excellent service for customers by identifying internal processes that need to be streamlined or changed and training that is needed.

The information collected in these various forms is shared on an ongoing basis with the WNYRIC's Management Team for the purpose of recognizing patterns that would indicate needs that are problematic to a majority of WNYRIC school districts. In gauging the needs of the school districts, the Management Team also takes into consideration industry trends analysis, budgetary considerations, and the WNYRIC's Vision, Mission and Belief Statements.

The revised plan is presented to the WNYRIC Advisory Council for their review and discussion. Once approved as a plan by the Advisory Council, corresponding work plans are formulated and quarterly progress is provided to the WNYRIC Advisory Council. WNYRIC Standards and the Forum for Curriculum and Instruction (FICA) reviews progress as well.

### **Who is Involved:**

The following are detailed descriptions of the various planning partners referenced above:

District Data Coordinators – These are district data administrators charged with the duty of serving as a district's main point of contact for data requests, the collection and submission of accountability data and district issues. They must be knowledgeable of federal, state, and local resources, keeping current on state and federal regulations. They implement supportive structures and processes in a district by forming district data teams, facilitating the flow and accuracy of data for their district. They also advise superintendents, in concert with their data team, regarding final certification of data for submission to state and federal reporting agencies. Required and optional informational meetings at the state and local levels assist them in completing their duties. There are regularly scheduled

meetings for this group, constant communication via email groups and a web presence at <http://www.e1b.org/WNYRIC/WNYRICTopNav/DataReadiness.aspx>

Customer Support Representative (CSR) – A WNYRIC staff member. Each School District in the WNYRIC region has a CSR assigned it. The CSR serves as a single point of contact for all needs or issues related to a WNYRIC service and assists each district with their annual budget and service options.

Focus Groups – both formal and ad hoc groups made up of representative school district end users of WNYRIC services.

Forum for Curriculum, Instruction and Assessment – An advisory committee (FICA) that shapes and helps set collaborative efforts and initiatives in the area of instructional technology direction for the WNYRIC region based on input from component BOCES regions as well as information gained through CSLO administrator forums and feedback from trainings held. The committee membership includes leaders from each BOCES of the WNYRIC region in the areas of Instructional Technology, Staff Development, Library Services, Distance Learning and Data Analysis for the purpose of improving instruction as well as WNYRIC services involved in these areas. In addition, this committee collaborates to better serve the needs of the districts served by the WNYRIC but also by the district's local BOCES. Collaborative events are also planned for the JMT region.

Project Management Team – made up from WNYRIC staff members: CSR, Project Manager and Senior Technicians for LAN and WAN. Like the CSR, each School District region has a Project Team assigned to it. This team assists with all purchases of service and installations of the hardware and/or software required to implement that service.

School District Planning Team – this varies from district to district; however, most are comprised of the Superintendent, District Instructional Leader, Business Official and Technology Coordinator.

Meetings are held on a regular basis with the region's District Technology Coordinators, Business Officials, Superintendents and District Data Coordinators to solicit input into the needs of the region.

WNYRIC Advisory Council – serves as an advisory body relative to all policies, plans and activities of the Western New York Regional Information Center. The WNYRIC Advisory Council is comprised of at least four and no more than six voting representatives from each of the five BOCES in the WNYRIC region:

- District Superintendent (or designee)

- One or more component School District Superintendents
- One School District Management Services User
- Two School District Instructional Representatives – focus on technology staff development/data analysis knowledge is important
- One Instructional Technology Representative

## **Section 2: Current Context**

**The following are the region's strategic objectives addressed in this 793 Plan 2015- 2018:**

- Provide a secure, robust, cost effective infrastructure at WNYRIC, in the cloud, as well as in the district as appropriate
- Continue to enhance instructional offerings under Common Set of Learning Objectives (CSLO)
- Support anywhere/anytime secure cloud environments to meet district's needs.
- Investigate and implement cost savings and optimization strategies to achieve sustainability in service offerings.
- Develop and provide data systems, processes, and services in support of administration, accountability and or instructional improvement.
- Support the initiative for Computer Based Testing (CBT).
- Continue to enhance existing management/administrative services with updated functionality and new product offerings.

### **How were these needs identified and prioritized?**

The above objectives were identified and prioritized in the course of the regular planning process outlined in Section 1 of this document.

## Section 3: 2015 – 2018 Summary

### **Part 1: WNYRIC's Strategic Objectives**

There are three underlying principles for tactical technology deployment within school districts:

- 1) Technology integration in the classroom to further advance teaching and learning.
- 2) The implementation of information technology management systems to increase the effectiveness and efficiency and security of the school district's operations.
- 3) The building and enhancement of the technical infrastructure to support secure educational technology integration and information technology management systems.
- 4) Enhance communication methods to District administration to inform efficiently and effectively.

The following is a summary as to how the WNYRIC's 2015 – 2018 Strategic Objectives work in concert to achieve the three underlying principles outlined above:

It is imperative for the school districts in the WNYRIC region to remain on the cutting edge as new technology and applications continue to develop at a very rapid pace. The most significant component to keep pace is to deliver high quality professional development to school district staff. As a result, WNYRIC staff will continue to investigate emerging technologies and their instructional uses and implications. This will include online offerings that support anywhere/anytime learning on the part of teachers, as well as continuing to examine new technologies to provide anywhere/anytime access from any device for administrators, teachers, and learners. Efforts will be made to expand the focus of Personal Learning Communities by investigating the use of Social Collaboration Environments with presence, while ensuring that legal and district policies are in place to safely and securely navigate within these environments. We will continue to provide new Common Set of Learning Objectives (CSLO) offerings through the statewide RFP process that is conducted by the WNYRIC.

Technology also contributes significantly to how data is used for instructional planning and student achievement by providing school administrators and teachers with critical information that permits them to target resources and forge instructional strategies to assist in the educational success of all students. To that end, the WNYRIC will continue to be a leader in the collection of data that supports

the tremendous impact of technology on instruction and student learning, specifically in sustaining programs that allow teacher level access to appropriate student data. WNYRIC staff will also investigate/research/assist school districts with interim benchmark and online assessment use through effective technology planning as well as providing the essential professional development needed for their successful implementation. This will include providing professional development utilizing the resources schools already have obtained to assist teachers in providing CTB opportunities during instruction. WNYRIC staff will research and support new data collection requirements and support new shared staffing requests in response to emerging customer needs related to data. WNYRIC staff will continue to research, communicate and practice high levels of data security and privacy.

Computer Based Testing (CBT) will lead to improvements in test delivery, test integrity, scoring validity, turnaround time on providing testing results, as well as a reduction in the overall costs of administering statewide assessments. The WNYRIC will support the initiative for Computer Based Testing (CBT) by communicating current NYS CBT requirements to school districts and implementing NYS approved CBT vendor solutions. The WNYRIC will also work in partnership with school districts to put into operation an effective and redundant infrastructure with critical internet-network-endpoint security necessary for successful and problem free CBT. The WNYRIC will continue to support districts during any field testing that is decided by NYSED throughout the duration of this plan. WNYRIC staff will continue to collaborate with local BOCES and districts to share any data and best practices resulting from CBT pilots.

The technical infrastructure objectives are necessary to provide information technology services to districts consistent with a single set of regional service delivery standards including hardware and telecommunications protocols as defined by the WNYRIC Standards Committee in conjunction with input of the region. The WNYRIC will continue to design and implement the most cost effective, secure, robust bandwidth (network connectivity) including the utilization of priority layered design, making the most of multiple vendors and exploiting competitive bidding practices to obtain the very best price advantage. Change Management software and the Information Technology Infrastructure Library (ITIL) best practices will be deployed to effectively communicate with end users and staff regarding processes for Configuration Management and Release Management. This is necessary to avoid having technical modifications or upgrades cause downtime or service outages. Optimization of the WNYRIC Service Desk will be achieved using metrics for trend analysis to optimize services offered, and use of video and centralized service tools for anytime self service. In addition, end point device management solutions using centralized management tools (TEM) will be expanded to reduce “sneakernet” for upgrades to end devices and thereby gain greater efficiencies, as well as to optimize instructional time on staff. Staff will continue utilization of the inclusive Active Directory to aid in efficient sharing of resources. For WNYRIC network infrastructure security enhancements, the WNYRIC will continue to implement cost optimization methods for wide area and local area network security. A critical strategic objective related to the WNYRIC’s technical infrastructure is the continual enhancement of our Disaster Recovery



(DR) and Business Continuity (BC) Plans and Procedures. The WNYRIC will continue to update the Disaster Recovery Initiatives for our Tier 1 applications, as appropriate, and Tier 2 applications will be implemented based on time of recovery needs.

Another important WNYRIC strategic objective will be the continual efforts to put into operation sustainable energy efficient technologies. Our quality of life, standard of living and national security depend on energy. This initiative will help the WNYRIC and its school districts strive for the most efficient use of our natural resources and work toward minimizing our dependence on imported energy, something critical to New York and the United States. To that end, activities planned for 2015-2018 will focus on researching technologies that provide for a greener environment. In addition, the WNYRIC will manage grants for our entire region for increased operating and energy efficiencies as applicable and/or available.

The investigation of private and public cloud solutions is another action the WNYRIC will undertake to meet the future technology needs within the region. Some of the solutions to be researched will be anywhere/anytime/any device use, enterprise or emerging software licensing, and the investigation of open source offerings. Another planned activity will be to investigate and test emerging operating systems for legacy and mobile devices.

Finally, the WNYRIC will continue to enhance existing services with updated functionality and new product offerings to provide for the effective management of information about students, to meet the needs of school districts business, human resources and administrative operations.

## **Part 2: State Wide Shared Objectives**

**The BOCES Regional Information Centers (RICs) in New York State have identified the following mission statement and shared goals. These goals will be collaboratively achieved by all RICs.**

“We are a collaborative of BOCES Regional Information Centers providing leadership and efficient, effective technology solutions for the purpose of supporting management, learning and student achievement.”

### **2016-2017 Regional Information Centers’ Shared Goals and Action Items**

#### **State Technology Leadership**

- Work in conjunction with members of the State Education Department in order to enhance state, regional and local technology plans and related processes.
- Provide assistance to the Smart Schools Review Board and New York State school districts, as the state implements the Smart Schools Bond Act.
- Continue to partner with NYSED in order to provide districts with support related to computer-based testing initiatives (DLM and Questar).
- Provide data, as requested, to NYSED and other partners, in order to inform state and national broadband initiatives and programs.
- As 93% of NYS school buildings meet broadband capacity standards, explore opportunities to expand regional networks in order to support other agencies’, such as public libraries.
- Explore new partnerships with NYSCATE, ISTE, CoSN and other technology leadership organizations.
- Continue to work collaboratively on bids, RFPs and contracts that address statewide needs and leverage economies of scale.

#### **State Data Leadership**

- Monitor, enhance and expand the RICs’ Common Data Views Initiative.
- Work in conjunction with Questar Assessment, Inc., NYSED and the large city school district scanning centers to make necessary modifications to existing NYS assessment processes and support services (including, but not limited to, answer sheet development, data warehouse, scanning and scoring and instructional reports).

- Develop strategic plans to improve data analysis reports and dashboards.
- Develop strategic plans to increase the number of stakeholders with electronic access to RIC developed instructional reports.
- Work in conjunction with NYSED to provide educators with early access to 2016-2017 incoming student reports.
- Continue to assist NYSED in communicating important information related to NYS data, assessment, and accountability initiatives.
- Monitor, expand and refine the data integration, federation, and security initiatives.
- Work in conjunction with the NYS Chief Privacy Officer to provide leadership related to Education Law 2-D.

**Section 4: Implementation Plan**

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## 793 Plan for 2015 – 2018

**Objective 1: Provide a secure, robust, cost effective infrastructure at WNYRIC, in the cloud, as well as in the district as appropriate.**

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
1.1 Continue to design, implement and advocate for the most flexible, cost effective, resilient, redundant, secure and robust bandwidth (network connectivity) for each school district and BOCES through competitive bidding practices	July 1, 2015 – June 30, 2018		The most flexible, cost effective resilient, redundant and robust internet and school district intranet network is in place. Preparation for new broadband contract is underway.
1.2 Continue to review and implement cost effective Disaster Recovery and Business Continuity initiatives for applicable Tier 1 applications and continue to design DRBC strategies for Tier 2 applications based on time of recovery needs.	July 1, 2015 – June 30, 2018		Continued enhancement of DR readiness for WNYRIC Tier 1 applications with DR cycle testing in place and Tier 2 applications DR readiness complete based on required time of recovery needs.
1.3 Implementation of centralized, cost effective network security tools for wide area network and local area network security.	July 1, 2015 – June 30, 2018		Goal is realized as the most effective security measures are put in place on our network based on recent or future network threats. These security measures are implemented by WNYRIC network engineering staff in the local school districts, as necessary. Security Service is available and implemented as districts move to BYOD and implement other technology that impacts network security.
1.4 Implement Change Management to effectively communicate with end users and staff regarding process or technical changes to avoid downtime or outages. ○ Configuration Management	July 1, 2015– June 30, 2018		Change Management is in place and ITIL (Information Technology Infrastructure Library) best practices are in place and communicated to the field.

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
○ Release Management			
1.5 Enhance how stake holders are informed of bandwidth utilization trends to better prepare and implement optimization strategies to optimize bandwidth availability	July 1, 2015 – June 30, 2018		Reporting four times a year at Advisory Council, Standards, DL consortium, and Technology Coordinators. Collaborative meetings with BOCES partners. Bandwidth utilization tools are available adhoc to appropriately trained district and BOCES personnel. Analysis of the reports and planning to incorporate optimization strategies is available from WNYRIC technical teams.
1.6 Research, design and implementation strategies are shared to ensure a robust managed wireless network is in place in school districts and BOCES	July 1, 2015 – June 30, 2018		The most flexible, cost effective resilient, redundant and robust centrally managed wireless network is in place which can support the school district and BOCES needs.
1.7 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2015 – June 30, 2018		Efficient and effective communication methods are in place and proven effective through customer feedback.
1.8 Continue work with other BOCES/RICs and districts to find cost effective ways to deliver internet bandwidth and network security	July 1, 2015 – June 30, 2018		Cost effective methods are in use by customers.
<i>1.9 Improve network infrastructure, security, and management options for public libraries by connecting to district broadband</i>	July 1, 2015 – June 30, 2018		<i>Connections to public libraries requested to school districts are in place</i>

**Objective 2: Continue to enhance instructional offerings under Common Set of Learning Objectives (CSLO)**

<b>Goal/Activities Needed to accomplish objective</b>	<b>Timeline/Start End</b>	<b>Completion Criteria/Evidence of Progress Reported by</b>	<b>Completion Criteria/Evidence of Progress</b>
2.1 Continue to provide new offerings through the statewide RFP process and ensure compliance with Education Law 2d	July 1, 2015 – June 30, 2018	R & D Team	New RFPs are released and awarded. All new and existing contracts have incorporated the data and privacy information provided in Education Law 2d as well as the Erie 1 BOCES Parent Bill of Rights.
2.2 Provide online offerings as part of the catalog offerings	July 1, 2015 – June 30, 2018	CSLO & Model Schools	Online offerings are in place that support anywhere/anytime learning on the part of teachers. The RIC will continue to work with the local BOCES to provide resources for the school districts in the region.
2.3 Continue to investigate emerging technologies and their instructional uses and implications	July 1, 2015 – June 30, 2018	R & D Team	Pilot Programs are implemented. Dates and follow up for various topics are in place.
2.4 Work with lead agencies that develop and implement regulations to be in compliance with all State and Federal regulations – This includes the tech plan survey tool as well as any necessary support for the Smart Schools Bond Act	July 1, 2015 – June 30, 2018	CSLO & Model Schools	Compliant policies and regulations are promulgated.
2.5 Collection of data that supports the impact of technology on instruction and student learning	July 1, 2015 – June 30, 2018	CSLO & Model Schools	Data from program evaluations will be available. Student achievement impact from various software programs on the CSLO software list will be compiled and a repository built. Pilot Project research results will be available for individual districts participating as well as overall information for the region. The location for this repository will be provided. Special research projects will be identified as needed by technology groups throughout the region including the CSLO administrative groups.
2.6 Continue to investigate and support Science Technology Engineering, Arts and	July 1, 2015 – June 30, 2018		New RFPs released and awarded. The RIC will continue to work with the local BOCES to provide resources for the school districts in the region

<b>Goal/Activities Needed to accomplish objective</b>	<b>Timeline/Start End</b>	<b>Completion Criteria/Evidence of Progress Reported by</b>	<b>Completion Criteria/Evidence of Progress</b>
<b>Mathematics (STEAM) initiatives throughout the region</b>			
<b>2.7 Enhance communication methods to school district customers to inform efficiently and effectively</b>	<b>July 1, 2015 – June 30, 2018</b>		<b>Efficient and effective communication methods are in place and proven effective through customer feedback.</b>



**Objective 3: Support anywhere/anytime secure cloud environments to meet district’s needs.**

<b>Goal/Activities Needed to accomplish objective</b>	<b>Timeline/Start End</b>	<b>Completion Criteria/Evidence of Progress Reported by</b>	<b>Completion Criteria/Evidence of Progress</b>
3.1 Investigate and support secure cloud based solutions for collaboration.	July 1, 2015 – June 30, 2018		Secure cloud based solutions are in place and supported.
3.2 Continue to investigate and communicate research results of work completed related to new technologies to provide anywhere/anytime secure access on any device for all services, users and learners	July 1, 2015 – June 30, 2018		Additional appropriate technologies which may impact network inter-operability complexities are reviewed, proof of concepts conducted, and the technologies are submitted for review and approval to the Standards Committee if appropriate. Additional application services are offered and implemented.
3.3 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2015 – June 30, 2018		Efficient and effective communication methods are in place and proven effective through customer feedback.

**Objective 4: Investigate and implement cost savings and optimization strategies to achieve sustainability in service offerings**

<b>Goal/Activities Needed to accomplish objective</b>	<b>Timeline/Start End</b>	<b>Completion Criteria/Evidence of Progress Reported by</b>	<b>Completion Criteria/Evidence of Progress</b>
4.1 Manage grants that support or enhance the entire WNYRIC region in relation to increased efficiencies and cost containment	July 1, 2015 – June 30, 2018		Grants are awarded, activities are complete and grant dollars received and distributed.
4.2 Optimize services by utilizing effective analytic tools.	July 1, 2015 – June 30, 2018		Use of metrics for trends and growth are in place and utilized to optimize services offered and to improve end user experience.
4.3 Continue to offer robust, cost effective centralized remote access End Point Device Management Solutions to reduce manual desktop support (sneakernet) and optimize instructional time by eliminating downtime.	July 1, 2015 – June 30, 2018		Centralized and cost effective end point device management solutions (SCCM and IBM TEM) are in place, reports reviewed and remediation measures are implemented.
4.4 Research and inform districts and BOCES about technologies that provide for a greener environment	July 1, 2015 – June 30, 2018		Collaborative solutions are in place that continue to reduce the carbon footprint throughout the region.
4.5 Continued utilization of inclusive Microsoft Active Directory to aid in efficient sharing of resources	July 1, 2015 – June 30, 2018		Effective use of Microsoft Active Directory as the primary and secure authentication source for account management to applications and resources on the shared broadband network, and in the cloud, is in place for ease of use.
4.6 Implement regulations to be in compliance with all State and Federal regulations – including any necessary support for the Smart Schools Bond Act	July 1, 2015 – June 30, 2018		Compliant policies and regulations are promulgated.

<b>Goal/Activities Needed to accomplish objective</b>	<b>Timeline/Start End</b>	<b>Completion Criteria/Evidence of Progress Reported by</b>	<b>Completion Criteria/Evidence of Progress</b>
4.7 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2015 – June 30, 2018		Efficient and effective communication methods are in place and proven effective through customer feedback.

**Objective 5: Develop and provide data systems, processes and services in support of administration, accountability and or instructional improvement**

<b>Goal/Activities Needed to accomplish objective</b>	<b>Timeline/Start End</b>	<b>Completion Criteria/Evidence of Progress Reported by</b>	<b>Completion Criteria/Evidence of Progress</b>
5.1 Support the process for and data needed for interim and online assessments	July 1, 2015 – June 30, 2018		Data services for interim and online assessments are provided.
5.2 Research and support new data collection requirements	July 1, 2015 – June 30, 2018		Information, training and support for new data collection requirements are provided.
5.3 Provide data support for the NYSED EngageNY Portal as requested by school districts	July 1, 2015 – June 30, 2018		Information, training and support for the NYSED EngageNY is provided
5.4 Provide expanded, more inclusive data integration service that encompasses all offerings	July 1, 2015 – June 30, 2018		Evaluate and provide a data integration service that encompasses the best process based on the application requirements
5.5 Provide expanded data reporting, as well as, support programs that allow teacher level access to appropriate data	July 1, 2015 – June 30, 2018		Expanded data reporting services are available..
5.6 Enhance communication methods to District Data Coordinators to inform efficiently and effectively	July 1, 2015 – June 30, 2018		Efficient and effective communication methods are in place and proven effective through customer feedback.
5.7 Incorporate data privacy and security information into service delivery	July 1, 2015 – June 30, 2018		Data privacy and security information is provided

**Objective 6: Support the initiative for Computer Based Testing (CBT)**

<b>Goal/Activities Needed to accomplish objective</b>	<b>Timeline/Start End</b>	<b>Completion Criteria/Evidence of Progress Reported by</b>	<b>Completion Criteria/Evidence of Progress</b>
6.1 Communicate current NYS requirements regarding CBT	July 1, 2015– June 30, 2018		Districts are provided appropriate information to successfully implement Computer Based Testing (CBT).
6.2 Provide security within endpoint management	July 1, 2015 – June 30, 2018		Solutions are in place that provides security for Computer Based Testing within the internet connections, the network and the endpoints.
6.3 Support CBT vendor solutions	July 1, 2015 – June 30, 2018		Vendor provided solutions have been implemented to support CBT in school districts both locally and at a state level.
6.4 Implement adequate and redundant infrastructure in the school districts	July 1, 2015 – June 30, 2018		Effective infrastructure at the districts is in place for CBT.
6.5 Investigate/research/assist districts with readiness for online assessment use through planning for technology and providing technical expertise and best practices as needed	July 1, 2015 – June 30, 2018		Districts are assisted with readiness for CBT or emerging online assessments.
6.6 Enhance communication methods to school district customers to inform efficiently and effectively	July 1, 2015 – June 30, 2018		Efficient and effective communication methods are in place and proven effective through customer feedback.

**Objective 7: Continue to enhance existing management/administrative services with updated functionality and new product offerings**

<b>Goal/Activities Needed to accomplish objective</b>	<b>Timeline/Start End</b>	<b>Completion Criteria/Evidence of Progress Reported by</b>	<b>Completion Criteria/Evidence of Progress</b>
7.1 Implement and support solutions to meet the needs of school business and Human Resources and Administrative operations and ensure compliance with Education Law 2d	July 1, 2015 – June 30, 2018		Solutions for Financial, HR and Administrative Services are implemented and supported. New and existing contracts have incorporated the data and privacy information provided in Education Law 2d as well as the Erie 1 BOCES Parent Bill of Rights, as necessary
7.2 Implement and support solutions for the effective management of information about students and ensure compliance with Education Law 2d	July 1, 2015– June 30, 2018		Solutions for student related data needs are implemented and supported. New and existing contracts have incorporated the data and privacy information provided in Education Law 2d as well as the Erie 1 BOCES Parent Bill of Rights, as necessary.
7.3 Implement and support solutions for an expanded website service	July 1, 2015 – June 30, 2018		New and enhanced solutions are implemented and supported.
7.4 Provide enhanced services in response to emerging customer needs	July 1, 2015– June 30, 2018		Services to respond to emerging districts needs are provided.
7.5 Enhance communication methods to inform constituencies efficiently and effectively	July 1, 2015 – June 30, 2018		Efficient and effective communication methods are in place and proven effective through customer feedback.
7.6 Incorporate data privacy and security information into service delivery	July 1, 2015 – June 30, 2018		Data privacy and security information is provided

**Section 5: Evaluation**  
**PROGRESS/OUTCOMES REPORTED BELOW IN *ITALICIZED TEXT***  
**793 Plan for 2014 – 2017**

**Objective 1: Provide a secure, robust, cost effective infrastructure at WNYRIC, in the cloud, as well as in the district as appropriate**

<b>Goal/Activities Needed to accomplish objective</b>	<b>Timeline/Start End</b>	<b>Completion Criteria/Evidence of Progress Reported by</b>	<b>Completion Criteria/Evidence of Progress</b>
<p><b>1.1 Continue to design and implement the most cost effective, resilient, redundant and robust bandwidth (network connectivity) including the utilization of priority layered design, I2, multiple vendors and competitive bidding practices</b></p>	<p><b>July 1, 2014 – June 30, 2017</b></p>	<p><b>TS WAN</b></p>	<p>The most flexible, cost effective resilient, redundant and robust internet and intranet network is in place.</p> <p>Negotiations are currently under way with successful awarded bidder, Time Warner to provide updated broadband connectivity.</p> <p>Replacement of Layer 2 broadband switches with more robust routers are currently being installed in every district.</p> <p>Smart Schools Bond Act specifies FCC requirements regarding amount of internet availability per number of students (100MB/1000 students); all but one district meet specifications.</p>
<p><b>1.2 Continue to implement Disaster Recovery initiatives for our Tier 1 applications and continue to Tier 2 based on time of recovery</b></p>	<p><b>July 1, 2014 – June 30, 2017</b></p>	<p><b>Infrastructure Teams</b></p>	<p>Continued enhancement of DR readiness for WNYRIC Tier 1 applications with DR cycle testing in place and Tier 2 applications DR readiness complete based on required time of recovery.</p> <p>Researching co-location DR facility to accommodate future growth.</p> <p>Initial planning meetings with SUNY ITEC are taking place for July 2015 implementation.</p> <p>Finalized contract details with SUNY ITEC will be completed by the end of May 2015 for a planned installation beginning July 2015.</p>
<p><b>1.3 Implementation of cost optimization methods for wide area network and local area</b></p>	<p><b>July 1, 2014 – June 30, 2017</b></p>		<p>Goal is realized as the most recent security measures are put in place on our network based on the most recent network threats. These security measures are shared with WNYRIC network engineering staff to allow implementation in the</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
network security		<p>TS WAN</p> <p>TS WAN</p> <p>TS WAN</p> <p>Infrastructure and Operation Teams</p>	<p>local school districts, as necessary.</p> <p>Installed new perimeter firewall and intrusion prevention systems.</p> <p>Installing new bandwidth monitoring tools.</p> <p>Training on new bandwidth monitoring tools with WNYRIC staff and Standards Sub-Committee members are taking place.</p> <p>The WNYRIC Network Security team and the NY State Cyber Security Operations Center have begun systematically analyzing network traffic for malicious traffic (Botnets and Malware). The WNYRIC will begin to provide centralized critical security patches and notifications of critical security alerts for school district's servers and device for an additional fee.</p>
<p><b>1.4 Implement Change Management to effectively communicate with end users and staff regarding processes</b></p> <ul style="list-style-type: none"> <li>○ Configuration Management</li> <li>○ Release Management</li> </ul>	<p>July 1, 2014 – June 30, 2017</p>		<p>Change Management is in place and ITIL (Information Technology Infrastructure Library) best practices are in place.</p> <p>A two day Change Management/Project Management workshop took place with Service Now for robust implementation.</p>
<p><b>1.5 Ongoing communication regarding bandwidth use and status</b></p>	<p>July 1, 2014 – June 30, 2017</p>	<p>Core Network</p> <p>Core Network</p>	<p>Reporting four times at year at Advisory Council, Standards and DL consortium. Collaborative meetings with BOCES partners.</p> <p>Standards sub-committee has been formed and has begun discussions regarding data collection correlation and dissemination.</p> <p>Standards Sub-Committee working on effective report structures to be shared with district personnel.</p>



<b>Goal/Activities Needed to accomplish objective</b>	<b>Timeline/Start End</b>	<b>Completion Criteria/Evidence of Progress Reported by</b>	<b>Completion Criteria/Evidence of Progress</b>
			Regional training with Technology Coordinators was conducted and recorded to train them how to interpret Solarwinds broadband utilization reports.

**Objective 2: Continue to enhance instructional offerings under CSLO**

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
2.1 Continue to provide new offerings through the statewide RFP process	July 1, 2014 – June 30, 2017		<p>New RFPs are released and awarded.                      The following RFPs were opened in September:                      Mobile Device Management                      JAMF, Airwatch, Lightspeed, IBM (MaaS 360), Synergy (Absolute)                      Teacher/Principal Evaluation                      Bloomboard, Ed Vistas, iObservation, Oasys, Teachscape, SchoolBinder, Randa                      Academic Intervention Services                      Achieve 3000, My Path, FAST, IXL, Shmoop, Amplify (dibels next &amp; burst),                      Triumph Learning, Mastery Connect                      Research Based Analysis                      Bright Bytes                      Robotics                      Modular Robotics, Interactive Media                      RFPs were awarded at the November BOE meeting and contracts are complete</p> <p>New RFPs to be released in May:                      Global Citizenship                      Social Studies                      STEAM</p>
2.2 Provide online offerings as part of the catalog offerings	July 1, 2014 – June 30, 2017	CSLO & Model Schools	Online offerings are in place that support anywhere/anytime learning on the part of teachers. Offerings were sent to CSLO for Winter.
2.3 Continue to investigate emerging technologies and their instructional uses and implications	July 1, 2014 – June 30, 2017	R & D Team	<p>Pilot Program implementation dates and follow up for the following topics:                      Paperless Classroom Pilots                      Windows 8                      Chromebooks                      Google Play Devices                      iPads</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
			<p>inTune, Airwatch, Lightspeed, JAMF Virtual Desktop (VDI).  The following districts are interested in pilots this year:  Clarence, Hammondsport, Lancaster, Niagara Wheatfield, West Valley, Avoca, Pioneer, Hamburg, Alfred Almond, North Collins, Springville</p>
<b>2.4 Work with others to develop and implement regulations to be in compliance with all State and Federal regulations</b>	<b>July 1, 2014 – June 30, 2017</b>	<b>CSLO &amp; Model Schools</b>	<b>Compliant policies and regulations are promulgated.</b>
<b>2.5 Collection of data that supports the impact of technology on instruction and student learning</b>	<b>July 1, 2014 – June 30, 2017</b>		<b>Data from program evaluations will be available.</b>
<b>2.6 Formative Assessment Support</b>	<b>July 1, 2014 – June 30, 2017</b>		<b>Service book will be adjusted and training for current staff and districts on approved tools will be scheduled and delivered.</b>
<b>2.7 Continue work with other BOCES/RICs and districts to find cost effective ways to deliver professional development</b>	<b>July 1, 2014 – June 30, 2017</b>		<b>Cost effective methods are in use by customers.</b>

**Objective 3: Support anywhere/anytime secure access from any device to meet district’s needs.**

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
<b>3.1 Support Personal Learning Communities</b> <ul style="list-style-type: none"> <li>○ Investigate Social Collaboration Environments with presence</li> <li>○ Ensure that legal and district policies are in place</li> </ul>	<p>July 1, 2014 – June 30, 2017</p>		<p>Secure personal learning communities are in use.</p>
<b>3.2 Continue to investigate new technologies to provide anywhere/anytime secure access on any device for all services, users and learners</b>	<p>July 1, 2014 – June 30, 2017</p>		<p>Additional appropriate technologies which may impact network inter-operability complexities are reviewed, proof of concepts conducted, and the technologies are submitted for review to the Standards Committee if appropriate. Additional application services are offered and implemented.</p> <p>The Wireless Best Practices document was updated in March 2015. Highlights included recommendations for proper antenna and wireless cards on devices.</p>
<b>3.3 Investigate and test emerging operating systems for legacy and mobile devices</b>	<p>July 1, 2014 – June 30, 2017</p>	<p>R&amp;D Team, Lifecycle Team</p> <p>R&amp;D Team</p> <p>R&amp;D Team, Lifecycle Team</p> <p>R&amp;D Team, Lifecycle</p>	<p>Solution (s) are in place and operational in at least two districts.</p> <p>Microsoft Windows To Go was tested for CBT and proven to not be a suitable solution.</p> <p>Apple iOS 9 beta is being tested for compatibility with Apps.</p> <p>TestPolicy is being investigated as a possible solution to lock down Windows 7 &amp; 8 testing machines without impacting instructional time.</p> <p>Microsoft Windows 10 is being researched and evaluated.</p> <p>Lifecycle team has successfully tested imaging and distributing applications.</p>
<b>3.4 Investigate/research/assist districts with readiness for online assessment use through</b>	<p>July 1, 2014 – June 30, 2017</p>		<p>Districts are assisted with readiness for CBT or emerging online assessments. Data from PARCC pilot survey are now available. Results to be shared with Advisory Council, FICA and districts.</p>

<b>planning for technology and providing technical expertise and best practices as needed</b>		<b>R&amp;D Team</b>	<b>Successful February Diagnostic Field Test with single district. 75% of students were effectively able to complete the test.</b>
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**Objective 4: Investigate and implement cost savings and optimization strategies to achieve sustainability in service offerings**

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
<p><b>4.1 Manage grants that support or enhance the entire WNYRIC region in relation to increased efficiencies and cost containment</b></p>	<p><b>July 1, 2014 – June 30, 2017</b></p>	<p><b>All Services</b></p> <p><b>Internal Support and Electronic Document Management Teams</b></p> <p><b>All Services</b></p> <p><b>Electronic Document Management Team</b></p>	<p>Grants are awarded, activities are complete and grant dollars received and distributed.</p> <p>NYS Archives grant has been awarded to implement web based Filebound electronic document management system in 11 WNYRIC school districts. The grant was partially funded, reaching out to districts to determine interest in continuing. 8 districts interested in continuing with the archives grant. Planning for implementation is underway.</p> <p>2 districts participating in the Archives grant project are fully implemented, 6 others are in process.</p> <p>Information regarding the Smart School Bond Act is being disseminated in a timely fashion.</p> <p><u>7 districts participating in the Archives grant project are fully implemented, 1 other is in process.</u></p>
<p><b>4.2 Optimize Service Desk</b></p>	<p><b>July 1, 2014 – June 30, 2017</b></p>	<p><b>All Services</b></p> <p><b>WNYRIC Service Desk</b></p> <p><b>WNYRIC Service Desk</b></p> <p><b>WNYRIC Service Desk</b></p>	<p>Use of metrics for trends and growth are in place and utilized to optimize services offered and to improve end user experience.</p> <p>All Managed IT Service districts have been moved and supported in Service Now and application teams are being moved systemically. This allows robust reporting and analysis.</p> <p>Added 2<sup>nd</sup> level LAN support staff to the WNYRIC Service Desk.</p> <p>Implementation of Service Now for E1B Campus and Centers was completed effective February 23, 2015.</p> <p>Service Now continues to be optimized to meet analysis needs of districts and</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
			service desk.
<b>4.3 Utilize centralized End Point Device Management Solutions to reduce “sneakernet” and optimize instruction</b>	<b>July 1, 2014 – June 30, 2017</b>	Lifecycle Team  Lifecycle Team  Lifecycle Team	End point device management solutions are in place, reports reviewed and remediation measures are implemented.  Redesigning the Microsoft SCCM for deployment.  IBM TEM server has been upgraded over the summer to improve security.  There are 24 districts who are participating in the Lifecycle service  Creating and testing a standardized “Golden Image” for endpoint deployment to improve uniform software distribution and overall efficiency for Managed IT district devices.  Currently testing JAMF for Mac solution in a centralized enterprise environment.
<b>4.4 Research technologies that provide for a greener environment</b>	<b>July 1, 2014 – June 30, 2017</b>	TS LAN	Solutions are in place that reduce the carbon footprint throughout the region.  Print management service was piloted in two districts with great success.  Additional districts continue to request print management analysis for future cost savings and greener environments.
<b>4.5 Investigate private and public cloud solutions</b>	<b>July 1, 2014 – June 30, 2017</b>	TS Division  TS Division  TS Division	Evidence of progress is reported and solutions meeting customer needs are in place.  Ongoing research and development continues with Microsoft, Google and Gartner.  Internal Best Practices documentation is being created.  Monthly informational meetings with representation from Microsoft and Google





**Objective 5: Develop and provide data systems, processes and services in support of accountability and or instructional improvement**

<b>Goal/Activities Needed to accomplish objective</b>	<b>Timeline/Start End</b>	<b>Completion Criteria/Evidence of Progress Reported by</b>	<b>Completion Criteria/Evidence of Progress</b>
<p><b>5.1 Support the process for and data needed for interim and online assessments</b></p>	<p><b>July 1, 2014 – June 30, 2017</b></p>	<p><b>Student Services Team</b></p>	<p><b>Data services for interim and online assessments are provided. Data from eSchoolData and PowerSchool is being provided to eDoctrina, AIMSweb, STAR, NWEA, iReady and Castle Learning. Additional products are being investigated and added. Right Reason and Renaissance Learning are now added.</b></p> <p><b>New data integration service is being developed to maximize the automated transfer of data between systems. As the list of assessment products being automated continues to grow, we will be contacting districts with updated information and options.</b></p>
<p><b>5.2 Research and support new data collection requirements</b></p>	<p><b>July 1, 2014 – June 30, 2017</b></p>	<p><b>Data Warehouse Team Finance Team</b></p>	<p><b>Information, training and support for new data collection requirements are provided.</b></p> <p><b>Finance and DW teams are sharing information about new data collection requirements for staff data, February collection. Salary, Tenure, Ethnicity are some of the new fields being collected from the HR system. Webinars scheduled for October for the Finance Manager and WinCap districts.</b></p> <p><b>Data Warehouse team created a report that can assist in collecting/bringing together data for US Civil Rights Reporting requirements.</b></p>

**Objective 6: Support the initiative for Computer Based Testing (CBT)**

<b>Goal/Activities Needed to accomplish objective</b>	<b>Timeline/Start End</b>	<b>Completion Criteria/Evidence of Progress Reported by</b>	<b>Completion Criteria/Evidence of Progress</b>
6.1 Communicate current NYS requirements regarding CBT	July 1, 2014 – June 30, 2017	All Service Teams	<p>Districts are provided appropriate information to successfully implement Computer Based Testing (CBT).</p> <p>See Goal 4.5</p> <p>One district participated in the PARCC Diagnostic Test in February. WNYRIC staff assisted Cuba Rushford with technical set up/student data uploads, infrastructure trials as well as support on testing day. No other districts are scheduled or notified of acceptance for the next 2014-15 field testing at this time. Lessons learned will be shared out as an Advisory Council agenda item as well as communicated to all districts through meetings and publications.</p>
6.2 Provide security within endpoint management	July 1, 2014 – June 30, 2017	<p>TS CORE</p> <p>All Service Teams</p>	<p>Solutions are in place that provides security for Computer Based Testing within the internet connections, the network and the endpoints.</p> <p>Monitoring and responding to daily alerts from New York State Cyber Security Office regarding BotNet activity.</p> <p>Districts and application teams are working to eliminate and/or isolate all remaining Windows XP computer operating system and Windows 2003 server operating systems</p>
6.3 Support NYS approved CBT vendor solutions	July 1, 2014 – June 30, 2017	Student Data Warehouse and Instruction Teams	Vendor provided solutions have been implemented to support CBT in school districts.
6.4 Implement adequate and redundant infrastructure in the school districts	July 1, 2014 – June 30, 2017	<p>Infrastructure Team</p> <p>TS LAN &amp; TS WAN</p>	<p>Effective infrastructure at the districts is in place for CBT.</p> <p>Continue to work on the GAP Analysis for CBT readiness as well as the Smart School Bond Act.</p>

**Objective 7: Continue to enhance existing services with updated functionality and new product offerings**

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
<p><b>7.1 Implement and support solutions to meet the needs of school business and Human Resources and Administrative operations</b></p>	<p><b>July 1, 2014 – June 30, 2017</b></p>	<p><b>Finance Services</b></p>	<p>Solutions for Financial, HR and Administrative Services are implemented and supported.            Currently implementing 1 district in the Alio financial software package and 2 districts in the nVision financial package.</p> <p>The Financial team facilitated vendor demos of the new financial packages that we are supporting. Districts are starting to contact us to calendar them for a conversion date.</p> <p>Applicant Tracking Service is growing with four new districts signing up and joining the consortium.</p> <p>Have completed 2 conversions to nVision and are implementing additional modules in the alio software conversion.</p> <p>The Financial Team is not being trained in K-12 Enterprises Financial Software and will begin with 1 district conversions upon completion of the training.</p> <p>The Financial Team has successfully assisted the districts in generating and processing their 2014 W-2's and 1099's. Teams are now preparing for the Spring User Group meetings.</p> <p>Due to growing interest, the Applicant Tracking Team have held several demos across the area to demonstrate both applications for Certified and for the Support Staff.</p>
<p><b>7.2 Implement and support solutions for the effective management of information about students</b></p>	<p><b>July 1, 2014 – June 30, 2017</b></p>	<p><b>Student Management Services</b></p>	<p>Solutions for student related data needs are implemented and supported.            Recent RFP to update Automated Notification services being offered. We will continue to support Global Connect until its end of life June 30, 2015. We are also continuing to offer OneCallNow, PowerAnnouncement and SchoolMessenger. We are adding support for Blackboard Connect. Demos to be scheduled.</p> <p>3 Districts converting from Global Connect to Blackboard Connect, in process.            An additional 48 districts need to select and migrate to a new product by June 30.            Periodic reminders are being sent to districts along with information regarding</p>

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
			<p>demonstrations. There are fewer than 20 districts left to choose a new product, additional communication and project planning is underway.</p> <p>There are 4 remaining districts that need to decide on which product to purchase. All others are in the process of being implemented or have already been implemented</p>
<p><b>7.3 Implement and support solutions for an expanded Web presence</b></p>	<p><b>July 1, 2014 – June 30, 2017</b></p>	<p><b>E-mail and Web Services</b></p>	<p><b>New and enhanced solutions are implemented and supported.</b></p> <p>The e-mail team will begin supporting Exchange Online (as part of Office 365) and Gmail (as part of Google Apps for Education). These are in addition to existing support for Lotus Notes and MS Exchange.</p> <p>Support for Google Vault will be reviewed for being as a potential new mail archive product service to support with Gmail.</p> <p>The WTW service now supports a true mobile app for the Schoolwires' Centricity website software. A video app is being reviewed for possible support.</p> <p>WTW is adding 6 new districts to the SchoolWires website service this year. Approximately 40 on-site website editor training sessions were conducted as districts are looking to improve their web presence. Many new modules were implemented as well including video, mobile, alerts and forms.</p> <p>WTW team is adding 3 new districts to the website service for 15-16.</p>
<p><b>7.4 Provide enhanced services in response to emerging customer needs</b></p>	<p><b>July 1, 2014 – June 30, 2017</b></p>	<p><b>All Service Teams</b></p> <p><b>Student team</b></p> <p><b>Finance Team</b></p>	<p>Services to respond to emerging districts needs are provided.</p> <p>Survey is being developed by student team to assess district interest in support for a transportation and ID Card system.</p> <p>Survey completed, RFP process for transportation system will begin. RFP process for ID Card /Security system is in discussion with technical support teams.</p> <p>Finance team added a new service, Hillyard. This product will assist districts in their cleaning and janitorial labor needs and training. Currently have 4 districts signed up that we will be implementing this year. October demos are scheduled.</p> <p>The Finance team has implemented the Hillyard software in 3 districts and the 4<sup>th</sup></p>



<b>Goal/Activities Needed to accomplish objective</b>	<b>Timeline/Start End</b>	<b>Completion Criteria/Evidence of Progress Reported by</b>	<b>Completion Criteria/Evidence of Progress</b>
		Student Team	<p>eSchoolData has released their new GURUBoards, allowing districts to combine data from eSD and third party systems, offering maximum flexibility for intuitively visualizing student achievement based on standards and other measures.</p> <p>A new service is being developed to provide automated data integration between the SMS and other systems that include student and staff data. This is a significant time saver for districts, increasing efficiency and eliminating duplicate data entry. Districts that are currently in our automated data services will be contacted regarding additional integration that is available for consideration and implementation in 15-16.</p>

## Section 8: Applications

WNYRIC offers the following services:

Co-Ser 6360, Instructional Technology Services

PSN 550 includes acquisition and support of computer based learning technology, networks, and software as per district technology plans and State/National Learning Standards as well as planning for implementation and evaluation of those technologies.

Co-Ser 6368, Model Schools

PSN 555 includes instructional staff development to districts to apply instructional technologies in the classroom. Activities include planning, curriculum development, staff development and evaluation.

Co-Ser 7014, Textbook Coordination

PSN 672 includes processing of textbook requests from non-public schools on behalf of participating public school districts, maintenance of an inventory and other records as required.

Co-Ser 7710, Computer Service: Management

PSN 650 includes computer based services using either central or distributed processing for administrative technologies including student management, financial management, test scanning, data collection and reporting, etc. as well as, planning and the technical infrastructure and network support for those.

- i. Student Information Systems
- ii. Data Collection, Data Warehouse and Reporting
- iii. Test Scanning Services
- iv. Special Education Systems, including AIS, RtI and Medicaid
- v. Financial Management Systems
- vi. Email Communication Services
- vii. Facilities Management Systems
- viii. Electronic Document Management Services
- ix. Technical Infrastructure Support Services
- x. Network Services

<b>REGIONAL INFORMATION CENTER PROFILE (793 Plan, Section 8 - Districts Only)</b>	Total	WNYRIC
<b>2016- 2017 List (supported in June 2016)</b>		<b>DISTRICTS</b>
<b>New Edits should be in Red</b>		
<b>REGIONAL INFORMATION CENTER PROFILE Reminder: Totals should reflect June 2016 anticipated numbers (793 Plan, Section 8 - Districts Only)</b>		
<b>Please enter end point device at the bottom.</b>		
<b>Aspen</b>		
TOTAL	<b>0</b>	<b>0</b>
Public Schools	<b>0</b>	0
Charters and Non Pubs	<b>0</b>	0
<b>CrossPoint Student</b>		
TOTAL	<b>0</b>	<b>0</b>
Public Schools	<b>0</b>	0
Charters and Non Pubs	<b>0</b>	0
<b>eSchoolData</b>		
TOTAL	<b>89</b>	89
Public Schools	<b>39</b>	39
Charters and Non Pubs	<b>50</b>	50
<b>eschool plus</b>		
TOTAL	<b>0</b>	<b>0</b>
Public Schools	<b>0</b>	0
Charters and Non Pubs	<b>0</b>	0
<b>Infinite Campus</b>		
TOTAL	<b>0</b>	<b>0</b>
Public Schools	<b>0</b>	0
Charters and Non Pubs	<b>0</b>	0



<b>Power School</b>		
TOTAL	<b>59</b>	<b>59</b>
Public Schools	<b>47</b>	47
Charters and Non Pubs	<b>12</b>	12
<b>SIS - Total Student Information Systems</b>		
TOTAL	<b>0</b>	<b>0</b>
Public Schools	<b>0</b>	0
Charters and Non Pubs	<b>0</b>	0
<b>School Master</b>		
TOTAL	<b>0</b>	<b>0</b>
Public Schools	<b>0</b>	0
Charters and Non Pubs	<b>0</b>	0
<b>SchoolTool</b>		
TOTAL	<b>0</b>	<b>0</b>
Public Schools	<b>0</b>	0
Charters and Non Pubs	<b>0</b>	0
<b>ANCILLARY STUDENT SYSTEM ADD ON COMPONENTS SUPPORTED BY RICs (Number of Districts &amp; BOCES)</b>		
<b>Bridg-it</b>	<b>0</b>	0
Bridges	<b>25</b>	25
College on Track	<b>4</b>	4
Grade Speed	<b>0</b>	0
Guidance Direct	<b>29</b>	29
<b>InfoSnap</b>	<b>0</b>	0
MyGradebook.com (gradebook)	<b>0</b>	0
<b>Magnus Health</b>	<b>0</b>	0
Naviance	<b>8</b>	8
Progress Book (gradebook)	<b>0</b>	0
Schedule Galaxy	<b>0</b>	0
SOLSTAR scheduling - stand alone	<b>0</b>	0

VDIR Violent and Disruptive Incident Reporting	0	0
WebEdge (Student Portfolio)	9	9
Weindenhammer Elem. Report Card	0	0
<b>HEALTH TRACKING SYSTEMS</b>		
Healthoffice (Healthmaster), Inc.	6	6
SNAP (Professional Software for Nurses, Inc.)	17	17
<b>SPECIAL EDUCATION SYSTEMS SUPPORTED BY RICs (Number of Districts &amp; BOCES)</b>		
CT Medicaid	39	39
Centris Sync	33	33
Cleartrack2000 (SC RIC)	38	38
Curricplan	0	0
Document Repository (Centris)	15	15
IEP Direct (Centris)	57	57
IEP Direct SIF	8	8
Medicaid Direct (Centris)	50	50
NYSE Direct	0	0
n2y	0	0
PC Part 200 (Progress)	1	1
<b>Medicaid in Education (Medicaid Grant)</b>		
TOTAL	88	88
Public Schools	81	81
4201 Schools	1	1
Counties	6	6

<b>ACADEMIC INTERVENTION SYSTEMS SUPPORTED BY RICs (Number of Districts &amp; BOCES)</b>		
RTI Edge (aka AIS Edge) - Cleartrack	<b>11</b>	11
RTIm - Centris	<b>25</b>	25
<b>BROADCAST SYSTEMS SUPPORTED BY RICs (Number of Districts &amp; BOCES)</b>		
Alert Solutions (used to be Power Alert)	<b>15</b>	15
Blackboard Connect	<b>38</b>	38
<b>Code-Ed (ECN)</b>	<b>0</b>	0
Connect Ed	<b>0</b>	0
Global Connect	<b>0</b>	0
K to 12 Alerts	<b>0</b>	0
One Call Now (aka: ParentBroadcast)	<b>6</b>	6
Parent Link	<b>0</b>	0
School Connect - Synervoice	<b>0</b>	0
School Messenger (Reliance Communication)	<b>31</b>	31
Tech Radium	<b>0</b>	0
<b>DATA ANALYSIS TOOLS SUPPORTED BY RICs (Number of Districts)</b>		
<b>Data Warehouse (eScholar)</b>		
TOTAL	<b>174</b>	<b>174</b>
Public Schools	<b>90</b>	90
Charters and Non Pubs	<b>84</b>	84
<b>Certica Solutions</b>		
TOTAL	<b>0</b>	<b>0</b>
Public Schools	<b>0</b>	0

Charters and Non Pubs	0	0
<b>ELLevation</b>		
TOTAL	0	0
Public Schools	0	0
Charters and Non Pubs	0	0
<b>Forecast5</b>		
TOTAL	0	0
Public Schools	0	0
Charters and Non Pubs	0	0
<b>K12 Insight</b>		
TOTAL	0	0
Public Schools	0	0
Charters and Non Pubs	0	0
<b>Level 0</b>		
TOTAL	174	174
Public Schools	90	90
Charters and Non Pubs	84	84
<b>NYS Data Validation (Certify)</b>		
TOTAL	0	0
Public Schools	0	0
Charters and Non Pubs	0	0
<b>National Student Clearinghouse</b>		
TOTAL	0	0
Public Schools	0	0
Charters and Non Pubs	0	0
<b>DATA DASHBOARD TOOLS</b>		

<b>eSchooldata GURUBoards</b>	<b>8</b>	8
<b>Forcast 5</b>	<b>0</b>	0
iData/Qliktech	<b>0</b>	0
RTTT DataCation Compass from ConnectEDU	<b>0</b>	0
RTTT myTrack from eScholar	<b>0</b>	0
RTTT Schoolnet from Pearson	<b>0</b>	0
SchooltoolIQ	<b>0</b>	0
<b>TEST SCANNING, SCORING &amp; TEST DEVELOPMENT OF ALL TYPES STATE MANDATED TESTING (Number of Districts &amp; BOCES)</b>		
<b>3-8 TESTING</b>		
TOTAL	<b>155</b>	<b>155</b>
Public Schools	<b>90</b>	90
Charters and Non Pubs	<b>65</b>	65
<b>Achievement Testing</b>		
TOTAL	<b>0</b>	<b>0</b>
Public Schools	<b>0</b>	0
Charters and Non Pubs	<b>0</b>	0
<b>BOCES Assessment Reporting System (BARS) on the web</b>		
TOTAL	<b>0</b>	<b>0</b>
Public Schools	<b>0</b>	0
Charters and Non Pubs	<b>0</b>	0
<b>EduTech's ASAP (Regents scoring/rpts.)</b>		
TOTAL	<b>0</b>	<b>0</b>
Public Schools	<b>0</b>	0

Charters and Non Pubs	0	0
<b>Optimum Solutions Corporation OSC (Regents Scanning)</b>		
TOTAL	0	0
Public Schools	0	0
Charters and Non Pubs	0	0
<b>Regents test scanning</b>		
TOTAL	58	58
Public Schools	37	37
Charters and Non Pubs	21	21
<b>Teleforms for in-district design/scanning</b>		
TOTAL	59	59
Public Schools	53	53
Charters and Non Pubs	6	6
<b>Formative Assessment Vendors - NOT STATE APPROVED</b>		
Certica (TestWiz)	1	1
Datacation	0	0
Discovery Education - ThinkLink	0	0
eDoctrina	31	31
<b>FAST</b>	4	4
LinkIT	0	0
Mastery Manager	0	0
Mastry Connect	0	0
Performance Tracker/Assessment Builder	2	2
<b>State Approved Local Assessment list (Number of districts and BOCES Supported)</b>		

Achieve 3000	6	6
Acuity	0	0
AIMS web	33	33
Core K-12 (Assessment Center)	0	0
Dibels	0	0
DORA	0	0
Global Scholar	0	0
iREADY	25	25
NWEA - MAP	3	3
Renaissance Learning STAR Enterprise (math or reading)	43	43
Scholastic (SRI & SMI)	5	5
Stanford 10 (Pearson)	0	0
		0
<b>FINANCIAL AND HUMAN RESOURCE SYSTEMS SUPPORTED BY RICs (Number of districts and BOCES)</b>		
Alio (Weidenhammer)	0	0
AOS	0	0
Bold	0	0
BudgetSense (Unifund)	0	0
Edge Document Systems	0	0
EMAP	0	0
Finance Manager - Legacy	53	53
Finance Manager - Nvision	3	3
Info-Matics	0	0
K-12 Enterprises	0	0
Munis	0	0
NIS	0	0
NTS Data Services	0	0
Pentamation (Financial)	0	0
Scholarship	0	0
WINCAP	31	31

<b>BUDGET DEVELOPMENT SYSTEMS SUPPORTED BY RICs (Number of Districts)</b>		
Budget Mailer (web)	10	10
<b>TAX BILLING SYSTEMS SUPPORTED BY RICs (Number of Districts)</b>		
GST Tax Billing and Collection System	0	0
<b>NERIC Tax Billing &amp; Collection System</b>	0	0
<b>CAPITAL Project Planning and Tracking SYSTEMS SUPPORTED BY RICs (Number of districts)</b>		
Capital Project Software (CapProSoft)	10	10
<b>ELECTION MANAGEMENT SYSTEMS</b>		
Bold	0	0
NTS Data Services	0	0
<b>BOARD DOCUMENT MANAGEMENT SYSTEMS</b>		
BoardDocs	0	0
eBoard	0	0
<b>FACILITIES MANAGEMENT SYSTEMS SUPPORTED BY RICs (Number of districts and BOCES supported)</b>		
Hillyard Custodial Management Suite(LitePro)	5	5



LHRIC Facilities Workorder System	0	0
<b>Qware</b>	<b>44</b>	44
<b>Que Centre</b>	<b>0</b>	0
<b>rSchool Today Facilities Management</b>	<b>0</b>	0
School Dude	0	0
Web Help Desk	0	0
<b>Help Desk/Service Desk Management Systems Supported by RICs (Number of Districts and BOCES supported)</b>		
Oswego BOCES Help Desk Service	0	0
Service Now	0	0
<b>PROFESSIONAL DEVELOPMENT TRACKING SYSTEMS SUPPORTED BY RICs (Number of districts and BOCES supported)</b>		
AVATAR	0	0
EvaluationPro	0	0
My Learning Plan	15	15
PDP Premier	38	38
Web Reg - MLP	0	0
WinCap PD	5	5
<b>TEACHER AND PRINCIPAL EVALUATION SYSTEMS (APPR) SUPPORTED BY RICs (Number of districts and BOCES supported)</b>		
BloomBoard	0	0
Ed Vista - StaffTrac	0	0
iObservation	5	5

Oasys - MLP	10	10
Observation 360	2	2
Randa	0	0
Right Reason Technologies	2	2
School Binder	0	0
Teacher Compass	0	0
Teachscape	17	17
<b>WEB APPLICANT MANAGEMENT SYSTEMS SUPPORTED BY RICs (Number of districts and BOCES supported)</b>		
AcquireTM	0	0
Job Applicant Tracker from SchoolWorld	0	0
SchoolStream (Job Applicant Manager)	0	0
Search Soft/Applicant Tracking	61	61
<b>SUBSTITUTE EMPLOYEE MGT SYSTEMS SUPPORTED BY RICs (Number of districts)</b>		
AESOP/Frontline Technologies	0	0
eSchools Solutions	0	0
<b>TEXTBOOK TRACKING SUPPORTED BY RICs (Number of Districts)</b>		
Follet Destiny Textbook Manager	0	0
Textbook Loan	38	38
<b>CAFETERIA MANAGEMENT SYSTEMS SUPPORTED BY RICs (Number of districts)</b>		
Horizon Boss Fast Lane	0	0

MiChoice	0	0
MicroCheck	0	0
Nourish formally SMARTS	0	0
nutriKids	0	0
SMARTS	0	0
WEBSMARTT	56	56
WINSNAP	0	0
<b>TRANSPORTATION SYSTEMS SUPPORTED BY RICs (Number of districts)</b>		
Applied Data Services	0	0
Education Logistics	0	0
GST BUS STAR	0	0
Transfinder	0	0
<b>DOCUMENTMANAGEMENT &amp; ARCHIVAL SYSTEMS SUPPORTED BY RICs (Number of districts)</b>		
<b>Accela (used to be IQM2)</b>	0	0
FileBound	19	19
IQM2	0	0
Laserfiche	0	0
OnBase	0	0
<b>TechTiles</b>	0	0
<b>EMAIL (OR GROUPWARE) SUPPORTED BY RICs (Number of districts)</b>		
Echalk	0	0
<b>Goggle</b>	4	4
GroupWise Mail	0	0
LOTUS Notes	52	52

MS Exchange/Outlook	9	9
<b>Office 365</b>	<b>3</b>	3
ProcessIt eForms	12	12
<b>CLOUD SOLUTIONS (including email/storage and productivity tools) SUPPORTED BY RICs (Number of districts)</b>		
Aglix - BrainHoney	0	0
<b>Amazon</b>	<b>0</b>	0
Classlink Launchpad	1	1
Google/ <b>Gmail</b>	<b>4</b>	4
Microsoft Office 365	3	3
MyBig Campus	0	0
webNetworks (Stoneware)	0	0
<b>WEB SITE DEVELOPMENT SUPPORTED BY RICs (hosted in some cases) (Number of districts)</b>		
Centricity 2.0 (SchoolWires) <b>(Blackboard)</b>	<b>60</b>	60
Coldfusion	0	0
District Websites	0	0
Echalk	0	0
eSchoolview	0	0
SchoolFusion <b>(Blackboard)</b>	<b>0</b>	0
SchoolWorld Edline <b>(Blackboard)</b>	<b>0</b>	0
Share Point	0	0
<b>Share Sites</b>	<b>0</b>	0
<b>SITE HOSTING SUPPORTED BY RICs (hosted at your RIC - may duplicate development numbers above)</b>		

District Web Sites	0	0
School Wires/Centricity 2	60	60
Share Point	0	0
SchoolWorld Edline Websites	0	0
<b>INTERNET CONTENT FILTERING SUPPORTED BY RICs (Number of districts)</b>		
Content Filtering (Fortigate)	0	0
Content Filtering (Lightspeed)	85	85
Content Filtering (Marshal 8e6) now TrustWave	0	0
Content Filtering (N2H2 now BESS)	0	0
Content Filtering (NetSpective)	0	0
Content Filtering (Palo Alto)	0	0
Content Filtering (Sophos) was Astaro	0	0
Content Filtering (Smoothwall)	0	0
iBoss	0	0
Kajeet (managed cellular WiFi)	0	0
<b>Wireless Network Authentication (Number of districts)</b>		
Aruba	9	9
Avaya ID Engine	41	41
Bradford	0	0
Cisco ISE	33	33
Cisco Meracki	0	0
Cisco Prime	0	0
Clearpass	0	0
HP	0	0
Juniper/Trapeze	0	0
Lightspeed	0	0
Meru	5	5

Nortel	0	0
<b>SPAMMING DETECTION PRODUCTS SUPPORTED BY RICs (Number of districts)</b>		
Barracuda	0	0
Modusgate - Vircom	0	0
MS Forefront	0	0
Proofpoint	0	0
Sophos (was Astaro)	0	0
SPAM (CanIt)	79	79
Spam Assassin	0	0
<b>MOBILE DEVICE MANAGEMENT Solutions SUPPORTED BY RICs (Number of districts)</b>		
Absolute	0	0
Airwatch	2	2
Casper - JAMF & Suite	12	12
IBM - MasS360	0	0
Lightspeed	17	17
Meraki	0	0
<b>MOBILE DEVICES SUPPORTED BY RICs (Number of districts)</b>		
AnDroid (3.1 & above)	2	2
Chromebooks	24	24
iPad (4.1 & above)	72	72
Windows 8 Tablet	8	8
<b>Windows 10 Tablet</b>	<b>0</b>	<b>0</b>

<b>FIREWALL SOFTWARE/INTRUSION DETECTION SUPPORTED BY RICs (Number of districts)</b>		
Central Firewall	0	0
Checkpoint	102	102
CISCO ASA	2	2
CISCO IPS	2	2
Firewall (Bordermanager)	0	0
Fortigate	0	0
Juniper SRX	0	0
McAfee	0	0
Palo Alto IDS	0	0
PIX Cisco	0	0
SOPHOS (was Astaro)	0	0
<b>SourceFire</b>	0	0
OTHER	0	0
<b>Security Services (Number of districts)</b>		
Access Control	0	0
Digital Surveillance Solutions	0	0
<b>GEOS Safety Solutions</b>	0	0
IP Video Surveillance	35	35
Police Department Camera Access	0	0
Prepared Response	0	0
Rapid Response	0	0
Raptor	0	0
SafeSchoolsNY	0	0
Video Surveillance	0	0
Visitor Management -Scholar Chip	0	0

<b>HOSTED VOIP &amp; COLLABORATION TOOLS SUPPORTED BY RICs (Number of districts)</b>		
Alcatel	0	0
Avaya / Nortel	9	9
Cisco Call Manager	13	13
Jabber	1	1
Lobby Guard	0	0
Microsoft Lync	0	0
My Assistant - Cisco	0	0
Raptor	0	0
SameTime - IBM	7	7
SHORETEL	0	0
Webex	0	0
<b>EMAIL ARCHIVAL SUPPORTED BY RICs (Number of districts)</b>		
ARCMAIL	0	0
Barracuda	0	0
Google Postini	0	0
GW Archive	0	0
GWAVA/RETAIN	0	0
Inboxer	0	0
Mail Meter (Waterford)	49	49
Message Solution	0	0
Microsoft	1	1
Razorsafe	0	0
<b>Zix Mail</b>	0	0
<b>REMOTE BACK UP SERVICE SUPPORTED BY RICs (Number of districts)</b>		
ComVault	0	0



Dell/App Assure	0	0
Double Take / iSCSI Replication	0	0
EMC	0	0
Falconstor	0	0
FM Data Backup	0	0
HP/Left Hand	0	0
Microsoft	0	0
NetApp	0	0
NetVault	0	0
Symantec Backup Exec	0	0
TSM	69	69
Veeam	0	0
Veritas	0	0
<b>IDENTITY &amp; ACCESS MANAGEMENT TOOLS SUPPORTED BY RICs (Number of districts)</b>		
ADFS	14	14
FIM	0	0
Microsoft Active Sync	14	14
SIF	52	52
Tivoli Access Manager	17	17
<b>ENTERPRISE NETWORK OPTIMIZATION SUPPORTED BY RICs (Number of districts)</b>		
Active Directory	94	94
<b>IBM BigFix (TEM)</b>	<b>28</b>	<b>28</b>
<b>IBM BigFix (TEM) Power Only</b>	<b>0</b>	<b>0</b>
Microsoft SCCM	4	4
Neverware	0	0
Suffolk RIC Hosted NOC Management Services	0	0

<b>Tivoli Endpoint Management (TEM)</b>	<b>24</b>	24
<b>Tivoli Endpoint Management (TEM) Power Only</b>	<b>70</b>	70
WorkGroup Manager	<b>2</b>	2
ZenWorks	<b>3</b>	3
<b>Sports Management</b>	<b>0</b>	0
<b>rSchool Today Sports Scheduling</b>	<b>0</b>	0
<b>HUDL Sports Video</b>	<b>0</b>	0
<b>Impact Concussion Baseline/Testing</b>	<b>0</b>	0
<b>NUMBER OF WORKSTATIONS/LAPTOPS PROVIDED, NETWORKED AND SUPPORTED AS PART OF RIC Services</b>		
Interative whiteboards	<b>3200</b>	3200
IP phone endpoints	<b>10800</b>	10800
IP Surveillance Camera endpoints	<b>3500</b>	3500
Networked printers	<b>6168</b>	6168
Networked projectors	<b>3878</b>	3878
Neverware	<b>0</b>	0
Personal Computers, laptops, tablets etc	<b>142757</b>	142757
Other end point devices	<b>0</b>	0
<b>Learning Management Systems</b>		
<b>Blackboard</b>	<b>0</b>	0
<b>Technology Planning Systems</b>		
<b>Clarity</b>	<b>8</b>	8

<b>Antivirus Solutions Supported - please put an x for those supported</b>		
CA		
Discovery Education Video- Streaming		
ESET NOD 32		
Forefront		x
Lightspeed		
McAfee		x
Microsoft		
Sophos		x
Symantec		x
Threat Trace (Vipre)		
Trend		