WESTERN NEW YORK
REGIONAL INFORMATION CENTER
CHAPTER 793 PLAN
2015 – 2021
2020 – 2021 updated Plan

**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) / Account Liaison 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 in the areas of student support, website and mail services 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 2015-2020 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. 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)/ / Account Liaison – 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// Account Liaison, 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- 2021:

- ➢ 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 – 2021 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 – 2020 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 instructional technology opportunities. 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. Staff will continue utilization of the inclusive Active Directory to aid in efficient sharing of resources. For WNYRIC network infrastructure security enhancements, the WNYRIC staff 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 2015-2020 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. As of 2018 – 2019 services and support are in place for districts as requested.

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."

2018-2019 Regional Information Centers' Shared Goals and Action Items

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."

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. The 2018-21 Technology Plan cycle is due for submission to SED on October 26, 2018. Many items from the previous tech plans have been moved to the BEDS form. This plan now asks for a more detailed action plan with associated costs. Several questions from the CPO were added. BOCES and RIC staff continue to assist districts with completing plans and with approval.

  -Technology Plans for districts were submitted and are now under review with SED for possible edits

- Provide assistance to the Smart Schools Review Board and New York State school districts, as the state implements the Smart Schools Bond Act. Information is regularly shared with districts via listserv. 47 districts were approved at the review board meeting September 6, 2018.

  -Review board meeting was held December 3, 2018, 52 public school plans were approved.

-Status update was posted as of February 6, 2019. Next review board to meet March 6, 2019.

-Status update was posted as of April 15, 2019.

- Provide data, as requested, to NYSED and other partners, in order to inform state and national broadband initiatives and programs. -reviewed accuracy of data for the Education Superhighway state connectivity snapshot, August 2018.

-State connectivity information has been updated on the Education Superhighway website, October 2018. 98% of school districts in the state can access the internet at speeds of 100 kbps/student. www.educationsuperhighway.org

- 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.
  -RICs together with the DSs have sent communications to Frontline (vendor for IEPDirect, BOCES Direct, My Learning Plan, Aesop and other products) to address our concern over the pricing increases estimated to be 10% per year over the next several years, as well as, other issues related to support, timeliness and accuracy of responses, quotes an invoices and compliance with Education Law 2D.
  - DS and RIC representatives met with Frontline regarding concerns mentioned above and reported a very productive meeting. We are working toward a statewide Master Services Agreement that is currently being reviewed by BOCES and vendor attorneys.

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).
  - RICs participating on weekly calls with SED to support the CBT process
  -Over 900 schools are participating in CBT as of 12/10/18, simulations are scheduled for 2/26 and 3/5.
  -RICs are providing continued communication to schools on training webinars, simulations and regular updates per weekly calls.
  -Support for CBT is ongoing throughout all stages of the process.
- Develop strategic plans to improve data analysis reports and dashboards.

- RIC representatives shared in a presentation on the current NYS Data EcoSystem at the DS summer retreat to gather input for what we want our future data system to be and what information to provide to our schools.
-Gates Gant was awarded to Capital Region BOCES to convene statewide sessions for school district personnel to gather information on the future data system for NY state. The Buffalo area was chosen as one of the sites. Sessions to be held Spring.
Statewide data conversations are now scheduled. Our region's session will be held on June 5, 2019 from 2 – 4 PM at Salvatore's Italian Gardens.

Registration information can be found on the following page:
https://www.boces.org/statewide-data-conversations/

Develop strategic plans to increase the number of stakeholders with electronic access to RIC developed instructional reports.
- RICs are upgrading to Cognos 11. This version provides for interactive reporting, data visualizations. A future upgrade will include some Watson analytic functionality

-RICs are participating in Cognos workshops in order to develop and bring interactive reporting to districts.
- Work in conjunction with NYSED to provide educators with early access to 2017-2018 incoming student reports.
- Continue to assist NYSED in communicating important information related to NYS data, assessment, and accountability initiatives.
-RICs are participating in a Workgroup on Data Errors at various levels to make them more consistent and user friendly.
-RICs are participating in discussions about NYSEDs frequency of data collection and report refreshes.
-RICs are working with NYSED on continuing the Climate Survey pilots for this year.
- RIC Subcommittee continues to plan with NYSED on direction. Demonstrations of vendor products took place. Data gathering for an RFP is underway.
-RFP for climate survey software solution is out, responses due May 24, 2019.   This will provide a statewide service for RICs. SED is encouraging all districts administer the survey. The survey may become a requirement in the future as part of a school climate index feeding the accountability system. CSI (Comprehensive Support and Improvement) and TSI (Targeted Support and Improvement) schools may use the Climate Survey to meet the survey requirement for identified schools.

-SED has asked the RICs for our assistance in supporting districts with the Rural Schools Proving Ground Grant, Harvard Grant. There is a requirement for historical and real-time data. RIC data teams will work together to determine data extract and transmission processes. This is a 5 year grant.

- Monitor, expand and refine the data integration, federation, and security initiatives.
  - RICs working together on Data Security and Privacy initiative through weekly calls, sharing information and development. Several RICs have services that include the work of this group including WNYRIC.
- Work in conjunction with the NYS Chief Privacy Officer to provide leadership related to Education Law 2-D.
  - RICs participated in several committee meetings, DPAC as well as technology advisory to assist CPO with draft regulations. This work is ongoing. Regulations going to the Board of Regents is targeted for January, implementation to begin in 19-20.
  - RIC Data Privacy and Security group is drafting a Data Security best practices document for SED to share with the field. Document is now available and will be shared throughout the region.
  -RIC team continues to work with the state's Chief Privacy Office to provide information to help guide direction on requirements and implementation for schools. New regulations are drafted and out for public comment. Public comment period end 3/31/19. Presentation on status was presented at Advisory Council 3/8/19.
  -Public Comment period ended. We are being told the regulations will not go to the May Board of Regents meeting at this time.

WESTERN NEW YORK
REGIONAL INFORMATION CENTER
CHAPTER 793 PLAN
2015 – 2021

793 Plan for 2015 – 2021

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 ensure affordable access to high speed broadband in schools, libraries, and local municipalities through competitive bidding practices	**July 1, 2015 – June 30, 2021**		**The most affordable high speed broadband network is in place.**
1.2 Continue to review and implement cost effective Disaster Recovery 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, 2021**		**Continued enhancement of DR readiness for WNYRIC through Tier 1 and Tier 2 recovery requirements.**
1.3 Implementation of centralized, cost effective network security tools for wide area network and local area network security.	**July 1, 2015 – June 30, 2021**		**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.**
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** ○ **Release Management**	**July 1, 2015– June 30, 2021**		**Change Management is in place and ITIL (Information Technology Infrastructure Library) best practices are in place and communicated to the field.**
1.5 Enhance how stake holders are informed of bandwidth utilization	**July 1, 2015 – June 30, 2021**		**Reporting four times a year at Advisory Council, Standards, DL consortium, and Technology Coordinators.**

trends to better prepare and implement strategies to optimize bandwidth availability			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, 2021		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 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, 2021		Cost effective methods are in use by customers.
1.8 Improve network infrastructure, security, and management options for public libraries by connecting to district broadband	July 1, 2015 – June 30, 2021		Connections to public libraries requested to school districts are in place
1.9 Implementation of centralized cost effective network security service utilizing the latest software and hardware security tools for wide area and local area networks	July 1, 2015- June 30, 2021	Technical Services Team	Security Service is available and implemented as districts engage in other technologies that impact network security.
1.10 Continue to investigate emerging technologies	July 1, 2015 – June 30, 2021	Technical Services Team	Pilot projects are implemented
1.11 Provide enhanced services in response to emerging customer needs	July 1, 2015-- June 30, 2021	Technical Services Team	Services to respond to emerging districts needs are provided.
1.12 Extended Classroom, Mobile Learning and Connected Transportation	July 1, 2015 – June 30, 2021	Technical Services Team	Provide a safe, secure and cost effective ways to expand broadband beyond the school campus utilizing wireless broadband and cellular LTE technology.

Objective 2: Continue to enhance instructional offerings under Common Set of Learning Objectives (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 and ensure compliance with Education Law 2d	July 1, 2015 – June 30, 2021	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 Continue to investigate emerging technologies and their instructional uses and implications	July 1, 2015 – June 30, 2021	R & D Team	Pilot Programs are implemented. Dates and follow up for various topics are in place.
2.3 Continue to investigate and support Science Technology Engineering, Arts and Mathematics (STEAM) initiatives throughout the region	July 1, 2015 – June 30, 2021		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

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

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
5.1 Support the process for and data needed for interim and online assessments	**July 1, 2015 – June 30, 2021**		**Data services for interim and online assessments are provided.**
5.2 Research and support new data collection requirements	**July 1, 2015 – June 30, 2021**		**Information, training and support for new data collection requirements are provided.**
5.3 Provide expanded, more inclusive data integration service that encompasses all offerings	**July 1, 2015 – June 30, 2021**		**Evaluate and provide a data integration service that encompasses the best process based on the application requirements**
5.4 Provide expanded data reporting, as well as, support programs that allow teacher level access to appropriate data	**July 1, 2015 – June 30, 2021**		**Expanded data reporting services are available..**
5.5 Incorporate data privacy and security information into service delivery	**July 1, 2015 – June 30, 2021**		**Data privacy and security information is provided**
5.6 Provide a data security and privacy service for assisting districts with managing the requirements of Ed Law 2D, as well as, other district needs	**July 1, 2015 – June 30, 2021**	**Instruction and Administrative Services Team**	**Service is provided.**

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

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
6.1 Communicate current NYS requirements regarding CBT	**July 1, 2015– June 30, 2021**		**Districts are provided appropriate information to successfully implement Computer Based Testing (CBT).**
6.2 Support CBT vendor solutions	**July 1, 2015 – June 30, 2021**		**Vendor provided solutions have been implemented to support CBT in school districts both locally and at a state level.**
6.3 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, 2021**		**Districts are assisted with readiness for CBT or emerging online assessments.**

Objective 7: Continue to enhance existing management/administrative 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
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, 2021**		**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, 2021**		**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, 2021**		**New and enhanced solutions are implemented and supported.**
7.4 Provide enhanced services in response to emerging customer needs	**July 1, 2015– June 30, 2021**		**Services to respond to emerging districts needs are provided.**
7.5 Incorporate data privacy and security information into service delivery	**July 1, 2015 – June 30, 2021**		**Data privacy and security information is provided**
7.6 Continue to investigate emerging technologies for administrative use, as well as, implications on current and future services	**July 1, 2015 – June 30, 2021**	**Administrative Application Services Teams**	**Pilot projects are implemented**

Section 5: Evaluation
PROGRESS/OUTCOMES REPORTED BELOW IN ITALICIZED TEXT
793 Plan for 2015 – 2021
2019 – 2020 Accomplishments

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, 20192019 – June 30, 2020**	**Broadband Steering Committee**	**The most flexible, cost effective resilient, redundant and robust internet and school district intranet network is in place.**
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, 2019 – June 30, 2020**	**DR Steering Committee**	**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, 2019 – June 30, 2020**		**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.**
1.4 Implement Change Management to effectively	**July 1, 2019 – June 30, 2020**		**Change Management is in place and ITIL (Information Technology Infrastructure Library) best practices are in place and communicated to the field.**

communicate with end users and staff regarding process or technical changes to avoid downtime or outages.
   o   **Configuration Management**
   o **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, 2019 – June 30, 2020**		**Reporting four times a year at Advisory Council, Standards, DL consortium, and Technology Coordinators.**
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, 2019 – June 30, 2020**		**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 methods to school district customers to inform efficiently and effectively	**July 1, 2019 – June 30, 2020**		**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, 2019 – June 30, 2020**		**Cost effective methods are in use by customers.**
1.9 Improve network infrastructure, security, and management options for public libraries by connecting to district broadband	**July 1, 2019 – June 30, 2020**		**Connections to public libraries requested to school districts are in place**

1.10 Implementation of centralized cost effective network security service utilizing the latest software and hardware security tools for wide area and local area networks	**July 1, 2019 – June 30, 2020**	**Technical Services Team**	**Security Service is available and implemented as districts engage in other technologies that impact network security.**
1.11 Continue to investigate emerging technologies, and the technical effectiveness, as well as, and implications on current the future services	**July 1, 2019 – June 30, 2020**	**Technical Services Team**	**Pilot projects are implemented**
1.12 Provide enhanced services in response to emerging customer needs	**July 1, 2019 – June 30, 2020**	**Technical Services Team**	**Services to respond to emerging districts needs are provided.**
1.13 Extended Classroom, Mobile Learning and Connected Transportation	**July 1, 2015 – June 30, 2021**	**Technical Services Team**	**Provide a safe, secure and cost effective ways to expand broadband beyond the school campus utilizing wireless broadband and cellular LTE technology.**

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 and ensure compliance with Education Law 2d	**July 1, 2019 – June 30, 2020**	**R & D Team**	**New RFPs are released and awarded.** *2018-19 RFPs – Online Portfolios, STEM, classroom management, online learning, online PD* *RFPs for release in March – STEM, online learning, online professional development, classroom management, and digital portfolio.* *Responses closed on April 11th for the STEAM, Online Learning and Online Portfolio RFPs. There were 18 STEAM responses, 4 online portfolio responses and 48 online learning responses.* *The online professional development RFP will close May 11th.*
2.2 Provide online offerings as part of the catalog offerings	**July 1, 2019 – June 30, 2020**	**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, 2019 – June 30, 2020**	**R & D Team**	**Pilot Program implementation dates and follow up for various topics are in place.** *Districts to run pilots in 18-19 include: Cassadaga Valley, Barker, Salamanca, Williamsville, LakeShore, Iroquois, Tonawanda, Fillmore, Lackawanna, Wilson, Cheektowaga Sloan, Canisteo Greenwood, Holland, East Aurora, Frewsburg, Starpoint, and West Seneca*
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, 2019 – June 30, 2020**	**CSLO & Model Schools**	**Compliant policies and regulations are promulgated.** *The 18-21 Technology Plan cycle is due to be submitted to SED on October 26, 2018. The majority of the WNYRIC school districts completed them this past summer. All but one district completed the plans and were certified for New York State but the WNYRIC. The next cycle will begin in just over 2 years.* *SED did open the portal for revisions if districts would like to make them. They are not required to at this time*
2.5 Collection of data that supports the impact of technology on instruction and student learning	**July 1, 2019 – June 30, 2020**		**Data from program evaluations will be available.**

2.6 Continue to investigate and support Science Technology Engineering, Arts and Mathematics (STEAM) initiatives throughout the region	**July 1, 2019 – June 30, 2020**		**New RFPs released and awarded.** *New awards include:*
			• *Legends of Learning*
			• *Type to Learn*
			
			• *TEQ*
			   o *Rotois, Wonder Workshop, Ozobot & Evo, Pr-Top, Sphero, KIBO*
			   o *VidCode*
			   o *Typing Pal Online*
			   o *Wow U Education*
			
			The new RFPs will be awarded at the June board meeting.

2.7 Enhance communication methods to school district customers to inform efficiently and effectively	**July 1, 2019 – June 30, 2020**		**Efficient and effective communication methods are in place and proven effective through customer feedback.**

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
3.1 Investigate and support secure cloud based solutions for collaboration	**July 1, 2019 – June 30, 2020**	**Iaas Team**	**Secure cloud based solutions are in place and supported.** *Teams are in place and continue to explore new technologies.*
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, 2019 – June 30, 2020**		**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.**
3.3 Enhance communication methods to school district customers to inform efficiently and effectively	**July 1, 2019 – June 30, 2020**		**Provide a safe, secure and cost effective ways to expand broadband beyond the school campus utilizing wireless broadband and cellular LTE technology.** *Cost saving measures implemented over the summer months by suspending accounts and limiting data transmissions.*
3.4 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, 2019 – June 30, 2020**		**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.**

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
4.1 Manage grants that support or enhance the entire WNYRIC region in relation to increased efficiencies and cost containment	**July 1, 2019 – June 30, 2020**		**Grants are awarded, activities are complete and grant dollars received and distributed.**
4.2 Optimize services by utilizing effective analytic tools.	**July 1, 2019 – June 30, 2020**		**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, 2019 – June 30, 2020**		**Centralized and cost effective end point device management solutions (SCCM) are in place, reports reviewed and remediation measures are implemented.** *IBM TEM (BigFix) has been deprecated as a service. Reduced overall costs of licensing and resources.*
4.4 Research and inform districts and BOCES about technologies that provide for a greener environment	**July 1, 2019 – June 30, 2020**		**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, 2019 – June 30, 2020**		**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, 2019 – June 30, 2020**		**Compliant policies and regulations are promulgated.**
4.7 Enhance communication methods to school district	**July 1, 2019 – June 30, 2020**		**Efficient and effective communication methods are in place and proven effective through customer feedback.**

27

customers to inform efficiently and effectively			

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

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
5.1 Support the process for and data needed for interim and online assessments	**July 1, 2019 – June 30, 2020**	**Data Integration Team**	**Data services for interim and online assessments are provided.** *Automated data options for STAR, iReady, eDoctrina, Castle Learning, Fast Bridge AIMSWeb Plus and IXL are available. Procedures for obtaining data via the Student Management System user interface are supported by the system support teams (PowerSchool report generator, eSchoolData Guru and Zaps.* *PowerSchool file transfer procedures are being upgraded to take advantage of Power Queries, which improve efficiency and reduce possible points of failure. Completion of this change for all PowerSchool file transfer procedures remains on target for the end of the year.*
5.2 Research and support new data collection requirements	**July 1, 2019 – June 30, 2020**	**Data Warehouse Team**	**Information, training and support for new data collection requirements are provided.** *Actively participate in weekly calls with NYSED for understanding and feedback on new requirements. First meeting for District Data Coordinators will take place in the BOCES regions beginning September 28. Online session to be held September 26. December DDC meetings held from Nov. 30-Dec. 10. Staff evaluation ratings data collected for 2017-18 using revised requirements.*
5.3 Provide data support for the NYSED EngageNY Portal as requested by school districts	**July 1, 2019 – June 30, 2020**	**Data Warehouse team**	**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, 2019 – June 30, 2020**	**Data Services team**	**A Data Integration service is in place.** *Sixty-one districts are currently participating in the Data Integration service. The base service includes integration of eSchool Data or PowerSchool data with commonly used Special Education, Cafeteria, Library, Transportation, Health, Notification and Assessment systems. Other system integrations are available at additional cost. The phased implementation of a new Active Directory SIF agent during 2018-19 (for automatic creation of student accounts and directories) has been successful. The new*

			agent is both more feature-laden and cost effective. Research will continue new data integration methods and improvements. *Districts were sent list of systems where we are providing data for integration to ensure systems are still in use.*
5.5 Provide expanded data reporting, as well as, support programs that allow teacher level access to appropriate data	**July 1, 2019 – June 30, 2020**	**Data Warehouse team**	**Expanded data reporting services are available.** *Data Warehouse upgrade to Cognos 11 is scheduled for October 1. A full-day workshop will take place on September 25 for BOCES liaisons and trainers in preparation for new features and functionality. Most significant is the availability of interactive reporting, dashboards. The first will be a visualization of 3-8 assessment performance and participation to show the # and % of students at each performance level and the percentage of opt-outs. Watson analytics functionality will be available in an upcoming release as well.* *Navigational training sessions on the new Cognos interface were presented after Oct DDC meetings along with a number of webinars. User guides and a video have also been introduced.* *Redesigned regents item mapping site; now available via dataview portal.* *Question Analysis report introduced for 3-8 and Regents assessments to enable instructional leaders identify types of questions by level.* *Two Data Visualizations for assessment performance data created and available in production (one for 3-8 and the other for regents). A data visualization report using student attendance data; it is currently under review by our DW liaisons for review and feedback. Once updated with changes, it will be made available in production. The attendance visualizatoin is now in production.* *New report available for 3-8 data which will show performance levels by accountability sub-group.* *Report guide links have been imbedded in report description on report prompt page. Regents and 3-8 reports, as applicable, now have links to the acutal test question as available.*
5.6 Enhance communication methods to District Data Coordinators to inform efficiently and effectively	**July 1, 2019 – June 30, 2020**	**Student Services team**	**Efficient and effective communication methods are in place and proven effective through customer feedback.** *Quarterly face-to-face and webinar-based meetings with District Data Coordinators are augmented and enhanced with regular communications that describe data reporting requirements and procedures.*

			WNYRIC Dataview Portal has been redesigned to enhance communications and information sharing.
			December DDC meetings held, March meetings are in progress. Now complete.
			Continue to maintain and add information to the WNYRIC Dataview Portal pages (e.g. News). Added information on ESSA Accountability.
			Surveyed DW users concerning communication and DW training needs. Currently assessing results.
5.7 Incorporate data privacy and security information into service delivery	July 1, 2019 – June 30, 2020	**Data Warehouse team**	**Districts are reminded annually of best practice regarding data privacy and security.** *E-mail communications sent at least annually; for 18-19, a communication was sent on Sept. 5, 2018.* *Districts are reminded about PII data and user security at quarterly DDC meetings, most recently in Dec. and in March.* *Information about NYSED recommendations for Best Practices for sending PII for support questions were posted on the Dataview Portal.* *If PII data is included in e-mails to DW team, we respond with reminder of using minimal information.*
5.8 Provide a data security and privacy service for assisting districts with managing the requirements of Ed Law 2D, as well as, other district needs	July 1, 2019 – June 30, 2020	**Instruction and Administrative Services Team**	**Data privacy and security service is available.** *Eight districts are participating in 2018-19. Participating districts are currently developing their data inventories using the online inventory tool in preparation for posting supplemental information to the Parent's Bill of Rights on their websites.* *Professional development and planning with district administrators occurred in Summer 2018-19 and additional meetings occurred during the year. Data privacy Service resources will be adapted to assist districts with specific regulations* *Updates on the status of the implementation of Ed Law 2-D Data Privacy and Security were provided at the Service meetings being held throughout the region during December and January.*

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

Goal/Activities Needed to accomplish objective	Timeline/Start End	Completion Criteria/Evidence of Progress Reported by	Completion Criteria/Evidence of Progress
6.1 Communicate current NYS requirements regarding CBT	**July 1, 2019 – June 30, 2020**	**Test Scoring Team**	**Districts are provided appropriate information to successfully implement Computer Based Testing (CBT).** *WNYRIC will once again host NYSED's Fall CBT Roadshows (introduction to the CBT process and a review of last year's experience).* *The Winter roadshow will be held a the WNYRIC on February 12, 2019. We hosted over 125 attendees.* *Questar Scorepoint training will be held at the WNYRIC on March 12, 2019. Current registration – 56 attendees* *ELA CBT eneded April 12th after an extension was permitted by SED. CBT Math began April 30th.*
6.2 Provide security within endpoint management	**July 1, 2019 – June 30, 2020**		**Solutions are in place that provides security for Computer Based Testing within the internet connections, the network and the endpoints.** Successful pilot of vendor scoring for 2018 Computer based assessments, RFP under development for full service this school year.
6.3 Support CBT vendor solutions	**July 1, 2019 – June 30, 2020**		**Vendor provided solutions have been implemented to support CBT in school districts both locally and at a state level.** *Successful pilot of vendor scoring for 2018 Computer based assessments, RFP under development for full service this school year.* *RFP for vendor scoring was awarded to Educational Vistas, Inc. Service to begin this school year. Communications sent to districts in November. Informational meetings scheduled for CBT districts for Fri. Dec. 7 and for PBT in late Jan. 2019.* *28 districts have signed up for vendor scoring of 3-8 Math and ELA assessments.*
6.4 Implement adequate and redundant infrastructure in the school districts	**July 1, 2019 – June 30, 2020**		**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	**July 1, 2019 – June 30, 2020**		**Districts are assisted with readiness for CBT or emerging online assessments.** *Two statewide CTB simulations will be held this year on February 26th and March 5th. All CBT simulation went well throughout the state. They helped to uncover some issues that SED and Questar are currently working on.*

providing technical expertise and best practices as needed districts with readiness for online assessment use through planning for technology and providing technical expertise and best practices as needed			*The WNYRIC team continues to work with SED and Questar to uncover and fix issues in various districts to allow for a seamless administration.*
6.6 Enhance communication methods to school district customers to inform efficiently and effectively	**July 1, 2019 – June 30, 2020**		**Efficient and effective communication methods are in place and proven effective through customer feedback.**

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
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, 2019 – June 30, 2020**	**Finance Services**	**Solutions for Financial, HR and Administrative Services are implemented and supported.** *Converted 3 districts to nVision and brought 1 district on to WinCap. Converted 14 districts total in 18-19 from Finance Manager to nVision.* *Service now available to provide districts with Custom Reporting in nVision.* *Other applications have seen growth with the addition and implementation: of 8 districts for Raptor Visitor Management System , 3 districts for TPASS another Visitor Management System, 3 districts in MasterLibrary, 1 in Textbooks, 4 in Professional Growth (formerly MLP) and 5 district in Applicant Tracker.* *Completed annual Agreements along with Data Sharing Agreements where needed (Raptor, TPASS, MasterLibrary, and QWare).* *Converted 5 districts to nVision. Held Fall User Group meetings to review calendar year end processes for Finance Manager, nVision and WinCap. Have also implemented various web modules for both nVision and WinCap.* *Held Fall User Group meetings for PDP Premier and Applicant Tracking. Services continue to grow as have implemented an additional: 2 districts in Applicant Tracking, 8 in Raptor, 1 in TPASS, 3 in QWare, 3 in PLM (Professional Growth Management) and 2 in MasterLibrary.* *37 individual schools (62 individuals) attended the annual Textbook Loan Service meeting.* *PDP Premier User Group meeting and webinar. 4 attended meeting & 9 attended webinar.* *Applicant Tracking User Group and webinar. 16 attended meeting & 21 attended webinar.*

34

			Collaborated with the Data Integration team in designing some custom reports for nVision and for data flow into the visitor management systems from eSchool and PowerSchool. *Migrated 4 districts from Finance Manager to nVision. Impletmented Timepiece in 2 districts. Assisted 88 districts in W-2 & 1099 preparation and produced and filed: 24043 W2's for 53 districts, 2305 1099's Misc. for 50 districts and 4799 1095's for 18 districts.* *Implemented Visitor Management systems: 4 districts in Raptor and one in TPASS. Also implemented additional QWare modules in one BOCES and one district.* *22 Districts attended the Finance Manager user group meeting in February 2019. The vendor gave a presentation on payroll & HR.* *WinCap Team added a weekly email called "WinCap Wisdom" which provides districts with tips/tidbits/tricks.* *60 district employees on WinCap took advantage of using our tech labs.* *22 Districts attended the Spring WinCap User meeting.* *Will be migrating all 33 districts to the 2016 Windows Server SQL platform by January 2020. So far 4 districts have migrated in 2019.*
7.2 Implement and support solutions for the effective management of information about students and ensure compliance with Education Law 2d	**July 1, 2019 – June 30, 2020**		**Solutions for student related data needs are implemented and supported.** *Implementing FamilyID for management of athletics and other program (field trips, parking passes, Device and AUP forms, etc.) registration information per district requests.* *Three districts have signed, 2 others in process.* *ESchoolData and PowerSchool teams provided scheduling workshops. Mark Reporting and Summer School workshops are scheduled during the month of May. End of year data reporting workshops for eSchoolData and PowerSchool are scheduled for May and June*
7.3 Implement and support solutions for an expanded website service	**July 1, 2019 – June 30, 2020**	**E-mail and Website Services**	**New and enhanced solutions are implemented and supported.** *All district websites moved to vendor hosting for improved availability, performance, and timely software updates.*

7.4 Provide enhanced services in response to emerging customer needs	July 1, 2019 – June 30, 2020	eSchooldata Team	**Services to respond to emerging districts needs are provided.** *Announcing end of life for support for Lotus Notes email as districts move to cloud solutions. Districts will have 3 years, however, a shorter timeline is likely per district choice and increased costs from IBM. Exchange Online, Gmail and Exchange on premise are all supported by the WNYRIC team.*
7.5 Enhance communication methods to inform constituencies efficiently and effectively	July 1, 2019 – June 30, 2020	Student Services Team	**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, 2019 – June 30, 2020	Student Service Team	**Data privacy and security information is provided.** *Finance teams sent communication to districts to run audit reports to ensure appropriate access to systems an to verify transactions. This communication is sent annually.*
7.7 Continue to investigate emerging technologies for administrative use, as well as, implications on current and future services	July 1, 2019 – June 30, 2020	Administrative Application Services Teams Messaging Team	**Pilot projects are implemented** *Successful pilot of vendor scoring for paper-based 2018 assessments, RFP under development for full service this school year.* *RFP for vendor scoring was awarded to Educational Vistas, Inc. Service to begin this school year.*

Assurance for Cooperative Planning

I assume that my BOCES participated fully in the development of this regional plan to provide technology services for addressing the priority needs of school districts.

Signature of participating BOCES District Superintendents

BOCES served:

Cattaraugus/Allegany BOCES (CA BOCES)
Erie 1 BOCES
Erie 2/Chautauqua/Cattaraugus BOCES (Erie 2 BOCES)
Greater Southern Tier BOCES (GST BOCES)
Orleans/Niagara BOCES (O/N BOCES)

DISTRICT SUPERINTENDENT SIGNATURES:

Signature	Name	BOCES
	Dr. Lynn Marie Fusco, Interim	CA BOCES
	Dr. Lynn Marie Fusco	Erie 1 BOCES
	Dr. David O'Rourke	Erie 2 BOCES
	Mr. James Frame	GST BOCES
	Dr. Clark Godshall	O/N BOCES

Assurance of Cost-benefits of new technology services and cost-effectiveness of existing services
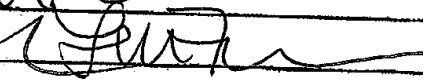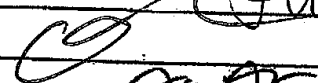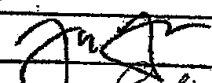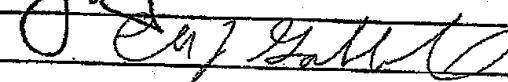
The proposed new technology services must be analyzed to determine the cost benefits of providing these services on a Regional basis. Each BOCES District Superintendent must sign Form 2 assuring that the new technology services had their cost benefits examined and that the cost effective template process, as required by the 1999 legislation, was followed within their region. I assure that:

- The new technology services provided to the school district in the region as described in this plan have been reviewed for their cost benefits

- The cost effectiveness template process, as required by the 1999 legislation, was followed for all new technology purchases

- I had the opportunity to participate in the budget review process

BOCES served:

Cattaraugus/Allegany BOCES (CA BOCES)
Erie 1 BOCES
Erie 2/Chautauqua/Cattaraugus BOCES (Erie 2 BOCES)
Greater Southern Tier BOCES (GST BOCES)
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	Dr. Lynn Marie Fusco, Interim	CA BOCES
	Dr. Lynn Marie Fusco	Erie 1 BOCES
	Dr. David O'Rourke	Erie 2 BOCES
	Mr. James Frame	GST BOCES
	Dr. Clark Godshall	O/N BOCES

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.

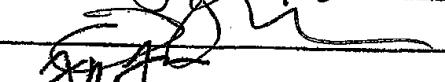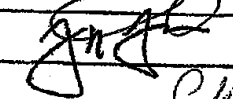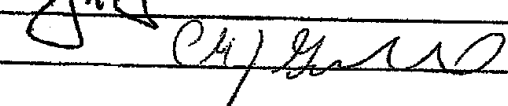Co-Ser 7014, Textbook Coordination
 PSN 672 includes processing of textbook requests from non-public schools on behalf of participating public school districts, maintenance of an inventory and other records as required.

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

NYS Regional Information Centers		WNYRIC
Section 8: Applications Services		**DISTRICTS**
2018 - 2019 793 Governance Plans		
2018 - 2019 List Number of Districts supported in June 2018		
	TOTAL	
AIS and RTI Systems & Services		
RTI Edge (aka AIS Edge) - Cleartrack	**13**	13
RTIm Direct- Frontline	**0**	0
Assessment Systems & Services		
Achieve 3000	**4**	4
Acuity	**0**	0
AIMSweb	**30**	30
Castle	**0**	0
Datacation	**0**	0
eDoctrina	**32**	32
FAST	**5**	5
iready	**32**	32
LinkIT	**0**	0
Mastery Manager	**0**	0
NWEA-MAP	**4**	4
Performance Tracker-Assessment Builder	**2**	2
Renaissance Learning STAR Enterprise (math or reading)	**45**	45
Right Reason Technologies	**0**	0
Scholastic (SRI & SMI)	**4**	4
Test Wiz	**1**	1
Athletics Management Systems & Services		
Impact Concussion Baseline Testing	**0**	0
rSchool Today Sports Scheduling	**0**	0
Schedule Galaxy	**0**	0
Board of Education Management Systems & Services		

BoardDocs	**0**	0
eBoard	**0**	0
Broadcast Systems & Services		
PowerAnnouncement (Alert Solutions)	**9**	9
Blackboard Connect	**34**	34
Code-Ed (ECN)	**0**	0
K12 Alerts	**0**	0
One Call Now	**0**	0
Parent Link	**0**	0
School Connect - Synervoice	**0**	0
School Messenger (West Interactive Services)	**42**	42
Business Operations Systems & Services		
Budget Mailer (web)	**9**	9
GST Tax Billing and Collection System	**0**	0
NERIC Tax Billing & Collection System	**0**	0
Capital Project Software (CapProSoft)	**8**	8
Cafeteria Systems & Services		
Horizon Boss Fast Lane	**0**	0
MiChoice	**0**	0
Nourish formally SMARTS	**0**	0
nutriKids	**0**	0
WEBSMARTT/WinSnap	**54**	54
Cloud Based Productivity Tools & Services		
GAFE (Google Apps For Education)	**5**	5
Office 365	**0**	0
Data Collection & Analysis Services		
Certica Solutions		
TOTAL	**0**	0

	PUBLIC SCHOOLS	**0**	0
	CHARTERS & NON-PUBS	**0**	0
DataCation			
	TOTAL	**0**	0
	PUBLIC SCHOOLS	**0**	0
	CHARTERS & NON-PUBS	**0**	0
Data Warehouse (eScholar)			
	TOTAL	**181**	0
	PUBLIC SCHOOLS	**96**	96
	CHARTERS & NON-PUBS	**85**	85
	BOCES	**0**	0
ELLevation			
	TOTAL	**0**	0
	PUBLIC SCHOOLS	**0**	0
	CHARTERS & NON-PUBS	**0**	0
eSchooldata GURU Boards			
	TOTAL	**19**	0
	PUBLIC SCHOOLS	**16**	16
	CHARTERS & NON-PUBS	**3**	3
Forecast5			
	TOTAL	**0**	0
	PUBLIC SCHOOLS	**0**	0
	CHARTERS & NON-PUBS	**0**	0
iData/Qliktech			
	TOTAL	**0**	0
	PUBLIC SCHOOLS	**0**	0
	CHARTERS & NON-PUBS	**0**	0

Infinite Campus - Data Visualization		
TOTAL	**0**	0
PUBLIC SCHOOLS	**0**	0
CHARTERS & NON-PUBS	**0**	0
K12 Insight: Engage		
TOTAL	**0**	0
PUBLIC SCHOOLS	**0**	0
CHARTERS & NON-PUBS	**0**	0
Level 0		
TOTAL	**181**	0
PUBLIC SCHOOLS	**96**	96
CHARTERS & NON-PUBS	**85**	85
BOCES	**0**	0
National Student Clearinghouse	**0**	0
SchooltoolIQ		
TOTAL	**0**	0
PUBLIC SCHOOLS	**0**	0
CHARTERS & NON-PUBS	**0**	0
Document Management Systems & Services		
Accela (used to be IQM2)	**0**	0
Edge Document Solutions	**0**	0
FileBound	**28**	28
Laserfiche	**0**	0
OnBase	**0**	0
ProcessIt (eForms and workflow)	**12**	12
TechTiles	**0**	0

Educator PD and Evaluation Management Systems & Services		
AVATAR	**0**	0
Ed Vista - StaffTrac	**1**	1
iObservation	**4**	4
LCI-MPPR	**0**	0
My Learning Plan	**22**	22
OASYS	**20**	20
Observation 360	**3**	3
Observe	**16**	16
PDP Premier	**29**	29
Right Reason Technologies	**2**	2
Teachscape	**7**	7
WinCap PD	**5**	5
Election Management Systems & Services		
Bold	**0**	0
NTS Data Services	**0**	0
Email Archival Systems & Services		
Barracuda	**0**	0
Google Vault	**0**	0
GWAVA/RETAIN	**0**	0
Inboxer	**0**	0
Mail Meter (Waterford)	**50**	50
Message Solution	**0**	0
Microsoft Exchange Online	**0**	0
Intradyn Orca	**0**	0
Razorsafe	**0**	0
Messaging Architects (Net Mail)	**0**	0
Email Systems & Services		
Gmail	**18**	18
GroupWise Mail	**0**	0

LOTUS Notes	**25**	25
MS Exchange on Premise	**6**	6
MS Exchange on Online	**20**	20
Outlook Exchange	**0**	0
Zixmail	**0**	0
Employment Tracking Systems & Services		
Applicant Tracker by PeopleAdmin (formerly SearchSoft)	**73**	73
Job Application Tracker from SchoolWorld	**0**	0
School/Stream (Job Applicant Manager)	**0**	0
Facilities & Work Order Systems & Services		
Hillyard Custodial Management Suite(LitePro)	**3**	3
Qware	**50**	50
rSchool Today Facilities Management	**0**	0
School Dude	**0**	0
Service Now	**0**	0
Web Help Desk	**0**	0
Financial and Human Resources Systems & Services		
Infinite Visions (Budget Sense)	**0**	0
Finance Manager - Legacy	**31**	31
Finance Manager - nVision	**24**	24
Forecast 5	**0**	0
Info-Matics	**0**	0
NIS (Negotiations)	**0**	0
Pentamation (Financial)	**0**	0
WINCAP	**32**	32
Firewall Management Systems & Services		
Central Firewall	**0**	0
Checkpoint	**0**	0
CISCO ASA	**0**	0

Dell Sonicwall	**0**	0
Fortinet	**106**	106
Juniper SRX	**2**	2
Palo Alto	**0**	0
McAfee	**0**	0
SOPHOS	**0**	0
Guidance Systems & Services		
Bridges	**22**	22
Choices- formerly Bridges	**0**	0
College on Track	**13**	13
Guidance Direct	**26**	26
InfoSnap	**0**	0
Method Test Prep	**0**	0
Naviance	**13**	13
Health Management Systems & Services		
Healthoffice (Healthmaster), Inc.	**15**	15
SNAP (Professional Software for Nurses, Inc.)	**17**	17
Internet Filtering Systems & Services		
Content Filtering (Fortigate)	**0**	0
Content Filtering (Lightspeed)	**85**	85
Content Filtering (NetSpective)	**0**	0
Content Filtering (Palo Alto)	**0**	0
Content Filtering (Sophos) was Astaro	**0**	0
Content Filtering (Smoothwall)	**0**	0
Content Filtering (SonicWall)	**0**	0
iBoss	**0**	0
Trustwave	**0**	0
Mobile Device Management Systems & Services		
Absolute	**0**	0

Airwatch	**3**	3
Casper - JAMF	**23**	23
IBM - MasS360	**0**	0
Lightspeed	**31**	31
Meraki	**0**	0
Filewave	**0**	0
Security Systems & Services		
Access Control	**0**	0
Badge Pass	**0**	0
Linstar Tpass	**4**	4
Rapid Response	**0**	0
Raptor	**18**	18
Safe Schools NY	**0**	0
Scholarchip	**0**	0
Video Surveillance	**40**	40
Visitor Management Other	**0**	0
Spam Detection Systems & Services		
Barracuda	**0**	0
Modusgate - Vircom	**0**	0
MS Forefront	**0**	0
Proofpoint	**0**	0
Sophos (was Astaro)	**0**	0
SPAM (CanIt)	**35**	35
Spam Assassin	**0**	0
Office 365 Anti-Spam Protection	**0**	0
Special Education Management Systems & Services		
ClearTrack Medicaid	**36**	36
Cleartrack2000 (SC RIC)	**37**	37
Document Repository (Centris)	**22**	22
IEP Direct (Frontline IEP)	**57**	57

Medicaid Direct (Frontline)		**51**	51
NYSE Direct (Frontline)		**0**	0
N2Y Unique Learning Systems		**0**	0
Student Management Systems & Services			
eSchoolData			
	TOTAL	**0**	**86**
	PUBLIC SCHOOLS	**0**	38
	CHARTERS & NON-PUBS	**0**	48
eschool plus			
	TOTAL	**0**	0
	PUBLIC SCHOOLS	**0**	0
	CHARTERS & NON-PUBS	**0**	0
Infinite Campus			
	TOTAL	**0**	0
	PUBLIC SCHOOLS	**0**	0
	CHARTERS & NON-PUBS	**0**	0
Power School			
	TOTAL	**68**	68
	PUBLIC SCHOOLS	**53**	53
	CHARTERS & NON-PUBS	**15**	15
School Master			
	TOTAL	**0**	0
	PUBLIC SCHOOLS	**0**	0
	CHARTERS & NON-PUBS	**0**	0
SchoolTool			
	TOTAL	**0**	0
	PUBLIC SCHOOLS	**0**	0

CHARTERS & NON-PUBS	**0**	0
Teacher Reacher		
TOTAL	**0**	0
PUBLIC SCHOOLS	**0**	0
CHARTERS & NON-PUBS	**0**	0
Substitute Systems & Services		
AESOP/Frontiline Technologies	**0**	0
eSchools Solutions	**0**	0
Technology Planning Systems & Services		
Clarity/Brightbytes	**0**	0
Testing Systems & Services		
3-8 paper based testing		
TOTAL	**143**	0
PUBLIC SCHOOLS	**82**	82
CHARTERS & NON-PUBS	**61**	61
BOCES Assessment Reporting System (BARS) on the web		
TOTAL	**0**	0
PUBLIC SCHOOLS	**0**	0
CHARTERS & NON-PUBS	**0**	0
EduTech's ASAP (Regents scoring/rpts.)		
TOTAL	**0**	0
PUBLIC SCHOOLS	**0**	0
CHARTERS & NON-PUBS	**0**	0
BOCES	**0**	0
Optimum Solutions Corporation OSC (Regents Scanning)		
TOTAL	**0**	0

PUBLIC SCHOOLS	**0**	0
CHARTERS & NON-PUBS	**0**	0
Optimum Solutions Corporaton OSC Electronic Scoring 3-8		
TOTAL	**0**	0
PUBLIC SCHOOLS	**0**	0
CHARTERS & NON-PUBS	**0**	0
Optimum Solutions Corporation OSC Electronic Scoring - Regents		
TOTAL	**0**	0
PUBLIC SCHOOLS	**0**	0
CHARTERS & NON-PUBS	**0**	0
RIC Regents test scanning		
TOTAL	**155**	0
PUBLIC SCHOOLS	**85**	85
CHARTERS & NON-PUBS	**70**	70
BOCES	**0**	0
Teleforms for in-district design/scanning		
TOTAL	**75**	0
PUBLIC SCHOOLS	**68**	68
CHARTERS & NON-PUBS	**7**	7
Textbook Tracking Systems & Services		
Follet Destiny Textbook Manager	**0**	0
Textbook Loan	**42**	42
Transportation Systems & Services		
Applied Data Services	**0**	0
Education Logistics	**0**	0
Transfinder	**0**	0

VoIP and Collaboration Systems & Services		
Alcatel	**0**	0
Avaya / Nortel	**8**	8
Cisco Call Manager	**42**	42
Jabber	**0**	0
MS Lync	**0**	0
My Tel	**3**	3
SameTime - IBM	**1**	1
SHORETEL	**0**	0
WebEx	**1**	1
Website Systems & Services		
Blackboard Mobile	**22**	22
SchoolWires (Blackboard)	**78**	78
CNYRIC District Websites	**0**	0
Echalk	**0**	0
eSchoolview	**0**	0
SchoolFusion (Blackboard)	**0**	0
SchoolWorld	**0**	0
Edline	**0**	0
Serv-U	**0**	0
School Messenger (Presence)	**2**	2
Site Improve	**8**	8
Wireless Network Authentication Systems & Services		
Aruba Clearpass	**16**	16
Avaya ID Engine	**12**	12
Cisco ISE	**2**	2
Cisco Meracki	**0**	0
Cisco Prime	**0**	0
Juniper/Trapeze	**0**	0
Meru	**0**	0