Educational
Technology Service
Genesee Valley
Wayne-Finger Lakes

E D U **T E C H**

Camille J. Sorenson, Director

March 15, 2017

Office of Educational Design and Technology
New York State Education Department
89 Washington Ave. - Room 319 EB Albany, NY 12234

Re: 793 Plan for the Genesee Valley / Wayne – Finger Lakes
Educational Technology Service (EduTech) Regional Information Center, March 2017 filing

Attached you will find the 793 Plan for the Genesee Valley / Wayne – Finger Lakes Educational
Technology Service Regional Information Center (EduTech) for the March 2017 filing date. While the
submitted plan is a complete plan, updated sections are marked as such (see red notes throughout).

If you have any questions feel free to contact me at 315.332.7244 or email at Csorenson@edutech.org.

Sincerely,

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Chapter 793Plan Guide

Regional Plans
For
Genesee Valley / Wayne – Finger Lakes Educational Technology Service (EduTech)

For Filing Date March 1, 2017

The University of the State of New York
The State Education Department
Office of District Superintendents, BOCES
and School District Organization

Table of Contents

Section 1: Plan Summary

Section 1: Plan Summary -

The 793 Plan is a combination of the program services for multiple stakeholders that the Regional Information Center (RIC) serves – the NYSED, the region's 47 school districts, 2 BOCES and all cross contract entities. Therefore, the initiatives outlined in section 4, the Implementation Plan, can be divided into three main categories as outlined below.

Input to the regional initiatives comes from a variety of stakeholder groups – EduTech Steering Committee, regional Superintendents, Business Officials, joint regional Technology Coordinators groups, district staff, and EduTech teams. The plan is a combination of Instructional, Administrative Operations and the Telecommunications necessary to support them.

Below is a high level summary. Some items are ongoing initiatives and intentionally appear yearly on the plan to ensure that the organization stays continually focused on the objective.

High Level Priorities (Basis for 793 Plan) -   **Input into Plan Development**

- NYSED / Statewide / Region   State, Region

  -
    - Support For Assessment Testing, Reporting
      - Support of Questar and DLM online testing, field testing (3-8, NYSAA)
      - Support of test integrity
      - Telecommunications support of online assessments
    - Support for Data Collection, Reporting, and Analysis
    - Support of APPR process, teacher, course data collection and reporting
    - Support of online learning
    - Support of Shared Regional Information Center goals
    - Support of Data and Identify Federation, OneAPI projects
    - Support of Smart Schools Funding
    - Support of student data privacy
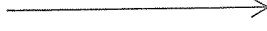
Section 1: Plan Summary –

High Level Priorities (Basis for 793 Plan) –   **Input into Plan Development**

- Region   Districts, Technology
  - Support For Assessment Testing, Reporting, Online Testing   Coordinators, Steering
  - Data Collection, Reporting, and Analysis   Committee, EduTech Teams

  - Continue to enhance and support the Assessment Scoring and Analysis Program(ASAP) for districts / RICs throughout the state
  - Focus on security and audit reviews

  - Support expanded use of LAKENet, wide area network redundancies, business continuity,
    - Support requirements for online testing

  - Continue to Improve Communications Internally and Externally

  - Support of Data and Identify Federation Contract, OneAPI

  - Support of Smart Schools Funding

  - Support of student data privacy

  - Continue and R & D effort for new Instructional and Administrative

  - Support Instructional software, emerging software, technology, service needs, and training in Support of instructional technology

  - Support online based instruction for students and staff
  - Support Personalized Learning efforts

Section 1: Plan Summary -

High Level Priorities (Basis for 793 Plan) -   **Input into Plan Development**

- Continue to Improve Customer Service
  - Focus on Response, Reaction Time, Problem resolution, Network
  - Focus on Administrative/Management, Student Finance Instructional software
  - Focus on technology procurement and implementation process

- Continue to expand administrative systems offerings to increase efficiencies for districts
  - Student systems, Finance, Administrative, Document management among others

- Cost Effective Services, Pricing, Maximize Vendor partnerships
  - Expansion of services and customers, maximize RIC services for districts
  - Awareness of grants available
  - Maximize E-rate and Medicaid filings, Erate Modernization
  - Evaluate potential for services to municipalities, libraries

EduTech Teams

- Departmental (RIC)

- Review staff to workload, skillset; continuously review needs for staff training,
- Maintain an awareness of technology in the marketplace and potential services
- Assist districts with changes that technology creates.
- Work with Ontario County Civil Service

Updated

Section 2: The Regional Planning Process

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

The Planning Process:

In 2013 to review changes in the strategic planning and visioning process within the BOCES, a survey was conducted both internally and externally to create a baseline of strengths and growth areas. Subsequently a follow up survey was conducted in 2015.

The results of the surveys demonstrated many positive areas. Internally there were many positives regarding the work environment, interaction with supervisors and coworkers. Externally, our districts feel that we provide quality, valuable services to our districts; that we meet the needs of our districts.

The surveys also illustrated some areas for improvement such as defining a clear vision and improving communication.

From the findings, an organizational action plan was developed. The plan continued to be refined throughout 2016 – 2017. The action plan details -

1. Impact P-16 education and support regional economic growth.
2. Transform instructional pedagogy in the region with the impact of technology.
3. Increase the capacity of individual component districts through development of collaborative opportunities.
4. Promote a culture of innovation.
5. Foster effective communication.

Building on the BOCES planning process as its foundation is the extension, the Regional Information Center (RIC) planning process.

In addition to the goals set forth above and the vision of 'Making Sussess Possible', the Regional Information Center relies on a number of stakeholders to establish their direction for the year(s) ahead.

Throughout the year, the Regional Information Center solicits input from a variety of stakeholders to develop its strategic and operational plans. Groups contributing input are – the regional Steering Committee, regional Technology Coordinators group, regional data and test scoring groups, Chief School Officers, Business officials, the State Education Department, the Board of Education, and RIC management and staff. The plan is a compilation of initiatives put forth by all the stakeholders.

Yearly Review, Update, Evaluation, and Assessment Process

Each year plans are reviewed, updated, and items, tasks prioritized. Input provided by districts, staff members, periodic customer surveys and action plans are reviewed alongside the current plans. Statewide initiatives are also included. All team department areas, in conjunction with plan participants, update the plan where appropriate. Status is indicated, dates are adjusted where necessary, items, and tasks are deleted, added, adjusted. Status for plan initiatives are provided to the stakeholders. EduTech management monitors the progress of implementation and the achievement of the plan's strategies.

Updated

Section 3: Current Context

What are the needs and priorities of districts within the region that the plan addresses? How were these needs identified and prioritized?

Yearly the Implementation Plans are updated taking into account the major stakeholders – The State Education Department, Regional Information Centers statewide initiatives, regional needs, initiatives set forth by the Regional Steering Committee, our districts, and their administration, staff and students, and the needs of the Regional Information Center and its staff.

As such, the plan is a combination of Statewide Initiatives, Regional district projects, and Information Center management and personnel needs.

Throughout the year, planning, input and status for plan initiatives are received from and provided to the Regional Steering Committee, Chief School Officer committees, the Board of Education, Regional District Technology Coordinator Groups and EduTech (RIC) management and staff.

Each year plans are reviewed, updated, reviewed and items prioritized. Input provided by districts, staff members, periodic customer surveys and action plans are reviewed alongside the current plans. Statewide initiatives are also included. All team department areas, in conjunction with plan participants, update the plan where appropriate. Status is indicated, dates are adjusted where necessary, items, and tasks are deleted, added, adjusted.

The regional Steering Committee, and EduTech management monitor the progress of implementation and the achievement of the plan's strategies.

High Level needs and priorities -

- NYSED / Statewide / Region
    - Support For Assessment Testing, Reporting
    - Support of Questar and DLM online testing, field testing (3-8, NYSAA)
    - Support for Data Collection, Reporting, and Analysis
    - Support of APPR process, teacher, course data collection and reporting
    - Support of online learning
    - Support of Smart Schools Funding

    - Support of Shared Regional Information Center goals
        - Support of Data and Identify Federation, OneAPI projects
        - Support of student data privacy

- Region
    - Support For Assessment Testing, Reporting, Online Testing
    - Data Collection, Reporting, and Analysis
    - Continue to enhance and support the Assessment Scoring and Analysis Program(ASAP) for districts / RICs throughout the state
    - Support expanded use of LAKENet, wide area network redundancies, business continuity,
    - Continue to Improve Communications Internally and Externally
    - Support of Smart Schools Funding
    - Continue and R & D effort for new Instructional and Administrative

- Support Instructional software, emerging software, technology, service needs, and training in
- Support of instructional technology
- Support online based instruction for students and staff, support Personalized Learning efforts
- Continue to Improve Customer Service
- Continue to expand administrative systems offerings to increase efficiencies for districts Cost Effective Services, Pricing, Maximize Vendor partnerships

- Departmental (RIC)
  EduTech Teams

  - Review staff to workload, skillset; continuously review needs for staff training,
  - Maintain an awareness of technology in the marketplace and potential services
  - Assist districts with changes that technology creates.
  - Work with Ontario County Civil Service

Technology needs assessment and findings:

Are reflected in the Section 4: Implementation Plans

Problems and proposed solutions:

Are reflected in the Section 4: Implementation Plans

Updated

Section 4: Implementation Plan

What are the regional activities that must be implemented for providing technology-based services consistent with the priority regional needs?

Goals and priorities:

Activities/changes proposed:

See pages that follow –

Some of the following pages updated, look for 'updated' note

Communications, Internal –
o **Continually evaluate existing personnel, skillsets, training and compare to today's technology support needs. Evaluate gaps, establish plan if necessary**
.

	Responsibility	Planned Action	Time Line	Evidence	Status
1.	All EduTech, managers	Review internal communication – among team leaders, within teams, among teams. Review communication methods, technology. • Are we acknowledging successes, supporting inter-team efforts • Is our vision, our goals being effectively communicated	ongoing	Communication is evident, projects are completed successfully	
2.	All EduTech, managers	Participate in organizational process to improve communication, emails, Let's Talk, etc.	ongoing	Communication with staff.	
3.	All EduTech, managers	Evaluate exiting personnel, skillsets, training and compare to today's technology support needs. Evaluate gaps, establish plan to reduce gaps through training, experience.	2016, 2017,	A highly trained, expert staff.	
4	All EduTech managers	Work with Ontario County Civil Service on Technical title job descriptions and qualifications	2016, 2017, 2018	Revised titles	Review of titles has started
	Updated				

Communications, External –
  o **Continuously review EduTech, District communication to all service areas and district administration – Superintendents, Business Officials, Technology Coordinators.**
  o **Continuously communicate new and current EduTech service offerings, value added services.**
  o **Inform our partners on EduTech technology guidelines.**

	Responsibility	Planned Action	Time Line	Evidence	Status
1	EduTech Managers	Evaluate existing external communication vehicles; determine their success, or lack thereof and recommend additions, deletions. Review by audience (Tech Coordinators, Superintendents, Data Administrators, etc) Review by subject (i.e. service area, R & D) Working within existing Committees – Steering Committee, Joint Technology Group, Data Admins Are we listening, to district needs, Are we managing customer expectations; especially in heavy volume times	2016, 2017, 2018	Appropriate methods of communications are accessible	In process
2.	EduTech Managers	Review EduTech Final Request for Services, make changes where appropriate.	2016, 2017	Changes made	Major changes to Part B associated with renewals completed.
3.	EduTech Managers	Review EduTech Website, make changes where appropriate.	2016, 2017	Changes made	Vendor selected, upgrade in process.
4.	EduTech Director and managers	Visit districts – Director, new Superintendents; Finance Systems manager, new Business Officials; new Technology Coordinators	2016 - 2018	Visits completed	Ongoing
5.	Ginsberg, Schwalb	Develop a written standards document	2016-2018	Documents created and distributed	
6	EduTech managers	Communicate R & D initiatives	2016-2018	Documents created and distributed	

Improve service delivery standards by fostering individual accountability for quality and timeliness of service

	Responsibility	Planned Action	Time Line	Evidence	Status
1	EduTech Managers	Continue to monitor service delivery benchmarks making adjustments where appropriate.	Ongoing	Service delivery goals created and implemented	Various benchmark management reports have been developed and are communicated at staff meetings. Additional benchmarks are constantly under review.

Continue to Review and improve Help Desk process; Continue to Review the problem resolution process making modifications where appropriate

	Responsibility	Planned Action	Time Line	Evidence	Status
1	EduTech Managers	Continue to study Help Desk benchmarks; break down detail by call type; identify gaps in desired state; change policies accordingly; communicate to all staff. Ensure that documentation is revised as necessary Conduct periodic meetings with staff and review meetings with management and staff. • Review items to be improved,	2016-2018	Calls successfully closed per established priority guidelines.	In process,

Updated

Continue to review installation process making modifications where appropriate, especially in light of anticipated volume associated with Smart Schools Funding

	Responsibility	Planned Action	Time Line	Evidence	Status
1	EduTech Managers	Review, evaluate customer expectations, input. Review benchmark data	Ongoing	Customer expectations determined	.
2	EduTech Managers	Continuously review procurement process in light of Smart Schools volume. Review staffing, numbers, skillset and installation process in light of SSBA volume.	2015-2018	Procedures established	Ongoing
3	C. Sorenson G. Rosenthal Project Coordinators C.Saxby	Evaluate a database to automate the renewal process; consider renewal staffing	2016 2017-2018	Specifications complete System implemented	Renewal process complete, staff assigned, database identified, final request revise. Next step is to move renewal dates and research possibilities for enterprise agreements.

Updated

Continue to be responsive to new service needs initiated through EduTech or at the region's requests; Initiate these services in conjunction with NYSED CoSer guidelines; Instructional and Administrative

Evaluate opportunity, to offer technology services to regional municipalities, libraries.

	Responsibility	Planned Action	Time Line	Evidence	Status
1	EduTech Managers	Continue to be responsive to new service needs initiated through EduTech or at districts requests. Initiate these services in conjunction with NYSED CoSer guidelines	Ongoing	Customer / EduTech initiated services implemented	
2.	C. Sorenson	Explore the opportunities to offer economies of scale services to regional municipalities, libraries	2016-2018	Findings of pros and cons.	

Review potential Audit risk areas for controls and policy needs

Special attention to student data security and privacy legislation

	Responsibility	Planned Action	Time Line	Evidence	Status
1	EduTech Managers	Review all function areas for audit controls, risk, controls and policy needs. Implement changes where necessary.	Ongoing	Changes, controls, policies implemented.	This is a continual effort,
2	EduTech Managers	Work with districts, district auditors to answer technology questions, finance software questions related to district audits.	Ongoing	Questions answered, information provided.	This is a continual effort,
3.	EduTech Managers	Work with Comptrollers office, internal auditors, WFL external auditors and WFL risk auditors to answer questions, review and implement findings	Ongoing	Questions answered, information provided. Changes, controls, policies implemented.	This is a continual effort,
4.	EduTech Managers	Continue to implement student data privacy guidelines as the legislation is operationalized.	Ongoing	Questions answered, information provided.	This is a continual effort,

Provide Cost Effective Services

Continually review EduTech's Pricing Structure

Maximize revenue / funding available for districts through E-rate and Medicaid

	Responsibility	Planned Action	Time Line	Evidence	Status
1	C Sorenson, EduTech Managers	Continue to evaluate current services, pricing, and service level delivery performance identifying potential opportunities.	Ongoing	Processes evaluated	Services, pricing, delivery are continuing being reviewed and adjusted.
		Utilize Statewide bidding and contracts were available to leverage volume. • Participate on other RIC bids where possible			We continue to expand opportunities for sharing bids, resources from other RICs.
		Utilize State and Federal OGS pricing where advantageous			We routinely use statewide options and on occasion use the Federal bid options.
2	All EduTech Managers	For new services, create a written Service Description for distribution	Ongoing	Descriptions created	
3	All EduTech Managers	Create multiple Pricing Models when rolling out new services for final determination	Ongoing	Pricing created	
4.	C. Sorenson M. Raes	Continue to file for all eligible e-rate services for all EduTech districts and Monroe #1 BOCES and their districts. Adjust filings based on the Erate Modernization guidelines and changes, remaining current in changing regulations and new opportunities. Respond to audit requests for information	Ongoing	Funding received	
5.	K. Simpson D. Murray	Continue to assist districts to maximize Medicaid filings Facilitate communication of regulatory changes and facilitate state training sessions Reapply for grant funding extension in 2016	Ongoing	Funding received, Training sessions conducted	

Maximize vendor relationships

	Responsibility	Planned Action	Time Line	Evidence	Status
1	C. Sorenson, K Jensen L Parkison	Continuously evaluate purchasing process, identifying opportunities and efficiencies when possible.	Ongoing	Processes evaluated	We work with a variety of vendors and state bids to maximize our buying power. Participate on other BOCES RIC bids to maximize volume purchasing. We work with multiple suppliers to minimize vendor risks. We consistently compare pricing received.
2	C. Sorenson, K. Jensen L Parkison	Develop a plan / procedures to maximize vendor relationships including delivery benchmarks, routinely examine adherence to bid guidelines, leverage vendors with the use of volume purchases	Ongoing	Plan Developed	In process

Help School Districts prepare for changes in technology – Instructional, Administrative through various delivery mechanisms.

	Responsibility	Planned Action	Time Line	Evidence	Status
1	EduTech Managers	Share relevant information by EduTech staff at Technology Coordinator meetings, CSO meetings, Steering Committee meetings and Data Administrator meetings, listservs. Continue Joint Technology Meeting for focus on Instructional, Administrative and Technical. Use the meetings to update districts on EduTech services, technology and instructional technology new in the marketplace, allow for a dialog of "best practices"	2016-2018	Information shared by EduTech at Technology Coordinator meetings	In progress Joint Technology Coordinators meetings for the communication of EduTech information and Technology items

Maintain an awareness of Technology available in the marketplace

	Responsibility	Planned Action	Time Line	Evidence	Status
1	EduTech Managers	Provide education, technical materials, training to staff; research web based training. Use local vendor training when possible. Use periodicals, websites, peer networking.	Ongoing	All materials available for staff	This is a continual process which includes classes, conferences, and professional media. HP, Intel Roadmap sessions, Synergy lunch sessions. Use Group agreement for Gartner Group subscription.
2	EduTech Managers	Create opportunities for staff to participate in conferences, workshops, seminars, vendor presentations within allowable budgets. Expand through the use of webinars, and other electronic dissemination of information. Participate in function specific user groups.	Ongoing	Staff participate in conferences, seminars, workshops	This is a continual process which includes classes, conferences, and professional media. Conduct a series of trainings – administrative and technical
3	EduTech Managers	Create opportunities for staff to learn from other Regional Information Centers, BOCES, and districts regarding technology, services in use for instructional and administrative use.	Ongoing	Staff participate in conferences, seminars, workshops	This is a continual process which includes classes, conferences, and professional media. Staff participated on a number of RIC coordinated trainings and committees to leverage manpower

Maintain and improve knowledge of existing and emerging technologies by overseeing an effective R & D process.

	Responsibility	Planned Action	Time Line	Evidence	Status

1	EduTech Managers	Maintain and improve knowledge of existing and emerging technologies by overseeing an effective R & D process.
		
		    • Operations
		    • Administrative applications
		    • Instructional applications
		
		Improve the organizational documentation process, communicate to all in EduTech and districts, create a standard repository
		
		Review the communications process, internally and externally, making changes, if warranted
		
		Leverage the power of working within 12 RICs to borrow innovations from other RICs and share resources for implementation where possible
			2016-2018	Effective process in place, new services rolled out
				
				Standards in use
					Items originate from districts and within EduTech, marketplace
					
					New service offerings process was defined and approved by the Steering Committee.
					
					Business services reviewed through EduTech manager.

Continue to enhance LAKENet environment, capacity, reliability, security and redundancies; PreK-12 broadband standards.

Continue to improve, enhance disaster recovery, business continuity planning and testing

	Responsibility	Planned Action	Time Line	Evidence	Status
1	C. Sorenson, J. Ginsberg	Evaluate technology opportunities for LAKENet evolution. Participate in the Statewide, Telecommunications Vision for K-12 broadband network	2015- 2018	Networks expanded	Continued to expand LAKENet capacity based on districts requiring increases.
		Evaluate current capacity and expected growth. Maintain current software levels.	2015 - 2018	Capacity monitored and upgraded in place	Internet and district fiber lines were increased
		Monitor security needs, additions to protect against intrusion	2015,2016, 2017		In 2015 with Internet connections increased annually.
		Factor in possibility of central private cloud, managed services, mobile learning devices proliferation (1 to 1 computing), online testing, online learning	2015, 2016, 2017		Cyber Insurance policy Procured.
		Also, consider implications of municipal and library service offerings.	2016, 2017		
2	C. Sorenson, J. Ginsberg, G. Schwalb, T. Keller, K. Simpson, B. Phillips	Continue to expand the Business Continuity Plan for EduTech supported services –	Ongoing	Organization prepared in a disaster for business continuity	
		Update all documentation.			Documentation updated, tests conducted
		Review and update the application testing process and continue the rotation schedule. Monitor progress.		Tasks completed	
		Continue to review for gaps, and adjust accordingly			
		Evaluate moving LeRoy Network hub, backup /recovery site		Analysis, Decision	Visit made to potential site.

Updated

Continue the process of expanding Administrative / Management Computing by analyzing and implementing the next generation of web-based student and administrative systems, accessible for staff and parents from all locations.

	Responsibility	Planned Action	Time Line	Evidence	Status
1					
	K. Simpson,	Continue to demo and migrate schools to web based student systems - Infinite Campus, Schooltool, Powerschool as requested by district	2015, 2016, 2017, 2018	Systems are implemented	Districts continue to me converted
2	T. Keller	Continue to add support for QueCentre facilities management and Nutrikids Cafeteria	ongoing	Systems are implemented	In process
3.	T Keller	Rollout of the new version of Finance Manager – nVision to districts, continue to review tasks, staffing, costs and timeline, continue to refine implementation Plan	2015 - 2018	Systems are implemented	Districts continue to be converted
4.	T. Keller	Continue to support the ever expanding Central Business Office Service for Wayne Finger Lakes and Genesee Valley BOCES Continue to support document imaging for the WFL BOCES CBO	ongoing	Districts converted from in district system to centralized system, supported ongoing	

Updated

Secure grants/partnerships and other Funding Sources for Software and Hardware acquisitions.

	Responsibility	Planned Action	Time Line	Evidence	Status
1	C. Sorenson C. Semler, C. Saxby	Explore Alternative Means for financing/funding/purchasing	Ongoing	Alternative Financing/Purchasing Identified	These efforts are in process and ongoing. We completed the Virtual AP grant, continue with the Medicaid grant and support the BOCES P-Tech grant.
2	C. Sorenson C. Semler, C. Saxby	Develop awareness of grants available and pursue the grants.	Ongoing	Grant applications submitted	These efforts are in process and ongoing.
3	C. Sorenson C. Semler	Develop an awareness of potential partnerships(public and private) and pursue new partnerships or improve existing partnerships	Ongoing	Current partnerships enhanced. New partnerships developed	These efforts are in process and ongoing.

Continued integration of Instructional Technology.

	Responsibility	Planned Action	Time Line	Evidence	Status
1	K. Eckdahl C. Sorenson	Continue to explore uses of emerging technology and applications in education As technology is embraced by schools, ensure that we have staff available for training, where there is volume to warrant the training vs cost.	Ongoing	Technology, instructional integration	
2	K. Eckdahl M. Morone	Continue to deliver online learning opportunities for students.	Ongoing	Technology, instructional integration	
3	K. Eckdahl	Continue to look for opportunities to use Distance Learning technology in our region where applicable. .	Ongoing	Technology, instructional integration	
4.	K. Eckdahl	Continue to support communities of learners that effectively utilize technology. Prepare teachers technically to utilize instructional resources on the web. Support web-based initiatives	Ongoing	Technology, instructional integration	
5.	J. Sheridan	Continue to support organizational, district efforts to move towards a personalized learning model for the future.	Ongoing	Technology, instructional integration	

Support State Initiatives

	Responsibility	Planned Action	Time Line	Evidence	Status
1.	K.Simpson	Support NYSED's continued initiative to process paper test sheets - preprint, scan, process in the timeframe required. Communicate expectations, schedule to districts.	2016-2018	SED timelines met	Ongoing
2.	G. Rosenthal M. Smith	Continue support and enhancement of EduTech's Assessment Scoring and Analysis Program for Regional Information Centers throughout the state for Regents item processing. Continued support	2016-2018	Regents successfully processed	Ongoing
.	K Simpson	Continue to support Regents in-district scanning service	2016-2018	successfully processed	Ongoing
3.	K.Simpson R. Yeoman,	Provide reporting and training as required for the results of 3-8 testing. Assist Staff Development in the instructional translation of the reports to instructional changes	2016-2018	Reporting complete	Ongoing

Support State Initiatives

	Responsibility	Planned Action	Time Line	Evidence	Status
4.	K.Simpson G Schwalb J Ginsberg	Support NYSEDs efforts to move to computer based testing, Develop district support model,	2016– 2020	Testing complete	Numerous districts field tested in 2016, districts going operational in 2017, NYSAA administered in 2016 and 2017
		Support Questar 3-8 Field Testing	2016– 2017		
		Support DLM NYSAA Testing	2016		
		Support the transition to Questar 3-8 Operational testing	2017 - 2020		
5.	C Sorenson T Keller	Support NYSED's initiative for statewide district Technology Plan Surveys, review all plans in the region and recommend approval to NYSED	2016-2018	Plans approved	October 2016 plans approved on time

Support Statewide, BOCES and Regional Student Data Warehouse and Reporting efforts and Data Readiness, Data Privacy

	Responsibility	Planned Action	Time Line	Evidence	Status
1.	C. Sorenson, K.Simpson, R. Yeoman,	Support the Statewide Initiative, to continue to expand data elements in the Data Warehouse as directed by SED and local needs	2016-2018	Data extracted, loaded to warehouse, tests administered	Ongoing
2.	K.Simpson	Continue to provide access to Teacher Evaluation and Assessment technology	2016-2018	New reports implemented	Ongoing
3	C. Sorenson, K.Simpson, R. Yeoman	Support efforts of Data Readiness education and training within the region to support data gathering needs.	2016-2018	Training completed, use of data by districts	Education process - Data Administrator meetings, Impact test scoring, Regional Instructional Council and Curriculum Council
4	K.Simpson R. Yeoman	Participate in Statewide data meetings - DW Project Managers, Tech Standards, Datag, Impact, to stay informed to allow us to inform our districts	2016-2018	Service available for customers; accurate, timely data provided to SED	Managers and staff attend various meetings and will continue to do so.
5	K. Simpson J. Glasgow	Support initiatives for student data privacy, in practice and through training	2016-2018		

Updated

Support for new and emerging software, technology that supports student achievement.

	Responsibility	Planned Action	Time Line	Evidence	Status
1	EduTech	Support Instructional software, emerging software, technology, service needs, and training in support of instructional technology EduTech provides support for a variety of instructional software titles both software offered by EduTech as well as software suggested by districts	2016- 2018	SoftwareTechnology offered, procured	This is an ongoing process.
2.	EduTech	Support organizational goal to improve the opportunities for students to enter STEM fields by increasing student proficiency in math throughout the region to at least equal the proficiency levels in English Language Arts.	2016-2018	Initiatives are completed	This is an ongoing process.

Regional Information Centers' Shared Goals and Action Items

The BOCES Regional Information Centers (RIC) in New York State have identified the following Strategic Initiatives, Shared goals. These goals will be collaboratively achieved by all RICs.

Responsibility	Planned Action	Time Line	Evidence	Status
All Regional Information Center Directors	2017-2019 Regional Information Centers' Shared Goals and Action Items • Establish a governance framework to manage RIC One initiatives • Identify, prioritize, implement and evaluate high-impact RIC One projects • Identify and secure resources to support the implementation of RIC One goals • Communicate the RIC One mission, goals, progress and outcomes • Strengthen the culture of collaboration, innovation and risk-taking • Identify emerging technology trends and recommend new opportunities • Complete a crosswalk of RIC services to identify areas for collaboration	2017 - 2019	Successful implementation	

Section 5: Evaluation

Evaluation results for prior year:

- Review following pages and the status column for each action item in the Section 4 Implementation plan

Evaluation plan for coming year:

- Review Implementation plans in Section 4 and the Evidence column for each action item in the Section 4 Implementation plan

Section 6 and 7 signatures available on request

Section 8: Applications/Services

Information regarding applications and services should be provided using the format, the common metric, Co-Ser numbers and categories mutually agreed to by the RIC Directors and the Department, updated to reflect any changes for this Center. All applications and services provided in the 7710 and 6360 CoSers should be included, indicated by number.

GV / WFL Educational Technology Service (EduTech) offers the following services for the districts of Genesee Valley BOCES and Wayne-Finger Lakes BOCES -

• CoSer 5877, Distance Learning - includes academic instruction for districts using interactive technologies.

• CoSer 6360, Instructional Technology Service - includes computer based learning technologies for districts, associated technology – software, hardware, networking, associated services, shared services and training..

• CoSer 7710, Computer Service: Management, includes computer based services for fiscal management, state reporting, or educational management activities including, but not limited to: pupil data, personnel data, scheduling, accounts payable, fixed assets accounting, test scoring, state data collection, data warehouse, and educational management services to school districts. This includes Student Management Systems, Test Scanning and Reporting, Special Education Student Systems, Financial Management Systems, Facilities Management Systems, Cafeteria Systems, and associated computer, network services.

• CoSer 7711, Telecommunications ▪ includes all telecommunications systems designed to provide internet, data transmission and associated applications, services – email, filtering, Erate filing.

See the following pages for applications

Following Spreadsheet Updated

NYS Regional Information Centers	EduTech
Section 8: Applications Services	**DISTRICTS**
2017 - 2018 793 Governance Plans	
2017 - 2018 List Number of Districts supported in June 2017	
AIS and RTI Systems & Services	
RTI Edge (aka AIS Edge) - Cleartrack	12
RTIm Direct- Frontline	16
Assessment Systems & Services	
Achieve 3000	
Acuity	
AIMSweb	6
Datacation	
eDoctrina	30
FAST	
iready	6
LinkIT	
Mastery Manager	
NWEA-MAP	4
Performance Tracker-Assessment Builder	
Renaissance Learning STAR Enterprise (math or reading)	18
Scholastic (SRI & SMI)	
Test Wiz	
Athletics Management Systems & Services	
Impact Concussion Baseline Testing	
rSchool Today Sports Scheduling	16
Schedule Galaxy	
Board of Education Management Systems & Services	
BoardDocs	
eBoard	
Broadcast Systems & Services	
PowerAnnouncement (Alert Solutions)	
Blackboard Connect	30
Code-Ed (ECN)	
One Call Now	
Parent Link	
School Connect - Synervoice	
School Messenger (West Interactive Services)	17
Business Operations Systems & Services	
Budget Mailer (web)	
GST Tax Billing and Collection System	
NERIC Tax Billing & Collection System	

Capital Project Software (CapProSoft)	
Cafeteria Systems & Services	
Horizon Boss Fast Lane	5
MiChoice	
Nourish formally SMARTS	
nutriKids	46
WEBSMARTT/WinSnap	
Cloud Based Productivity Tools & Services	
GAFE (Google Apps For Education)	35
Office 365	3
Data Collection & Analysis Services	
Certica Solutions	
TOTAL	
PUBLIC SCHOOLS	
CHARTERS & NON-PUBS	
DataCation	
TOTAL	
PUBLIC SCHOOLS	
CHARTERS & NON-PUBS	
Data Warehouse (eScholar)	
TOTAL	47
PUBLIC SCHOOLS	51
CHARTERS & NON-PUBS	4
ELLevation	
TOTAL	
PUBLIC SCHOOLS	
CHARTERS & NON-PUBS	
eSchooldata GURU Boards	
TOTAL	
PUBLIC SCHOOLS	
CHARTERS & NON-PUBS	
Forecast5	
TOTAL	6
PUBLIC SCHOOLS	6
CHARTERS & NON-PUBS	
iData/Qliktech	
TOTAL	
PUBLIC SCHOOLS	
CHARTERS & NON-PUBS	
K12 Insight: Engage	
TOTAL	3

PUBLIC SCHOOLS	3
CHARTERS & NON-PUBS	
Level 0	
TOTAL	47
PUBLIC SCHOOLS	47
CHARTERS & NON-PUBS	4
SchooltoolIQ	
TOTAL	31
PUBLIC SCHOOLS	31
CHARTERS & NON-PUBS	
Document Management Systems & Services	
Accela (used to be IQM2)	
FileBound	3
Laserfiche	
OnBase	
ProcessIt (eForms and workflow)	
TechTiles	
Educator PD and Evaluation Management Systems & Services	
AVATAR	
Ed Vista - StaffTrac	
iObservation	
LCI-MPPR	
My Learning Plan	6
OASYS	14
Observation 360	
PDP Premier	6
Right Reason Technologies	
Teachscape	
WinCap PD	
OBSeRVE	20
Election Management Systems & Services	
Bold	
NTS Data Services	
Email Archival Systems & Services	
Barracuda	
Google Vault	28
GWAVA/RETAIN	
Inboxer	
Mail Meter (Waterford)	
Message Solution	19
Microsoft Exchange Online	
Razorsafe	

Messaging Architects (Net Mail)	
Email Systems & Services	
Gmail	28
GroupWise Mail	
LOTUS Notes	
MS Exchange on Premise	17
MS Exchange on Online	2
Employment Tracking Systems & Services	
Applicant Tracker by PeopleAdmin (formerly SearchSoft)	
Job Application Tracker from SchoolWorld	
School/Stream (Job Applicant Manager)	
Facilities & Work Order Systems & Services	
Hillyard Custodial Management Suite(LitePro)	
Qware	21
rSchool Today Facilities Management	16
School Dude	3
Service Now	
Web Help Desk	
Financial and Human Resources Systems & Services	
Infinite Visions (Budget Sense)	
Finance Manager - Legacy	21
Finance Manager - nVision	22
Info-Matics	
NIS (Negotiations)	
Pentamation (Financial)	
WINCAP	
Firewall Management Systems & Services	
Central Firewall	
Checkpoint	
CISCO ASA	47
Dell Sonicwall	
Fortinet	
Juniper SRX	
Palo Alto	
McAfee	
SOPHOS	
Guidance Systems & Services	
Bridges	8
College on Track	
Guidance Direct	
InfoSnap	

Naviance	5
Health Management Systems & Services	
Healthoffice (Healthmaster), Inc.	
SNAP (Professional Software for Nurses, Inc.)	
Internet Filtering Systems & Services	
Content Filtering (Fortigate)	
Content Filtering (Lightspeed)	
Content Filtering (NetSpective)	
Content Filtering (Palo Alto)	
Content Filtering (Sophos) was Astaro	
Content Filtering (Smoothwall)	
Content Filtering (SonicWall)	
iBoss	47
Mobile Device Management Systems & Services	
Absolute	
Airwatch	3
Casper - JAMF	4
IBM - MasS360	
Lightspeed	
Meraki	9
Security Systems & Services	
Access Control	
Badge Pass	
Linstar Tpass	
Rapid Response	
Raptor	4
Safe Schools NY	
Video Surveillance	
Visitor Management Other	
Spam Detection Systems & Services	
Barracuda	
Modusgate - Vircom	
MS Forefront	
Proofpoint	47
Sophos (was Astaro)	
SPAM (CanIt)	
Spam Assassin	
Office 365 Anti-Spam Protection	
Special Education Management Systems & Services	
ClearTrack Medicaid	12
Cleartrack2000 (SC RIC)	12

Document Repository (Centris)	
IEP Direct (Frontline IEP)	35
Medicaid Direct (Frontline)	35
NYSE Direct (Frontline)	
Student Management Systems & Services	
eSchoolData	
TOTAL	
PUBLIC SCHOOLS	
CHARTERS & NON-PUBS	
eschool plus	
TOTAL	
PUBLIC SCHOOLS	
CHARTERS & NON-PUBS	
Infinite Campus	
TOTAL	6
PUBLIC SCHOOLS	6
CHARTERS & NON-PUBS	
Power School	
TOTAL	1
PUBLIC SCHOOLS	1
CHARTERS & NON-PUBS	
School Master	
TOTAL	
PUBLIC SCHOOLS	
CHARTERS & NON-PUBS	
SchoolTool	
TOTAL	39
PUBLIC SCHOOLS	39
CHARTERS & NON-PUBS	
Substitute Systems & Services	
AESOP/Frontiline Technologies	47
eSchools Solutions	
Technology Planning Systems & Services	
Clarity/Brightbytes	
Testing Systems & Services	
3-8 paper based testing	
TOTAL	51
PUBLIC SCHOOLS	47
CHARTERS & NON-PUBS	4
BOCES Assessment Reporting System (BARS) on the web	
TOTAL	
PUBLIC SCHOOLS	
CHARTERS & NON-PUBS	

EduTech's ASAP (Regents scoring/rpts.)	
TOTAL	47
PUBLIC SCHOOLS	47
CHARTERS & NON-PUBS	
Optimum Solutions Corporation OSC (Regents Scanning)	
TOTAL	
PUBLIC SCHOOLS	
CHARTERS & NON-PUBS	
RIC Regents test scanning	
TOTAL	19
PUBLIC SCHOOLS	19
CHARTERS & NON-PUBS	
Teleforms for in-district design/scanning	
TOTAL	28
PUBLIC SCHOOLS	28
CHARTERS & NON-PUBS	
Textbook Tracking Systems & Services	
Follet Destiny Textbook Manager	
Textbook Loan	
Transportation Systems & Services	
Applied Data Services	
Education Logistics	
Transfinder	
VoIP and Collaboration Systems & Services	
Alcatel	
Avaya / Nortel	
Cisco Call Manager	12
Jabber	
MS Lync	
SameTime - IBM	
SHORETEL	
WebEx	
Website Systems & Services	
SchoolWires (Blackboard)	37
CNYRIC District Websites	1
eSchoolview	
SchoolFusion (Blackboard)	
SchoolWorld	
Edline	9
Wireless Network Authentication Systems & Services	
Aruba Clearpass	15
Avaya ID Engine	

Cisco ISE	
Cisco Meracki	22
Cisco Prime	
Juniper/Trapeze	
Meru	10

Section 9: Additional Information

Additional information may be included with the plan. Generally, supporting documentation should be provided through links to online sources of information at the Regional Information Center. Additional information may be appended if it cannot be provided in another format. Such information should be included in the following categories.

See the following pages, matrix for detail

Appendix 4: Network(s) is enclosed

Appendix 1: Hardware

Appendix 2: Software
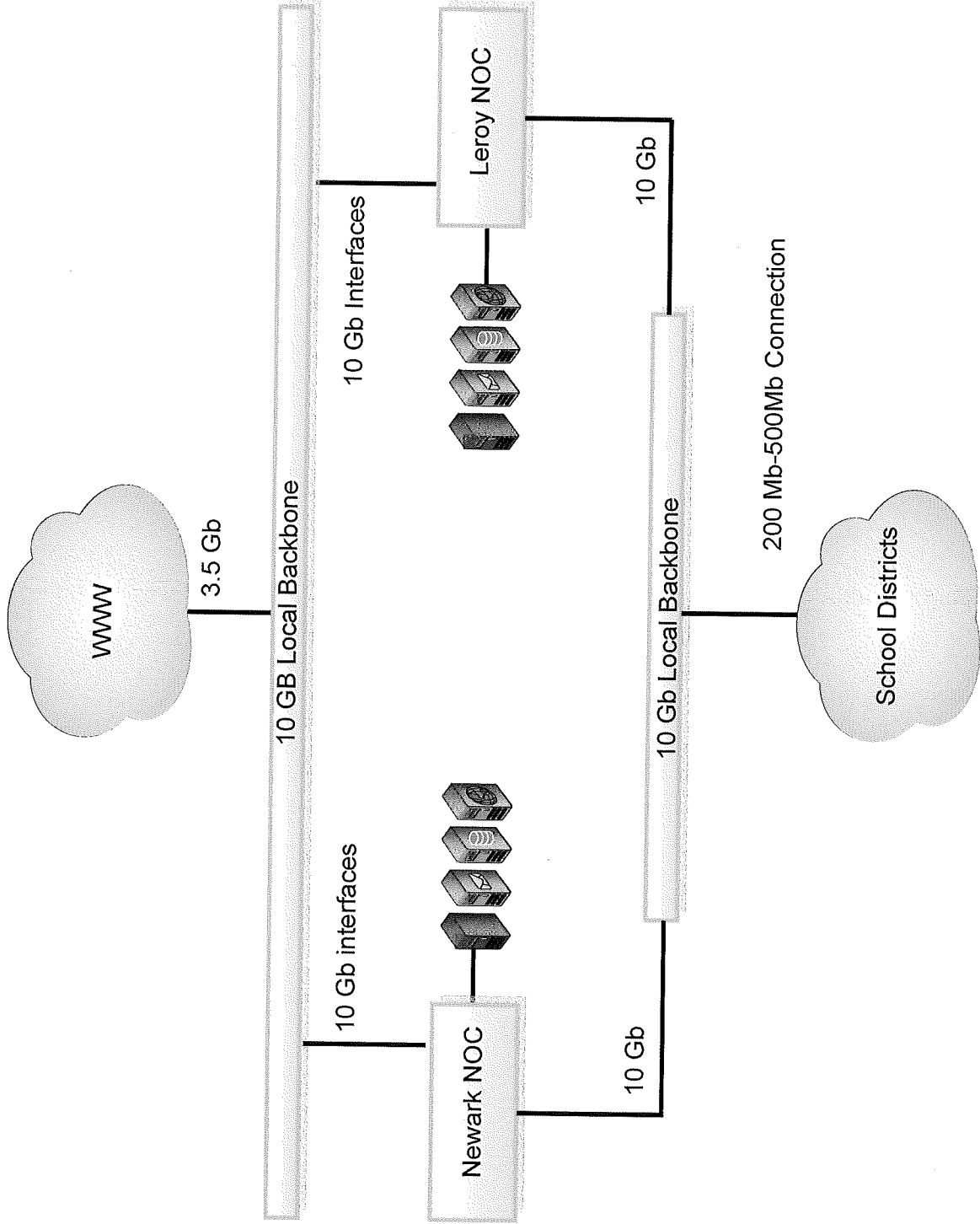
Appendix 3: Online Applications

Appendix 4: Network(s)

Appendix 5: Staffing

Appendix 6: Finances

Appendix 7: Other

Maps Updated

Network Maps available on request

Section 10: Statutory Requirements

Part 115
SCHOOL DISTRICT AND BOCES PLANS
(Statutory Authority: Education Law, 207, 1608-a, 1716-a, 1950 (4) (c); Laws of 1985, Chapter 53, §17)

Section 115.1 BOCES computer services plans.

(a) Purpose. The purpose of this section is to set forth the requirements for approval of computer services plans prepared by boards of cooperative educational services and submitted to the commissioner in accordance with section 1950(4)(c) of the Education Law. Applications for the approval of shared services shall be determined, in relevant part, based on consistency with an approved plan.

(b) Plan requirements. Each board of cooperative educational services shall prepare a five-year regional plan to meet the projected need for cooperative computer services in the supervisory district, and shall submit such plan to the commissioner on or before the first day of December of each year. Each plan shall contain:
 (1) a description of the long-range planning process, which includes:
  (i) a list of persons involved in the development of the plan;
  (ii) criteria for selection of such individuals; and
  (iii) a description of the planning processes which were followed and will be followed;
 (2) evidence that the proposed computer services are consistent with and conform to policies and criteria for BOCES-provided computer services approved by the commissioner;
 (3) a description, in a form prescribed by the commissioner, of computer services currently made available by BOCES within the service region;
 (4) a list, in a form prescribed by the commissioner, of the mainframe, mini and micro hardware which is a part of the delivery system, including a rationale for the selection of such hardware;
 (5) a list, in a form prescribed by the commissioner, of the software which has been selected to run on all hardware which compromises the system, including a rationale for the selection of this particular set of software;
 (6) a network description, in a form prescribed by the commissioner, which clearly indicates the lines, line types and locations of devices which compromise the regional delivery system;
 (7) a description, where appropriate, of how the regional system will take into account findings of department-conducted operations and management audits;
 (8) a summary of costs and revenues, broken down by application area, as well as the proposed charges to school district for future services, including a rationale for those particular charges;
 (9) a list of the major problems impeding more efficient and effective provision of services, and a detailed description of the steps proposed to overcome the problems;
 (10) a list of the assumptions about future school district needs and changes in information technology which are governing long-range projections about the nature of future delivery systems;
 (11) a description of a comprehensive needs assessment, which includes a survey of users and nonusers within the regional service delivery system;
 (12) priorities established as a result of such needs assessment;
 (13) a description of the goals for long-range service delivery;
 (14) a description of how the services made available will assist school districts to meet State reporting requirements;
 (15) a detailed plan, and performance objectives for the first two years of the plan;
 (16) a description of how local personnel intend to evaluate the extent to which goals and performance objectives are achieved;
 (17) a description of the procedures which will be put in place to monitor the plan's implementation; and
 (18) other such items as may be deemed necessary by the commissioner.

1