Members Present:

Joe Backer, Supt. Letchworth

Chris Manaseri, Supt. Romulus

Dr. Marinelli, District Supt. W-FL BOCES

Jack McCabe, Associate Supt. W-FL BOCES

Bev Ouderkirk, District Supt. GV BOCES

Tiffany Phillips, Supt. Bloomfield

Bob Smith, Supt. Elba

Camille Sorenson, Director of EduTech

Dr. Stephen Uebbing, Supt. Canandaigua

Yvonne Watkins, Supt. Geneseo

Absent:

Gary Hammond, Asst. Supt. GV BOCES

Presenter:

Chris Saxby, EduTech Office Manager

2000-2001 EduTech District Pricing

Camille Sorenson, Jack McCabe, and Chris Saxby presented proposed 2000-2001 district pricing.

Bob Smith asked if it was possible to produce a report that would show each district where it stands with its obligations to EduTech (i.e. lease agreements, expiration date, multi-year projection of cost. Could we do it before the end of February?

EduTech is working on a formula/spreadsheet showing districts how to calculate their EduTech bill.

How do we present to superintendents? WFL would present after CSO meeting and GV BOCES will get back to Camille on how to present. Presentations to be made in early February.

Research and Development Camille Sorenson and Jack McCabe presented.

Today's presentation is based on a request in August for more information. The environment related to R&D is 60 to 70% new versions or upgrades, next generations of technology we already use and 30 to 40% involves new functionality.

We have an informal policy that we do not use first versions of software. Every person in EduTech has a responsibility to be aware of what is out there. Do we need it, does it add value, and the impact on current technology.

Joe Backer asked if EduTech has an R&D committee. There are a number of committees within EduTech that work within their individual committees on research and development. One person does not make decisions, there is collaboration between departments and consensus of technical committees within EduTech

Bob Smith raised a concern that while EduTech should continue to have everyone looking at R&D we would be better off having one person dedicated to continuously exploring new technology.

Camille's concern is that when one person's sole responsibility is R&D they miss the operational perspective of the organization. In a committee environment, there is dialog back and forth. In certain areas we do need to be more proactive. Research and development is a function of resources and time.

Further discussion followed on the pros and cons of research and development being an individual's responsibility or an organization's responsibility. Discussion also focused on what quadrant EduTech should

operate in, the quadrant that is -- not urgent, important.   The suspicion is that EduTech is operating in quadrant one, which is urgent, and is that an effective way of doing business.
There is a concern at the steering committee level about the systematic nature of EduTech's R&D process.
Jack McCabe stated that there is a system, but you don't see. It lives within the culture of the organization.

After further discussion around R&D and who is involved in the prioritization of R&D (EduTech Management), it was requested that R&D be put on the agenda periodically for updates. EduTech will look into setting up a think tank session involving internal and external customers.

Legislative Update
Camille passed around information as to how the legislation is written today and a memo from Bob Neumann, RIC Director at Nassau that talks about legislation implementation timeline and draft guildelines.

Jack McCabe reviewed the process the state is requiring. BOCES will be expected to file cost data with the state, the school districts review the filings to assure the best price for the hardware they need, school district completes Statement of Assurance, and the Statement of Assurance is filed with the State Education Department.

Discussion as to how this effects BOCES and the school district.

At the current time this legislation relates to hardware and installation and does not relate to cross-contacts.

Jack McCabe asked the Steering Committee if they would support EduTech purchasing hardware and doing installations for another BOCES.

If you look at why there are regional BOCES, this goes against the philosophy of regional BOCES.

If another BOCES does the install, are we bound to provide support?

Do we have any power to impact this? The issue isn't to control it, but to understand it and work with it.
This is something that is happening to us and we need to have a better sense of options and what decisions are open for us.

Bev Ouderkirk and Joe Marinelli will bring this issue up at the next DS meeting.

McCabe/Sorenson will list issues on DocuShare where Steering Committee opinion is requested.

EduTech Continuous Improvement Planning
SAA process
We have changed the entire SAA system internally and hope the districts are seeing the benefits of those changes. The process has been automated within EduTech with some district tech coordinators having access. We hope to get it into all districts soon. The process has also been changed by adding pre and post install meetings. At the pre-install meeting EduTech sits down with the district to make sure everyone is on the same page. Every detail is looked at. A post-install meeting to create a punch list and to resolve outstanding issues within 10 days follows up the install. We will use the SAA system to track requests and interface with billing system for a more accurate assessment. EduTech will work to continue to improve installation and communication process.

Prorate support charges for any installs that occur after the 1st of January.

From a human resources standpoint, we are working with civil service, looking at compensation, and using creative ways to hire technical people.

Next year we are focusing on the problem resolution process, improving support in the application support area, revamping the CAC area and how we resolve problems. The vision is for someone to be at the end of the line to answer the question. We will also be focusing on shared technical service. All these areas are wide open for discussion and brainstorming. We are at the fact gathering stage.

Cognos
Camille gave an update on Cognos and distributed a draft of an RFP for districts interested in being a pilot. Two people are receiving training, the hardware has been ordered, and the software has been installed on one computer to begin being able to manipulate data

Leap data should be ready for manipulation in January or February.

Draft looking for districts interested in piloting. Dates are tentative, but go in line with the schedule. Looking for curriculum and instruction people who can allocate the time to work with the tool and EduTech.

Bev Ouderkirk asked if it would be appropriate for a GV BOCES person to be trained.
Camille stated there is a point where we need resources. We need to develop the best way to train the school personnel. There are two pieces of training, the mechanics and how to read the data.

Dial In Access Update.
It works; the service is available. Camille passed out a brief write up on the service and the cost. If you are interested, see your project coordinator.

This service will allow you to dial in from any location to your district to access servers, LAKENet. You can connect into any service as if you were a workstation in your district.

Other
CCC
Tiffany Phillips raised the concern that three districts (Canandaigua, Geneva, and Bloomfield) are paying for a service (CCC) and not receiving any support. EduTech is aware of the concern with CCC and an individual is trained in CCC and will begin offering support. A maintenance contract with CCC will be created in EduTech's name. Then EduTech will contact CCC if we cannot answer the question.

Steve Uebbing stated that perhaps a better solution given the limited number of districts involved is to not supply support and remove the fee.

WFL mail outage 11/22-23
Over the weekend of November 20 and 21 there was a point where the server exceeded capacity and hung, and was not able to be restarted until 11/23. There was nothing we could do to prevent this. What we should have done was communicate with customers that it broke, we fixed it, and sorry for the inconvenience. A plan is in the process to improve communications with customers. Bob Smith suggested the CAC notify customers.
Tiffany Phillips asked if we have a record of the amount of time email is down during school hours.
Yvonne Watkins mentioned that Geneseo is starting to keep a log.

Committee on ELearning:
Steve Uebbing and Chris Manaseri have expressed interest from WFL BOCES. Bob Smith and Joe Backer are interested from GV BOCES. Jack McCabe will coordinate a meeting.