LHRIC

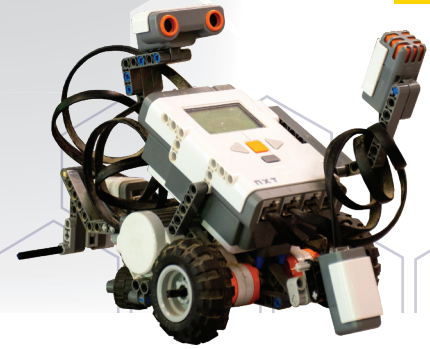
LOWER HUDSON REGIONAL INFORMATION CENTER

support

development

PARTNERSHIP

LHRIC SERVICES GUIDE 2020-2021



SOUTHERN WESTCHESTER BOCES · PUTNAM NORTHERN WESTCHESTER BOCES · ROCKLAND BOCES

LHRIC MISSION

We provide K-12 leadership with our partner districts to achieve their educational technology goals.

LHRIC LOWER HUDSON REGIONAL INFORMATION CENTER

SOUTHERN WESTCHESTER BOCES · PUTNAM NORTHERN WESTCHESTER BOCES · ROCKLAND BOCES

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- Christina K. D'Aiello, Assistant Director, Administrative & Management Services
- John Hall, Account Manager
- Jean Benitez, Account Manager
- Julie Martin, Account Manager
- Candice Cross, Account Manager

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- Joseph McGrath, Director of Technology, Mt. Vernon CSD
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- Dr. Andrew Taylor, Director of Technology, Byram Hills CSD
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- Ronald Velez, Director of MIS, White Plains CSD
- Charles Von Hollen, Director of Technology, Blind Brook UFSD
- Dr. Mary Elizabeth Wilson, Sr. Director of Professional Development and Instructional Technology, SWBOCES

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- George Brady, Director of Technology, South Orangetown CSD
- Ursula Carbone, Director of Technology, Nanuet UFSD
- Dr. Sarah Chauncey, Chief Information Officer, Rockland BOCES
- Lisa Collopy, Director of Instructional Services, Rockland BOCES
- Dr. Mary Jean Marsico, Chief Operating Officer, Rockland BOCES
- Kaushika Patel, Director of Technology, Rockland BOCES
- Marco Pochintesta, Superintendent, Pearl River SD
- Mario Spagnuolo, Assistant Superintendent for Business, Nanuet UFSD
- Lisa Weber, Acting Superintendent, Suffern CSD

Welcome

Please accept a warm welcome to the 2020-2021 Lower Hudson Regional Information Center (LHRIC) Services guide. This guide presents a broad spectrum of high-quality service offerings supporting our mission of providing K-12 Leadership with our partner districts to achieve their educational technology goals.

The Lower Hudson Regional Information Center is a nonprofit consortium providing educational and administrative technology services to more than 60 school districts in Westchester, Putnam, and Rockland counties. The LHRIC, based in Harrison, N.Y., is one of 12 Regional Information Centers located throughout New York State focused on delivering cost effective solutions to today's demanding educational technology needs. The LHRIC staff believe in the power of working together through meaningful collaboration to support current and emerging technology demands.

The LHRIC values our role in the education of more than 225,000 students, and the support of nearly 12,000 teachers in approximately 300 school buildings connected to the Internet via our Private Wide Area Network. This private network provides a heightened level of security unsurpassed by commercial competition. Our Level 1 Data Warehouse helps provide data protection and is specifically designed to keep student, teacher and staff PII safe.

Our services remain on the cutting edge of trends and mandates and include our most recent service additions: Virtual Desktop Hosting, Hybrid Hosted VoIP Phone systems, ACA form processing (FMLA) and Digital Content ADA Compliance Systems.

The LHRIC distinguishes itself from other service providers through its depth and breadth of offerings with its commitment to instructional services that are designed to transform teaching and learning for students and educators using technology. The LHRIC collaborates with districts to develop new services that expand the boundaries of traditional classrooms and provide high quality, professional growth opportunities for all district personnel.

We greatly appreciate our partner districts and look forward to expanding the ways we provide excellent educational technology solutions.

Warm regards,

Kathy Conley
Executive Director

Kathy Conley, Executive Director
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E-mail: kconley@lhric.org

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ACCOUNT MANAGER DISTRICTS

Jean Benitez

Assigned Districts:

- Briarcliff
- Bronxville
- Eastchester
- Edgemont
- Greenburgh 11
- Hastings
- Hawthorne Cedar Knolls
- Mt. Pleasant Blythedale
- Mt. Pleasant Cottage
- Pelham
- Scarsdale
- SWBOCES
- Tuckahoe
- Valhalla
- Yorktown

Candice Cross

Assigned Districts:

- Clarkstown
- Dobbs Ferry
- East Ramapo
- Greenburgh Central
- Greenburgh-Graham
- Greenburgh-North Castle
- Mt. Pleasant Central
- Nanuet
- North Rockland
- Nyack
- Pearl River
- Rockland BOCES
- South Orangetown
- Suffern
- Tarrytown

John Hall

Assigned Districts:

- Bedford
- Brewster
- Carmel
- Garrison
- Haldane
- Hendrick Hudson
- Irvington
- Katonah
- Lakeland
- Mahopac
- North Salem
- Ossining
- Peekskill
- PNW BOCES
- Putnam Valley
- Somers
- White Plains

Julie Martin

Assigned Districts:

- Ardsley
- Blind Brook
- Byram Hills
- Chappaqua
- Croton
- Elmsford
- Harrison
- Mamaroneck
- Mt. Vernon
- New Rochelle
- Pleasantville
- Pocantico Hills
- Port Chester
- Rye City
- Rye Neck

LHRIC Service Areas

The LHRIC provides a comprehensive menu of services in five key areas:

- Technical Services

  including Networking, Managed IT, Telcom/WAN, and School Security

- Business & Administrative Services

  including Finance, Facilities, and Web Communications & Alert Services

- Instructional Technology Services

  including Software & System Services, Professional Development Services (Model Schools), Leadership and Technology Planning Services

- Student Data Services

  including Student Information Systems, Data Integration, Level 1 Data Warehouse, Data Analysis, Testing Services and State Reporting

- RIC One statewide initiatives

  including support for Education Law 2-d

The services and support available to your district do not end with the programs listed here — through cross contracts with other BOCES, you may also choose from a wider selection of programs and services. Contact your account manager for more information about services you may be interested in.

Individualized Service

Nearly all service requests are individualized to your district needs, whether related to a specific LHRIC service, cross contracted service, or the exploration of a completely new endeavor. No two districts are the same, but many challenges you are facing may also be a challenge for neighboring districts. In the true spirit of collaboration, we look forward to leveraging our knowledge and problem-solving skills to provide a customized proposal to help solve your Educational Technology challenges.

Technical Services

Technology Support Services

The Technology Support Services provide seamless technology support for all networking, hardware repair, telecommunications, and service desk needs including but not limited to, service and support for file servers, workstations, network operating systems, closet electronics, and a variety of peripherals, and printers. Service is offered through a variety of support options. These include a shared technician model on-site, Collaborative Support. Another model is Managed IT Services, which entails technology experts centralized at the LHRIC and armed with automated tools to monitor and react to technology problems immediately and remotely. Districts participating in our services take advantage of our in-depth level of experience in supporting and maintaining educational networks, and benefit from a shared pricing model.

The services offered include:

- Maintenance of technical support contracts with vendors
- Technology evaluation, design, planning, development, and on-site technical consulting
- Field-tests of new technologies and updates, patches and new versions of current products
- Central distribution of patches, updates and antivirus software
- Monitoring of technical support issues and service delivery through a centralized web-based help desk
- Training and support through in-house and third-party partners
- After-hours support for network emergencies
- Cybersecurity Services and solutions

Cybersecurity

LHRIC provides cybersecurity services as part of the technology support services. These existing services can form the basis of a district's cybersecurity plan. Additionally, LHRIC teams have been working on new cybersecurity solutions and will continue to partner with you to bring appropriate solutions once the regulations are finalized.

Managed IT Services

CoSer 510 & 611

Managed IT combines centrally managed support in collaboration with a local field support presence that provides high quality and seamless network support services to local school district networks. Our Managed IT Service includes subject matter experts that provide support in key areas:

- *MIT Lead* provides operational management overseeing the support teams to ensure issues are resolved in a timely manner; assists with technology planning; and will be your resource for project management to drive seamless inception of all installed technology.
- *Service Desk Support* provides first-level support resolving technology issues on first contact, by categorizing, prioritizing, and escalating issues to the appropriate support team when necessary.
- *Managed Infrastructure Support* provides daily support and management of district network infrastructure, including proactive monitoring, alerts to technology support staff, switch configuration backups, optimization and remediation of issues with any district infrastructure equipment including routers, switches and firewalls. Centralized services also include secure management of the district's local network infrastructure, providing role-based access while capturing log data of user access.
- *Managed Wireless Support* provides daily support and management of your district's local wireless network solution, including support for all district-owned wireless controllers, access points, network access management, proactive monitoring and alerting, and optimization of district wireless environment. A standardized wireless implementation is included, which provides simplified access and increased security to district wireless solutions.
- *Managed End-User Computing* provides districts with comprehensive support for all district-owned client computers, devices, and peripherals, which includes a centralized management platform for Windows and Apple devices. The service also includes management and support for Google Apps for Education and Office 365 applications.

- *Managed Systems Support* provides support and management of all servers, storage devices, backup strategies, email hosting and server virtualization solutions. This support includes proactive monitoring and alerting, regularly scheduled maintenance, systems optimization and standardization of district systems. Another available complement is LHRIC Server Hosting, which provides the district with the option to move their servers into the LHRIC consortium private cloud.
- *Field Support Staff* provides in-district, level 1 support in collaboration with the centralized, specialized support teams.

Collaborative Field Support (In-District Technology Support)

CoSer 510 & 611

The Collaborative Field Support Service model provides on-site technicians of varying skillsets and quantity as determined by the district in collaboration with LHRIC recommendations. These shared technicians are responsible for day-to-day upkeep, maintenance, and management of systems, end-user computing, infrastructure and wireless support in your districts network environment; which includes in-district data centers. A MIT Lead is provided to oversee the district support team, ensures issues are resolved in a timely manner, assists with technology planning, and will be your resource for project management to drive seamless inception of all installed technology. Service Now is a tool provided to be used in conjunction with this service for incident management, project management tracking and procurement.

Hardware Repair Services

CoSer 510 & 611

Our Hardware Repair Service gives you access to certified technicians who can be dispatched to your location to conduct on-site repairs. If more complicated issues are uncovered we have a shop setup to complete additional repairs. We offer authorized repair service for Apple®, Dell® and HP® brand computers and peripherals. We can also attempt repairs for Acer®, Apple®, Asus®, Dell®, HP® brand computers and peripherals, Smart® brand Smart Boards and Projectors, as well as other brands of Chromebooks, desktops, laptops, iPads, monitors, printers, projectors, tablets and portable devices that are no longer under warranty.

Asset Management and Retirement

CoSer 611

The LHRIC provides asset retirement of end-of-life computer equipment to all districts, regardless of where the equipment was purchased. There is no cost to your district for this service. Before requesting a pick up, we ask that you have 20 or more computers at each location. To request a pickup please download and fill out the Asset Retirement Form from https://www.lhric.org/asset_retirement. Email the completed form to Recycle@lhric.org.

Keep in touch
Stay informed

Event and session calendars available on our website: **lhric.org**

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facebook.com/LHRIC
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twitter.com @lh_ric
twitter.com @lhricit

Internet and WAN Services

The LHRIC's Wide Area Network team provides network design, support and maintenance, service upgrades, and proactive monitoring of internal and Internet connectivity. Your district is provided access to system reports that allows collaboration and visibility into managing bandwidth and usage patterns. All networking services, from endpoints to the Internet and cloud services, are managed by expert staff in collaboration with your district. The services allow your district to leverage USAC E-Rate reimbursement and NYS BOCES Aid.

Internet Services

CoSer 510 & 611

LHRIC Internet Services provide school districts with enterprise-grade Internet access. This service includes the following value points:

- High availability and redundancy (Internet egress in Westchester and Rockland)
- Generator backed data centers
- Enterprise grade firewalls
- Enterprise Threat Management – Intrusion Prevention/Detection Systems (IPS/IDS)
- Secure VPN connections with district pre-approval and audit trail
- Proactive bandwidth management utilizing bandwidth monitoring tools. We ensure appropriate dedicated Internet bandwidth is available to your district.

WAN Communication Data Circuits (Managed Fiber Solutions)

CoSer 611

Districts can leverage the consortium buying power to connect school buildings with fiber connections. LHRIC provides annual competitive bidding to secure best prices to connect or upgrade school district circuits. In addition, LHRIC manages partner vendors to connect and configure these links.

In collaboration with your school district, we determine the best method for centralizing IT systems across your District's school building and coordinate 1.0 Gb/s and 10 Gb/s fiber optic connections. These circuits create district networks that can accommodate secure data, voice, and video network communications. With proactive monitoring, we help minimize downtime and use our partner vendor relationships to expedite necessary repairs.

Secure Remote Access Service – Virtual Private Network (VPN)

CoSer 611

The Remote Access Service provides users with secure, role-based access to the district's network. Users connect securely to their files and district applications anywhere and at any time through a virtual private network (VPN). The district determines the level of network access that is granted to each user. The service also can provide your District VPN activity logs.

Telecommunications: Unified Communications (UC) and Voice Services

Phone Services

CoSer 611 & 612

Two types of phone services are available through the LHRIC: Voice over IP (VoIP) which can be hosted in-district or Hybrid/Hosted and Intellipath. VoIP allows a district to make voice calls using their existing data network (LAN) connection instead of regular or analog phone lines. Both of our VoIP services offer support in: consulting, design, planning, implementation, maintenance and repair, as well as ongoing operations (additions/moves/changes).

The Intellipath service provides districts with a flexible, cost effective and efficient network for voice and data communications by using Verizon's Intellipath II (Centrex) and PRI services. Intellipath service users become part of

the LHRIC Intellipath consortium and save on phone circuit costs.

LHRIC On-Prem VoIP Service

CoSer 611

Districts can upgrade from legacy Private Branch Exchange (PBX) systems to VoIP-based platforms. VoIP systems allow for voicemail to be sent to via email. This enables your users to be more responsive rather than wait until they return to their classroom or office to check voicemail. Additionally, your district can add app-based communications, building speaker/paging and physical door access control to move toward a unified communication model.

The VoIP support service provides monitoring and remediation of phone system issues. Dedicated VoIP team members support district phone systems remotely. Currently supported systems are Cisco Unified Communications and Shoretel/Mitel. Depending on the VoIP platform, your district may be able to integrate the Unified Communications/VoIP systems with building security as part of your school safety goals. With VoIP, districts can make and receive video-based calls with other endpoints that have video capable units.

LHRIC Hybrid VoIP Service New

CoSer 611

The LHRIC is offering a new streamlined voice service known as Hybrid VoIP, which expands on the capabilities of On-Prem VoIP systems by providing much higher redundancy and availability to schools.

Hybrid VoIP adds Voice Call Managers and Unity Servers that are housed in the LHRIC's private cloud and are exclusive to our districts. This provides higher standardization, centralized system configuration and system redundancy. This adds new features such as a disaster recovery kit, which allows schools to configure phones for impacted buildings quickly at an alternate or recovery location.

Exclusive to Hybrid VOIP, shared, centralized SIP Trunk services deliver dial tone on phone circuits that are configured for IP based networking. This feature allows automatic failover and easier call rerouting to alternate locations.

Data Center Services

Data Center Services are hosted in a private cloud and located in a secured SOC 2 certified LHRIC Data Center with disaster recovery options.

Data Center Hosting

CoSer 611

This service provides private cloud hosting of district servers in the LHRIC Data Center. This is a cost-effective alternative to building out and maintaining server hardware, virtual machine licensing and Windows licensing. LHRIC Data Center servers are protected by the LHRIC Disaster Recovery strategy, which includes replication to an offsite disaster recovery facility.

Remote Backup

CoSer 611

The Remote Backup Service ensures that data is protected from loss in the event of viruses, accidental deletions and/or hardware failures. The Remote Backup Service provides nightly backup and storage in a secure, remote location. Daily emails provide the status of the district backups. If data recovery is required, the time needed for recovery is minimal. Training to use a web-based console to perform retrieval is included in the service.

Internet Filtering

CoSer 611

The Internet Filtering Service is a managed service that ensures that students and staff are CIPA compliant and protected when using an Internet-connected device in the district. District-owned devices that are taken home can be protected as well. Reporting on internet activity is available for 60 days via a web console.

Virtual Desktop Hosting New

CoSer 510 & 611

The Virtual Desktop Hosting service provides districts with private cloud delivery of Virtual Windows Desktops in the LHRIC Datacenter. Virtual desktops can leverage high-end graphics cards to ensure performance of even the most demanding applications. Desktop images are customizable to mirror existing district desktops. We can provide virtual desktop access in your district only or, as an option, at the user's homes as well. This is a cost-effective alternative to making a capital investment for Virtual desktop infrastructure and licensing.

School Security Services

The LHRIC Security Service offers security-related technology solutions such as video cameras with image recording capabilities, door access control and visitor management systems. We offer analysis of your network infrastructure to ensure recommended technology solutions are possible. The service includes consulting, design, procurement, installation and ongoing school security systems support. Base Security Support participation is required to participate in additional School Security services.

Base Security Support

CoSer 611

Base Security Support Service provides your district with:

- An evaluation of your current physical security systems
- Recommendations to strengthen existing security hardware and software
- An analysis of existing network infrastructure
- Help Desk support, to manage system operations

Access Control (Door Access) Security

CoSer 611

The Access Control Security Service provides a system to unlock exterior entrances and interior doors that protect high value or sensitive locations. Access control is activated using proximity cards, key fobs, swipe cards, bar codes, or biometric readers. The system can be configured to control who may enter select doorways and can also limit the time of day staff and students may enter.

IP Video Security

CoSer 611

This service provides placement strategy, procurement and installation of IP Video Cameras for surveillance of school hallways, buildings and grounds. We provide a thorough evaluation for optimal camera placements, both inside and outside. Camera footage can be monitored in real time and recorded for playback. Integration with police or fire agencies is an option for this service.

Visitor Management

CoSer 611

LHRIC Visitor Management system scans each visitor's driver license or state-issued ID instantly against the national registered sex offender database. When a visitor is cleared, a temporary badge is issued with the visitor's photo, name, and destination within the school building. The service helps schools keep unwanted visitors out and keeps track of all visitors who have entered the building.

Business & Administrative Services

Financial Services

ACA Processing

CoSer 455 & 611.455

LHRIC offers a comprehensive ACA strategic plan, which complies with the law and matches your District's needs. Our integrated technology uses data from your payroll & benefits carriers to track employee hours and produce IRS required forms 1095 & 1094.

We offer hands on full ACA: Administrative and Financial Consultation Services using a web-based ACA solution, which can include: implementation plan compliance & policies, monitoring of ongoing salary, ongoing hourly, and all variable hour activity; tracking via monthly reports to prepare for Annual IRS reporting and audits; compiling of information for IRS reporting; PDFs of IRS form 1095s for applicable employees; and electronic filing of IRS form 1094.

Finance Manager Support

CoSer 611.450

The LHRIC supports Finance Manager's nVision software, which provides business offices with the ability to manage financial, human resources and other business operations. The LHRIC service provides initial and ongoing training, workshops, user groups, telephone and, when applicable, on-site support, a financial helpdesk, and meetings with TRS, ERS and the IRS.

The software can be hosted at the LHRIC or at the district running Windows Server. The LHRIC provides a comprehensive Disaster Recovery/Business Continuity Plan in our generator powered facility. Data is also backed up to offsite Regional Information Centers located elsewhere in the state. Disaster recovery can be initiated at these other locations depending on the nature and extent of the emergency.

Finance Manager provides payroll, human resources, negotiations, budget projections, remote requisitioning, purchasing, accounts payables and receivables, bidding, general ledger, time management, GASB34 reporting modules, report writing capabilities and interface with Excel. Finance Manager allows for software interfaces to Omni and Frontline's attendance product (formerly known as AESOP). The TimePiece module allows you to choose from a variety of methods to capture time and also interfaces with the payroll module. A new web- based employee self-service portal is being launched this year.

Forecast5

CoSer 611

Forecast5 has partnered with NYSASBO to bring data analytics to New York schools. Combining various data sets such as BEDS, ST-3 and Report Card data, Forecast5 is delivering a Business Intelligence model to schools across the state. This transformational approach allows school district officials to spend time analyzing rather than gathering relevant data.

Procurement

CoSer 510 & 611

Procurement Services include the purchase of hardware and software in support of districts' evolving technology needs. The service provides processes for renewals of software licensing and hardware support; and can accommodate non-project-based purchase requests through our automated online procurement system (NPPR). Procurement Services support LHRIC departments in securing favorable contracts and standards guidance in procurement for school district project-based orders. We work diligently to ensure the proper purchasing channels are in place to meet district's goals and objectives. Purchases may be funded via Installment Purchase Agreements (IPAs), Multifunction Device Leases, General Funds, SSBA, and E-Rate.

Facilities Services

Facilities Management (Capital Project/Building Planning)

CoSer 611

The LHRIC partners with CapProSoft, a facilities management software developer, and hosts a fault-tolerant environment for two software applications: CPPRT and FAST. These applications provide systems for Capital Project Management and Facilities 5-year planning.

CPPRT enables districts to track and report on capital projects on a multi-year basis. It allows districts to maintain fiscal control, provides an audit trail and history for projects and works with the New York State Education Department's facilities planning requirements — generating all required reports.

FAST provides a district with a central database of information about facilities infrastructure, building types, health/safety issues, major utility systems, site conditions and fire inspections. FAST is designed to help districts fulfill mandates of the Comprehensive Public School Building Safety Program, including annual visual inspections and the 5-year facilities plan. It can also serve as a knowledge base for future capital projects.

SchoolDude Solutions

CoSer 611

SchoolDude offers solutions to streamline all areas of your operations – maintenance management, energy management, facility usage and technology management. SchoolDude's products automate the work order process, monitor inventory usage, schedule preventive maintenance, simplify facility usage scheduling and track technology assets. Many of the solutions integrate to provide a global-view of your district's operations and improves communication with all departments and faculty.

District Web Communications and Alert Services

LHRIC Communication and Alert Services include software and consulting for district websites, administrative content and mass notification. Coordination across multiple departments and services within districts and the BOCES, such as student systems and offices of public relations, are often included in these services.

Content Management Systems

CoSer 554 & 611

Content Management Systems service providers guide districts through the selection, design, and implementation of district web site solutions either as a new approach to communication or moving between solution providers. Services include selection of software solutions, content mapping and design, accessibility analysis, as well as professional development and training.

Solutions supported in this category include:

- Blackboard Web Community Solution
- eChalk
- Finalsite (with or without Audio Eye)

Ensemble Video

CoSer 444 & 554

Ensemble Video On Demand, built exclusively for K-12, is a video management, catalog, and streaming solution that provides the ability for administrators, teachers, students and staff to publish and share original video content and share them publicly or privately across any digital content system. Districts are able to stream live events using the live streaming feature. The service includes software, hosting and storage of video content, professional coaching and training for staff.

Messaging/Alert Services

CoSer 611

The LHRIC provides support for K-12 Alerts, Blackboard Mass Notification, ShoutPoint and School Messenger services. These messaging services provide communication and emergency messages to parents and staff through work and home emails, land lines, and text. The messaging services have different hosting methods. BlackBoard Connect and K-12 Alerts are fully hosted, whereas School Messenger provides a hosted and a shared service). Each offers different benefits in the areas of language translation, community access, and connectivity to Student Information Systems. Contact the LHRIC for more information on which package suits your district's needs.

Remind.com New

CoSer 611

Remind is a text messaging app that helps teachers, students, and parents communicate quickly and efficiently. This can be used at the district, school, or classroom level. There is a widely used free version, and the LHRIC service supports the enterprise version for districtwide deployment.

Administrative Services

Records Management – Laserfiche

CoSer 611

This service will help your district comply with Records Retention and Disposition Schedule ED-1. We can accept both your paper and electronic documents to scan, import and index in our system to archive for as many years as required as well as for offsite disaster planning and prevention. Designated user(s) will be able to retrieve and search for documents via the Laserfiche web tool.

Productivity Tool Training for Administrators and Support Staff

CoSer 611

Administrators and building-level support staff can learn new or enhance skills by requesting training in Microsoft Office, Office 365, Microsoft Outlook Mail & Calendar, Adobe Acrobat Pro, and Google Apps, Mail and Calendar. The service is available on a per diem basis, at your district, and can be custom designed for your district needs. We recommend keeping class sizes small to maximize the learning experience.

Instructional Technology

Software and Systems Services

These services include a comprehensive approach to the identification of and planning for instructional software as supplemental curriculum and administrative support for students and teachers. Services include software selection, consulting, professional development, user groups, and procurement. For the more comprehensive software systems, implementations include a plan to ensure the successful adoption and evaluation of software in support of district teaching and learning goals. For software information and service, contact us or visit our website at https://it.lhric.org/az_product_list. Cross contracts with other BOCES may be available when a product isn't currently supported by the LHRIC.

K-12 Instructional Software as a Service

CoSer 510 & 554

Instructional software solutions* provide supplemental curriculum content delivery systems that support whole group, differentiated and blended classroom instruction.

The LHRIC supports the selection, implementation, professional development, data analysis, and ongoing maintenance and support for the following research-based K-12 curriculum instructional software. This support includes professional development workshops, user groups, site visits, telephone and online support. Consulting is available to district data inquiry teams to maximize the reporting features of the supported programs. All solutions meet state and federal requirements and will be vetted with local districts to ensure they meet instructional needs.

Student Assessment:

- AIMSweb & AIMSweb Plus
- Castle Learning
- iReady (diagnostic, progress monitoring & instructional)
- NWEA (MAP)
- Renaissance Learning (diagnostic, progress monitoring & practice)

English Language Learners

- Compass Learning
- iLit - Pearson
- English in a Flash
- Imagine Learning for ELLs
- Rosetta Stone

Literacy

- Accelerated Reader 360 - Renaissance
- Achieve3000
- Compass Learning Reading - Edgenuity
- Core5 - Lexia Learning
- English in a Flash - Renaissance
- iLit - Pearson
- Imagine Learning Literacy
- IXL - language arts & Spanish
- Rosetta Stone
- SuccessMaker - Pearson
- Waterford Early Learning

Math

- Accelerated Math 360 - Renaissance
- ALEKS - McGraw Hill
- Compass Learning Math - Edgenuity
- Dreambox
- Explore Learning (Gizmos & Reflex)
- Imagine Learning Math
- IXL Math
- Mindresearch Institute (New!)
- Red Bird - McGraw Hill
- SuccessMaker - Pearson

Science & Social Studies

- IXL - science, social studies
- Explore Learning - Gizmos

*Partial listing.

Online Course Content

- Accelerate U
- Edgenuity
- Gradpoint
- Virtual High School (VHS)

Digital Literacy & Keyboarding

- Keyboarding without Tears
- Learning.com

Production & Productivity

- Google
- Microsoft
- Nearpod
- Wixie
- Apple

College and Career Readiness Guidance Systems

- Naviance Career and Guidance system - Hobsons

Curriculum Mapping
CoSer 611 & 554

- Atlas (formerly Rubicon Atlas) - Faria Education Group
- eDoctrina

Teacher Evaluation, Professional Growth and Compliance
CoSer 611 & 554

- eDoctrina
- OASYS (Frontline Professional Growth)
- MLP (Frontline Professional Learning Management)

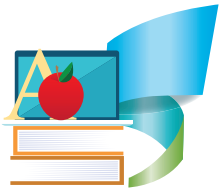
Online, Distance, and Blended Learning

CoSer 444

This service provides software, consulting and professional development for schools to build capacity and offer a variety of alternative pathways for learning. These solutions are most often used for credit recovery, credit accrual, electives, advanced placement (AP), Response to Intervention (RTI), and access for homebound or hospitalized students. The solutions below are research based and provide additional resources for unit and credit recovery, and supplement to curriculum content.

The following digital software solutions are currently supported:

- *Accelerate U* provides course content and New York State Certified Teachers for core, elective, and AP courses for grades 6-12, as well as courses for professional development.
- *Edgenuity* provides course content and direct instruction video in core subjects, electives, AP, and career and technical education (CTE) courses; grades 6-12. New! Social Emotional Learning Courses.
- *Global Compliance Network* (GCN) provides 125 compliance tutorials covering a broad range of topics from Health & Safety, Privacy and Security and Blood Borne Pathogens to Policies and Regulations.
- *Pearson's GradPoint* provides the ability to address virtual and blended learning, credit recovery, dropout prevention, alternative education, English language learning, summer school, and more, all on one platform. The program includes over 180 rigorous, multimedia courses, seven learning pathways, and any time, anywhere, any place access via web browser.
- *The Virtual High School Collaborative (VHS)* provides elective courses through a global consortium for students in grades 6-12.
- *OC21 Virtual School* is a Putnam/Northern Westchester consortium school comprised of regional district students and teachers. Local district teachers provide blended elective courses for area students in grades 9-12.
- *Schoology* brings together the best K-12 learning management systems with assessment tools to improve student performance, foster collaboration, and personalize learning.



Virtual Student Presence for Homebound Students

CoSer 444

Homebound and hospitalized students are often prevented from participating in school classes and activities due to physical, mental or emotional illness, or injury. Technology now provides a pathway for them to participate in classroom instruction and school activities from home, or in some cases a hospital. Using the VGo Virtual Robot, students participate in real time in their classes or simply stay connected with peers from home using a tablet, laptop or desktop computer by controlling the robot video system located at school.

Services include the use of VGo video robot onsite, procurement and setup of a student computer, technical assessment and monitoring. Training is provided for students and their parents/guardians, classroom teachers and other identified support staff.

Response to Intervention (RTI) Systems

CoSer 510 & 554

The LHRIC supports an array of Response to Intervention (RTI) Systems designed to screen students, identify Tier 1, Tier 2 and Tier 3 learning interventions and assist in the monitoring of student progress. The service includes the implementation, needs analysis, scope and sequencing in support of local RTI program goals.

Supported products include:

- AIMSWeb, AIMSWeb Plus
- iReady's Growth Monitoring
- RTI (Frontline), formerly RTIm Direct
- Star 360 (Renaissance)

Professional Development Services

Model Schools Core

CoSer 554

The LHRIC Model Schools Core Service is the basic instructional service provided by the Model Schools team. Through the Core Service, districts have access to an annual catalog of professional development workshops, special events, webinars, demonstrations, and self-paced, online courses. Content is focused on key issues and topics in instructional technology. Districts have unlimited access to sessions where professional staff will learn about innovation and develop competencies that they can immediately bring back to their districts. Model Schools workshops are open to all instructional staff, support staff, administrators, and paraprofessional staff in member districts.

Customized consulting is available for Core Service member districts for on-site professional development, at an additional fee. LHRIC professional development coaches provide "at elbow" classroom level coaching and job embedded support for individual teachers, grade levels, teams and PLCs.

LHRIC instructional technology expertise includes:

- 21st Century and Contemporary Teaching
- Active Learning Strategies for Maker Spaces and Flexible Learning Environments
- Virtual and augmented reality technologies
- Coding, programming and robotics
- Social media in instructional settings
- Safe and ethical use of technology for teachers and students
- Digital storytelling and use of instructional multimedia
- STEAM leadership, support and instructional Strategies
- Blended and online learning strategies and solutions
- Flipped Classroom methods and practices
- Mobile learning technologies (iPads, Smartphones, Chromebooks)

PD YOUR WAY

Model Schools "PD Your Way" Online Learning New!
Model Schools Online Workshops are fully facilitated by a LHRIC coach, and are eligible for CTLE credits. The courses run approximately 4 weeks, and take 3-6 hours to complete. Participants receive an orientation kit upon registration, and individual attention during each course to ensure maximum success and learning. All online courses are included in the Model Schools Core membership and are open to all instructional staff, support staff, administrators, and paraprofessional staff in member districts.

Active Learning Center
The LHRIC Active Learning Center (ALC) is located at 450 Mamaroneck Avenue in Harrison and is available to districts for visits and tours, design consultation and implementation planning, meeting facilitation, and a variety of professional development sessions. Experiences are designed to incorporate research-based practices for active learning and are included in the Model Schools Core membership. Extended opportunities for consultation, visits, and use of the room are available on request.

Model Schools Core Plus (Cohort Based Professional Development)

CoSer 554

Model Schools Core service member districts can take advantage of high quality, structured, job-embedded instructional technology coaching in district for a cohort of teachers/instructional staff. The Model Schools Core Plus option provides up to the equivalent of 10 days of cohort based, job-embedded professional development for up to eight teachers.

The cohort-based professional development is comprised of planning, preparation and job embedded coaching with the specific focus on participant skill acquisition, lesson development, co-teaching, and reflection & revision. All cohort participants are given 1-1 attention during the coaching process, including in-classroom support and planning/post-lesson debrief conversations and recommendations to strengthen their classroom practices with technology.

Customized Professional Development

CoSer 554

Anticipating the professional development needs in support of district initiatives can't always be predicted a year in advance. Often these customized professional development needs arise throughout the school year and vary year to year. This service is designed to support the unique and specific district professional development needs and schedules that arise. The Model Schools team workswith districts to identify needs and assign appropriate staff based on skill, knowledge and availability. This service option is intended to supplement existing professional development efforts in the district and to be a flexible option that will meet a variety of scheduling and staffing requirements. Customized professional development is a per diem commitment, not an annual service subscription. Model Schools Core Service is a pre-requisite to have access under the Model Schools 554 CoSer.

On-site Instructional Technology Coach

CoSer 554 & 611

If your district is looking to enhance the current instructional technology initiatives or supplement the efforts of your own staff, LHRIC offers on-site shared collaborative staffing. Our certified professional coaches are experienced and trained in the instructional uses of technology. Their time in district can range from a few days of targeted support to multiple days each week — the frequency of support is customizable. LHRIC provides placement and coordination support, as well as ongoing oversight of work throughout the year.

Leadership Services

Services in this category may include events, consulting, shared staff, and software.

Technology Leadership Institute (TLI)

CoSer 554

The Technology Leadership Institute (TLI) provides school district leaders with opportunities to engage with and learn from nationally known educational technology experts. The program's goal is to identify and communicate the value of technology and how it can be used to improve and transform education.

TLI events are hosted locally and provide districts with the opportunity to network, learn, and collaborate with each other and subject matter experts. Membership allows district professional staff to attend all annual events. The program also provides registration for two NYSCATE events; the CTO Clinic and Annual Conference.

TLI Winter Event delved into the future of Drones

Strategic Technology Planning

CoSer 554

Instructional Technology Planning is essential for districts and often a subset of the district stragtegic plan NYSED requires districts to have a three-year Instructional Technology Plan on file for compliance and eligibility for funding in the form of BOCES Aid, Grants and Bonds.

This service provides consulting, review and evaluation of district technology plans in accordance with NYSED regulations and national standards. Review of the NYSED Plans is provided at no cost to districts.

Additional consulting is available to assist districts in developing goals, detailed implementation plans, actions items, and plan evaluations. For compliance with NYSED Tech Plan evaluation requirements, the Brightbytes Tech & Learning Platform is available to districts in Model Schools services included in annual membership and is available at an additional cost for non-Model Schools districts.

Technology Planning and Coordination (Shared Staff)

CoSer 554

This service was designed with the busy Technology leader in mind. LHRIC provides an instructional technology leader with the skills and knowledge necessary to deal with the breadth and depth of the job requirements for a technology program. It is designed as a supplemental support for sitting technology leaders to assist in meeting the expanding responsibilities and demands of this busy role. Technology Planning and Coordination is a shared staff model providing support for two or three days per week. LHRIC staff are skilled in various instructional technology requirements as well as the overall business and technical needs of a contemporary school district.

Clarity Brightbytes Data Analytics

Coser 554, 611

The Brightbytes 21st Learning Suite (Learning Outcomes, Digital Privacy and Security, and Technology & Learning modules) is available to districts to help plan and measure technology initiatives to drive student learning. Districts use the Brightbytes platform to evaluate the status of instructional technology plans and goals, monitor software usage and return on investment, and create relevant policies to ensure a safe learning environment relative to privacy and security.

RIC One

RIC One is 12 Regional Information Centers working together as one. The collaboration with other RICs increases available resources and enhances the offerings of the service. RIC One API has now joined the Student Services Department as an offering in their Data Integration Services.

The RIC One DPSS is designed to provide data security and privacy tools and resources alongside expertise to support districts in the region to meet their data privacy and security challenges. A major benefit of this services is the increased confidence of school boards, faculties, parents and students in their district's ability to protect their data. The Data Privacy and Security Service supports districts' compliance with New York State's Common Core Reform Act, Education Law 2-d and Part 121 of the Commissioner's Regulations.

RIC One Data Privacy & Security Service

CoSer 611

The service provides resources to confront the increasing threats to district data and security. Specifically, the Data Privacy and Security Service.

The Base Service includes access to:

- *User Groups* – Quarterly user groups will be held that focus on topics related to district compliance with Ed Law 2-d and the Regulations.
- *Inventory Tool* – This enables districts to compile a list of their software inventory as well as links to third-party vendors' software Privacy Policies and Notices, thus enabling districts to comply with provisions of the New York State's Parents' Bill of Rights. Over 1,000 products are currently included in the database, and districts may submit requests for additional products.
- *Information Security Professional Development* – Web-based data privacy and security awareness training follows a structured outline, including a formal assessment and printable certificates of completion. Also available are materials for small group and whole group instruction that focus on data privacy and security, cyberbullying and digital citizenship.
- *Digital Digests & Archived Digests* – Quarterly newsletters focus on data privacy and security with current information, effective strategies, best practices, and leadership resources.
- *Digital Debrief Webinars* – Interviews with industry experts address topics related to data privacy and security in education.
- *Digital Blasts* – Timely information as it occurs keeps districts informed of the latest developments in the field.
- *Data Privacy & Security Service Website* – Password protection provides secure access to resources such as archived Digital Digests, recorded webinars, online PD and the software inventory tool.

Additional services:

In anticipation of the requirements for district compliance to Education Law 2-d, the RIC One DPSS will expand to provide optional services:

- *Data Protection Officer Mentoring* – working side by side with district data privacy teams, the LHRIC will provide mentoring and guidance to help districts develop internal capacity to meet the requirements of Ed Law 2-d and the Regulations.
- *Data Protection Officer Support* – the goal is to provide assistance with the requirements of Ed Law 2-d and the Regulations based on district needs. A school district administrator retains the official title and authority of the DPO with the LHRIC performing routine functions and support.
- *NIST Cybersecurity Standards* – The LHRIC will provide services to districts in anticipation of the need to comply with the NIST Cybersecurity Framework Standards.
- *Customized Professional Development* – district based professional development is available to enable district to comply with the requirement for annual employee training.
- *Phishing Campaigns and Security Awareness Training* – utilizing a third-party vendor, the LHRIC will help facilitate the implementation of district based phishing campaigns and follow up security awareness training.

Data Services

State Reporting Data Services

State Data Validation (Certify)

CoSer 611

This service provides districts with an automatic, web-based New York State data quality management service. Software tests the District Student Information System, Special Education System and HR system data against NYSED reporting rules on a daily basis. This Rules Validation Engine software specifically tests more than 700 Level 0 business rules and provides next-day notification of errors, giving the district time to correct problems. A scorecard for each New York State extract is generated and can be emailed to district data owners to help prevent the repetition of errors.

DDA/CIO Mentoring

CoSer 611

This service provides district DDA/CIOs with timely one-on-one help and guidance and is designed to support the less experienced DDA/CIOs. The mentoring process provides periodic review of databases, support for effective communication, direction for establishing processes and procedures, examples of best practices, review of basic data analysis, identification of training needs, and monitoring of compliance timelines. This program is designed as a one-year support plan, but extended participation is available upon request. Participation involves one-on-one meetings as well as ongoing assistance via phone and e-mail.

DDA/CIO Shared Support (Customized CIO Support)

CoSer 611

This service is designed to support districts with the state reporting responsibilities typically assigned to a DDA/CIO. The frequency and intensity of support is customizable and can range from a few days of targeted support to the equivalent of multiple days each week. Your district can use this service to support your current DDA/CIO, to replace exiting DDA/CIOs, or to respond to emergency long-term absences of your DDA/CIO.

Data Collection - State Reporting

CoSer 611

This state-mandated service is necessary for the transfer of data from public school districts to the state data repository. It allows districts to be compliant with the demands and timelines established by the State Education Department. Monthly CIO Meetings and timely webinars support districts in keeping up with NYSED reporting deadlines and changing requirements throughout the year. Verification and Data Analysis reports are available.

Student Information Systems (SIS) and Student Data Services

Student Information Systems

CoSer 611

The LHRIC provides service and support for multiple student information systems: eSchoolPLUS, eSchoolData, Infinite Campus and school**tool**. All are web-based K-12 student information systems (SIS) with real-time access to enrollment, attendance, discipline, grade books and reporting, transcripts, communication, and curriculum scheduling. They offer mobile access, parent portals, integration with assessments, IEPs, APPR reporting, data warehousing functionality and more. The LHRIC not only provides support for these student information systems but also helps districts identify modules and associated products required for successful student information system operation. With state reporting increasingly playing an important role in data collection, the student information team constantly monitors reporting requirements to assure the student information system remains current and compliant.

Data Integration Service

CoSer 611

LHRIC supports multiple integration vendors and tools. Districts can leverage the power of their Student Information System by establishing secure connections with frequently used applications. ClassLink and RIC One API are designed to safely and securely deliver student enrollment rosters to providers. The integration keeps rosters current, saves time, and helps eliminate data entry errors. ClassLink also provides a single sign-in solution (only one password to remember for each user), automated account provisioning (AD sync), one-click access to shared files across school drives, as well as real-time analytics to track how your investments are being used.

IEP Systems (formerly Special Education Management (IEP))

CoSer 611

The LHRIC hosts IEP Direct in a secure environment allowing access on 24/7 basis. This web-based special education management system allows teachers to draft IEPs directly online, provide notification of upcoming meetings, and generate form letters, reports, and student lists. The service also offers user meetings and training sessions during the year and communicates updates, IEP-related issues, and State & Federal mandates. This product directly links into your Student Information System, and through Centris Sync can update Student's Record. In addition, there is a Document Repository module, NYSE module, Guidance Direct, and a Response to Intervention (RTIM) module.

Powerschool OnLine Registration (formerly InfoSnap)

CoSer 611

Powerschool OnLine Registration is a cloud-based registration management system, which includes online application, admissions, school choice/lottery, new student enrollment, returning student registration, and staff registration solutions. It is designed specifically to be used in Pre-K-12 independent, charter, and public schools.

Powerschool OnLine Registration solutions provide secure, customized online forms that are designed using SmartForm Technology; a powerful administrative portal that allows review, editing and management of data. The advanced data integration framework can connect with your Student Information System (SIS).

Parchment

CoSer 611

Parchment is a digital credential service that simplifies the process of sending and tracking official and unofficial transcripts, letters of recommendations, immunization reports, or any other digital file to any destination for district alumni, with real-time status notifications. Parchment software provides a cost-effective, automated process for secondary schools to manage and fulfill alumni transcript orders.

School Dismissal Manager

CoSer 611

School Dismissal Manager is a web-based application that allows parents to manage or change their child's dismissal plans online (instead of with a hand-written note to the teacher), streamlining end-of-day dismissal. Just prior to dismissal, the School Dismissal Manager will automatically send a customized, up-to-date report for all students to the school. The software provides a clear, daily picture of all student dismissal destinations. Copies of reports are archived for a full year, creating an audit trail. RIC One data integration is available.

Testing Services (Scoring, Scanning, & Reporting)

Testing Services (Scoring, Scanning, & Reporting)
Testing Services is focused on supporting districts' K-12 state-mandated testing requirements. Services include printing, processing, scanning, scoring, computer based testing support and reporting and analysis.

Regents & NYSITELL In-District Scanning

CoSer 611

Our in-district scanning service will save time and increase score accuracy. You are only responsible for scoring the extended response questions and scanning the answer sheets on your dedicated scanner. Hand scoring multiple choice questions and using conversion charts to score exams are not needed, as the exams are scored electronically. Within 24 hours of scanning a complete exam the scores are posted to the Level 1 reporting website.

State Test Processing K-12

CoSer 611

Through these services, our Testing Services team provides test-processing and support for both paper- and computer-based state assessments. This includes ELA 3-8, Math 3-8, Science 4 & 8, NYSAA K-12, NYSESLAT K-12, NYSITELL and Regents. This includes printing & scanning answer documents, loading/merging data, uploading assessments to Level 1 and to the state for scoring and reporting.

Full-Service Scoring K-8

CoSer 611

Our Full-Service Scoring Service helps keep your teachers in the classroom and save the effort of planning and running a scoring site. Our process includes the scoring of constructed response questions from state exams (ELA 3-8, Math 3-8, Science 4 & 8, NYSESLAT K-12). Exam booklets are scanned, and certified teachers score the constructed response questions using online scoring software. Data is then merged with students' answer sheets for state reporting.

Score Report Printing/Web Hosting

CoSer 611

This service assists your district in delivering score reports from state assessments to parents. Choose to have them printed and shipped to the district, stuffed in envelopes with a district specific cover letter and either shipped to district to hand out, or mailed directly to parents. If your district has a parent portal you may opt for our web hosting option where our vendor will securely host the Score Reports to be available for parents when they login to the system.

NYSITELL Exam Processing New

CoSer 611

This service includes the printing of blank or pre-printed answer sheets, enabling you to scan answer sheets in-district with your regents scanner or deliver to the LHRIC for processing and receive scores the next business day. We load scores to Level 1 and the state for you.

Data Analysis and Curriculum Reporting Services

Data Analysis

CoSer 611

Data Analysis provides educators with secure access to current student information and historic data. This data belongs to you, the district or school, and the student. It should be used to take positive action on behalf of the student. We present the data in easy to interpret reports and visualizations with tools to query the data warehouse. The service enables teachers and administrators to analyze curriculum and student progress. Reports and visualizations include links to online resources that can help administrators, teachers and students. Data Analysis professional development includes working with teachers and administrators, navigating Level 1

reports and interpreting the data. This allows educators to devise both curricular changes as well as intervention programs for groups of students.

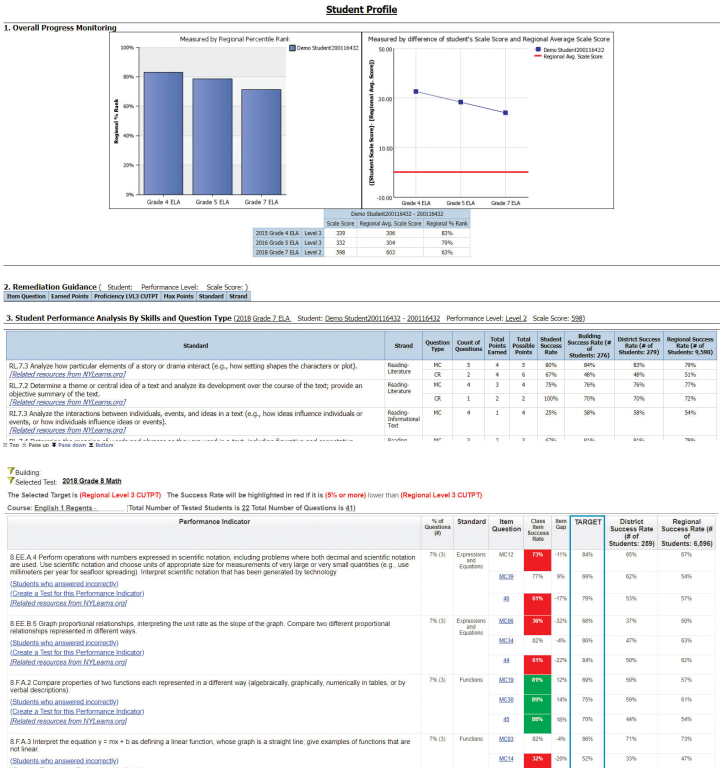
Additionally, access is available to local grades, state and local assessments. Data is available on students with disabilities, special programs, as well as teachers and staff. All data can be downloaded for use with other software tools, such as Excel and PowerPoint.

Teacher Level Reporting

CoSer 611

As part of Data Analysis services, LHRIC Teacher Level Reporting Service provides teachers with access to current and past classes with student assessments, course grades, demographic and program service data. We provide item analysis of every test with every released question available as a link in the reports. We show the "forensics" of question analysis by providing how the students answered each question. Interim assessments, course grades, publisher exams, locally administered class tests, etc. can be loaded to the data warehouse so teachers can see more data about each student. The student's entire history of assessments is always available, and teachers can view their present students as well as students from the previous school year.

This data enables teachers to identify the strengths and weaknesses of students' skills to improve instruction and enhance student performance. Teacher Level Reporting provides information for administrators about current and past student data by teacher and helps schools improve instructional plans and resources for optimizing student and school performance. Through professional development, data analysis experts work with teachers to determine which students need help in key skills and what methods they can use to help those students.



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Technical Services · Business & Administrative Services · Instructional Technology Services · RIC One · Data Services

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