



# SERVICES GUIDE

2023-2024





LHRIC

70+  
SERVICES

60+  
DISTRICTS

12k+  
TEACHERS

225k+  
STUDENTS

## LHRIC MISSION

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

### Cybersecurity Focus

Interwoven throughout this guide you will find explanations of how each department at LHRIC is actively working to keep your district's data and systems safe.

Cybersecurity is more than just hardware and software — and requires a concerted effort from people, processes & technology.

Cybersecurity is everyone's responsibility!



CONNECT

# WELCOME



The Lower Hudson Regional Information Center (LHRIC) is a nonprofit consortium providing educational and administrative technology services to more than 60 school districts in Westchester, Putnam, and Rockland counties. Based in Harrison, N.Y., it is one of 12 Regional Information Centers located throughout New York State, focused on delivering cost-effective solutions for today’s demanding educational technology needs. Everything we do supports our belief in the power of meaningful collaboration to support current and emerging technology demands benefiting classroom instruction. The LHRIC’s broad spectrum of high-quality service offerings supports our mission of providing K-12 Leadership with our partner districts to achieve their educational technology goals.

Our comprehensive menu of services includes Managed IT services, internet access, regional internet filtering, unified communications, test scoring, data warehousing, state reporting and verification, CIO mentorship and support, financial and student information systems, data integration, technology planning, video streaming, Ed. Law 2-d compliance and data privacy and security, to name a few. In response to trends and mandates, most recent service additions include: virtual desktop hosting, hybrid hosted VoIP phone systems, digital content ADA compliance systems and DPO support.

We value 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, providing a heightened level of security unsurpassed by commercial competition. Our Level 1 Data Warehouse helps provide data protection and is specifically designed to safeguard the personally identifiable information of students, teachers and staff.

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. The LHRIC team greatly appreciates our partner districts, and we look forward to expanding the ways we provide excellent ed tech solutions.

Warm regards,

**Ellen J. McDonnell, Ed. D.**

*Executive Director*

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*Assigned Districts:*

- Bronxville
- Eastchester
- Edgemont
- Greenburgh 11
- Harrison
- Hastings
- Hawthorne Cedar Knolls
- Mt. Pleasant Blythedale
- New Rochelle
- Pelham
- Pocantico Hills
- Scarsdale
- SWBOCES
- Tuckahoe
- Valhalla
- Yorktown

*Assigned Districts:*

- Blindbrook
- Clarkstown
- East Ramapo
- Elmsford
- Greenburgh Central
- Greenburgh-Graham
- Greenburgh-North Castle
- Mt. Vernon
- Nanuet
- North Rockland
- Nyack
- Pearl River
- Rockland BOCES
- South Orangetown
- Suffern
- Tarrytown

*Assigned Districts:*

- Bedford
- Brewster
- Carmel
- Garrison
- Haldane
- Katonah
- North Salem
- Ossining
- Peekskill
- PNW BOCES
- Port Chester
- Putnam Valley
- Rye Neck
- Somers
- White Plains

*Assigned Districts:*

- Ardsley
- Briarcliff
- Byram Hills
- Chappaqua
- Croton
- Dobbs Ferry
- Hendrick Hudson
- Irvington
- Lakeland
- Mahopac
- Mamaroneck
- Mt. Pleasant Central
- Mt. Pleasant Cottage
- Pleasantville
- Rye City

The LHRIC Account Managers actively listen to district needs and concerns and follow up with appropriate personnel at the LHRIC. They also proactively deliver guidance and pertinent technology information to district leadership. One of the most important functions of the Account Manager is to guarantee the quality of LHRIC services by monitoring service delivery standards. We encourage you to reach out to your dedicated Account Manager!

## LHRIC Service Areas

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

- **Technology Support Services:** including Technical Support, WAN and Internet, Data Center and Private Cloud, Physical Security and Hardware Repair Services
- **Finance, Business & Administrative Services:** including Finance, Facilities, and Web Communications & Alert Services
- **Instructional Technology Services:** including Instructional & Administrative Software & Systems, Professional Development Services (Model Schools), Online Learning (Distance Education) and Hybrid Learning Services, Leadership and Technology Planning Service
- **RIC One Data Privacy and Security Service:** provides support for Education Law 2-d , the NIST Cybersecurity Framework and Data Protection Officers.
- **Student Information Systems and Student Data Services:** including SIS and Data Integration
- **Data Services:** including Level 1 Data Warehouse, Data Analysis, Testing Services and State Reporting

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

## 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 new endeavor. No two districts are the same, but many challenges you face may also be a challenge for other districts. In the spirit of collaboration, we will leverage our knowledge and problem-solving skills to customize a proposal to help solve your Ed Tech challenges.

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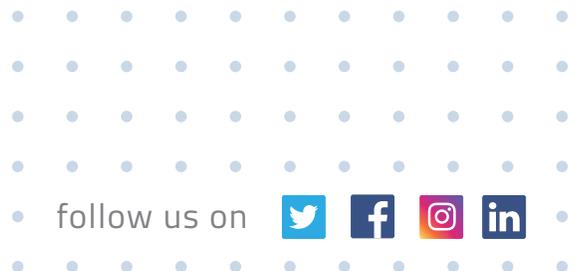
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**Anthony Ferrante**  
*Manager, Technology Support Services*

## Cybersecurity Focus



At the center of the Cybersecurity at LHRIC is the Technology Support Service departments. These teams are responsible for researching and applying cybersecurity measures to keep district data and systems safe. The cross-functional team is part of the statewide cyber intelligence taskforce, and all team members have advanced cybersecurity training. A sample of the cybersecurity processes in place are regular security updates, vulnerability assessments, a SOC2 audit and cohesive incident response plan framework among others. Offsite backups, wireless device protection, MFA, Firewalls, filtering, intrusion detection, proactive monitors and malware protection are only a few of the components the robust cybersecurity measures that are in place for supported districts.

## Technology Support Services

LHRIC Network Support Services provides comprehensive technology support for all local district systems and networking technology needs including, but not limited to, service and support for client devices, printers and peripherals, servers, storage, virtualization technologies, network infrastructure and wireless technologies. These services are offered either through the Collaborative Support model or through a Managed IT Support service. Districts participating in our services take advantage of our experience in supporting and maintaining educational networks. In addition, districts also benefit from consortium pricing established with many of the technologies commonly used by districts.

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 solution
- Training and support through in-house and third-party partners.
- Cybersecurity Services and solutions

## Managed IT Services

CoSer 510 & 611

The LHRIC's Managed IT Service is a comprehensive network support solution that provides a combination of centralized support teams and local field support to meet the needs of each district through a centrally managed and standardized service approach and methodology. This service includes the planning, management, maintenance, design, procurement, deployment, repair, ongoing support and administration of all IT functions including:

- **End-user Computing (EUC)** – Support and maintenance of all classroom equipment and instructional software (desktops, laptops, interactive whiteboards, tablets, printers, Apple devices etc.). This also includes support and management of cloud-based application platforms.
- **Systems Infrastructure** – Comprehensive support and maintenance of servers, network storage solutions, virtualization technologies and associated UPS equipment.
- **Network Infrastructure** – Support and management of network infrastructure equipment and associated management solutions.
- **Wireless Support** – Support and management of district wireless systems including access points, wireless controllers, Network Access Control (NAC) and network monitoring systems.

In addition to the technical support provided by these teams, the services also include these components:

- **MIT Lead** – Consultant to the district to provide oversight and support and assist with escalations. MIT Leads also provide formal project management services for district projects and assist in creating and maintaining tech profiles and long term tech planning.
- **Procurement Services** –Dedicated team that assists districts in procuring hardware and software.
- **Consortium Maintenance Contracts and Support Renewal Management** – Provides access to Consortium negotiated vendor contracts and a team that manages district software and hardware renewals annually.

- **Service Desk Software Solution** – Enterprise-level incident management tool customized for K-12 districts.
- **Technical Service Desk Team** – Dedicated team of engineers providing triage support (categorization, prioritization and escalation) and level 1 technical support for the incidents reported to the Service Desk.
- **Asset Management Solution** – Enterprise-level asset management solution for lifecycle management.
- **Student Support Portal** – Allows students and parents who have district-issued client devices to report technical issues.
- **Centralized Service Tools and Software** – Various tools to provide proactive alerting, security and management benefits for district technology.
- **Vendor Support** – Provides access to paid vendor support contracts for level 3 issues that may require specific vendor knowledge to address.
- **Technical Training** – Provides formal training opportunities to field support staff and district technical staff.

## Collaborative Field Support

CoSer 510 & 611

The Collaborative Field Support Service model provides on-site technicians of varying skillsets and team size as determined by the district and 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 district's network environment, including in-district data centers. A MIT Lead is provided to oversee the district support team, ensure issues are resolved in a timely manner, assist with technology planning, and to be your resource for project management to drive inception of all installed technology. The Service Now solution is provided with this service for incident management, project management tracking and procurement.

## Hardware Repair Services

CoSer 510 & 611

Hardware Repair Service gives you access to certified technicians who can be dispatched to your location to conduct on-site repairs. We offer certified warranty and non-warranty repair service for Apple®, Dell®, Lenovo and HP® brand products. Non-warranty repair is available for Acer® and Asus® brand computers, Chromebooks, desktops, laptops, monitors, printers and tablets. Projector and Audio Visual equipment repair is also available.

### Warranty Computer Service

The LHRIC is an authorized Self Maintainer for the following manufacturers:

- Apple® Computer
- HP® Computers, Chromebooks, Laptops and Printers
- Dell® Computers, Chromebooks and Laptops
- Lenovo Chromebooks and Laptops

## 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. A minimum of 20 computers is required at each location to request a pickup. Please download and fill out the Asset Retirement Form from [https://www.lhric.org/asset\\_retirement](https://www.lhric.org/asset_retirement). Email the completed form to [Recycle@lhric.org](mailto:Recycle@lhric.org). Requests will be scheduled between one and four weeks from the day they are submitted. Please provide ample lead time.



## 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. Districts are 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 a comprehensive enterprise-grade internet access solution that does not require the district to maintain any additional equipment and services. This service includes:

- Dedicated support team
- High availability and redundant internet circuits (internet egress in Westchester and Rockland)
- Enterprise-grade high availability firewall protection
- Enterprise Network Intrusion Prevention/Detection Systems (IPS/IDS) services
- Public IP address management
- Log service and audit compliance
- Proactive traffic management
- Firewall support and maintenance
- Regular Penetration Testing
- Scalable internet bandwidth
- Distributed Denial of Service (DDoS) protection providing defense against denial-of-service attacks

### WAN Communication Data Circuits (Managed Fiber Solutions)

CoSer 611

Districts can leverage the consortium buying power to connect school buildings with high-speed 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, configure and manage 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 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 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

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 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 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 Data Center. 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 and, as an option, at user's homes as well. This is a cost-effective alternative to making a capital investment for virtual desktop infrastructure and licensing.

## Physical Security Services

The LHRIC Security Service offers technology solutions for IP video camera Surveillance, door access control systems, 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

CoSer 611

The 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

## IP Video Security

CoSer 611

This service provides procurement and installation of IP Video Cameras for surveillance of school buildings and grounds. We assist in the evaluation for optimal camera placements, both inside and outside. Camera video can be monitored in real time and recorded for playback. Integration with mass notification systems and first responder agencies is an option for this service.

## 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, 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.

## Visitor Management

CoSer 611

The LHRIC Visitor Management system scans each visitor's driver's license or state-issued ID. 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.

# FINANCIAL, BUSINESS & ADMINISTRATIVE SERVICES



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**Jay Dave**  
*Manager, Financial Support Services*



## Cybersecurity Focus

The Financial Support Services provides cybersecurity protections to district financial, business, and administrative software. The Financial team has been trained in cybersecurity awareness and data protection and reviews all contracts for compliance with Ed. Law 2-d. The data are stored in a SOC2 audited data center with full backups and multi-factor authentication and VPN protections are in place to keep district data and systems secure. In addition to the specific departmental security controls, Financial Services is also protected by the various cybersecurity measures in place at the LHRIC.

## Financial Support Services

### ACA Processing

CoSer 611

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 support: 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

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 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/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 for electronic timekeeping via devices that use fingerprint recognition using a mathematic algorithm to record time and also interfaces with the payroll module. A new web-based employee self-service portal is being launched this year.

The OptiGate Employee Self Service Portal provides employees with password-protected access to personal, payroll, benefits, credential, tracking attendance balances and interactive service at any time on your site via the Web. The portal also provides access to share forms and helpful links.

### Frontline Analytics (formerly 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.

### SchoolFront

CoSer 611

SchoolFront is a modular, customizable, web-based school district employee management software platform. The modules are designed to reduce or eliminate heavily manual, paper- and labor-intensive human resources and business office processes. SchoolFront modules facilitate employee recruiting and hiring, instructional and non-instructional employee assessment and development, general employee management—e.g., digital personnel folders and employee human resources portal, attendance and time-keeping, organizational communication, benefits administration, employee separation, and more. The system can integrate with or entirely replace many antiquated, or otherwise

inadequate, legacy software systems. The SchoolFront team also offers related professional services, like solution architecture, training, and records scanning and digitization.

## **FileBank **NEW!**** **(Records and Information Management)**

CoSer 611

LHRIC offers FileBank for records and information management. FileBank's range of services provides the methodical control of your district's records throughout their lifecycle. The solution provides benefits in cost savings through: efficiency, regulatory compliance, disaster recovery, and reduced litigation risk. FileBank's offerings include: paperless office systems, document management with workflow, hosted cloud computing (server & disk), online backup services, business intelligence analytics, records storage, indexing, scan on demand, document imaging, media storage and rotation, document destruction, digital conversion of microfilm/microfiche & architectural plans, specialties document management ECM, workflow, analytics, cloud computing, physical & electronic storage of documents and antiquities, on-site purge services, books and architectural plans.

## **Procurement**

CoSer 510 & 611

Procurement Services include the purchase of technical hardware and software in support of districts' evolving technology needs. The service also processes renewals of technical software licensing and hardware support. Purchases can be made through an automated online procurement system (NPPR) or via a project with your LHRIC MIT Lead. The Procurement Services team works diligently to ensure the proper purchasing channels are in place to meet districts goals and objectives. Purchases may be funded via general district funds, Installment Purchase Agreements (IPAs), Multifunction Device Leases, SSBA, and E-Rate. These Procurement Services are only available to districts that participate in Managed IT or Collaborative Support.

## **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 to generate 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.

### **Brightly Solutions (formerly SchoolDude)**

CoSer 611

Brightly Solutions offers solutions to streamline all areas of your operations — maintenance management, energy management, facility usage and technology management. Brightly Solutions 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.

## MasterLibrary **NEW!** (Facilities Management Software)

CoSer 611

The LHRIC now offers the MasterLibrary facilities management software solution. The product is designed to help districts manage the demands and maintenance of all of your facilities and spaces across your school district. The solution helps spotlight new efficiencies in facility administration and maintenance with the goal of achieving better managed, more transparent and safer environments for students, staff and the community.

## District Web Communications and Alert Services

LHRIC Communication and Alert Services include software and consulting for district websites, administrative content and mass notification.

## Content Management Systems

CoSer 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. The professional support for these solutions is designed to be flexible enough to meet districts needs when it comes to implementing and maintaining K-12 solutions. The professional learning services are:

- **Kiosk Service:** This level is designed to provide learning solutions that are vetted by our experienced staff for content, functionality, design and Ed. Law 2-d compliance. We manage the vendor partnership which includes contract, pricing, billing and payment for software; ensuring that software add-ons and renewals are managed in a timely manner and, when applicable, provide regional classes for members.
- **Basic Service:** This level includes the Kiosk service and a dedicated LHRIC staff member to oversee the product, provide on demand user groups and informational

webinars and email and phone support as needed.

- **Application Support and Professional Learning:** Additional application support, consulting and coaching can be added on a per diem basis (equivalent of 7 hours). This service level includes Kiosk or Basic and dedicated staff members who can assist with implementation, onboarding, system maintenance, consulting of application architecture and potential integration of 3rd party solutions along with coaching and professional development for end users.

Not all solutions have LHRIC support and may require vendor support. These additional vendor services can be purchased through the LHRIC if needed.

Solutions supported in this category include:

- Blackboard Web Community Solution (acquired by Finalsity and will be sunseting 2025)
- eChalk
- Finalsity (with or without Audio Eye)

## 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

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. The LHRIC service supports the enterprise version for districtwide deployment.

## Parent Square **NEW!** (Unified Communication Platform)

CoSer 611

The LHRIC provides support for Parent Square, which differs from other Messaging/Alert Services in that it combines mass communication, classroom communication, and school services (forms, permission slips, appointments and more) into one unified platform. Parent Square's goal is to engage every family with school communications and communications-based services—all the way from the district office to the classroom teacher, and all in one place.

## 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.

### Operoo (Operations and Productivity Platform)

CoSer 611

School Districts have hundreds of operational processes to manage each year in order to deliver high quality educational and support services. From HR to policy management to

onboarding new staff and students and everything else in between, there is a plethora of forms, approvals and processes to manage. LHRIC supports Operoo, which helps school districts automate processes and streamline workflows to reduce or eliminate paperwork and save time and money.

### DocuSign Government (Carahsoft) **NEW!**

CoSer 611

The LHRIC now supports DocuSign Government which allows districts to process documents, forms, and contracts that need to be prepared, signed and managed. Utilizing DocuSign will allow your district to securely digitize and streamline document creation and manage workflows more efficiently. Creating visibility into services and agreements helps manage processes from start to finish. Digitally transforming workflows also allows for more security, which aligns with NYS Education Law 2-d.

### Informed K12 (Emic Inc.) **NEW!**

CoSer 611

The LHRIC provides support for Informed K12, which is an easy-to-use workflow automation and digital forms solution. It is designed to help school district administrators to manage all forms and paperwork electronically, automate critical school business processes and track approval workflows across departments.

### Frontline Education Absence Management (formerly AESOP)

CoSer 611

The LHRIC provides support for Frontline Absence Management (formerly AESOP), which is widely used in the K-12 education setting as an efficient and flexible way to manage employee absences and get qualified substitutes into the classroom. The solution—which does not require any hardware, software or phonelines—automates substitute-calling both by phone and internet. Now as part of Frontline, the system connects strategic K-12 leaders with school administration data to allow them to know who is working and when.

## Frontline Guidance Direct

CoSer 611

Guidance Direct is an all-in-one, online information resource for school counseling professionals, students, and parents. It provides a unique platform where guidance professionals can get immediate answers to guidance questions, find the latest New York State guidance requirements, access professional development information and publications, network with colleagues, search college and scholarship databases and track student career/college planning activity. The platform is accessible to students and parents — it allows them to identify suitable careers; organize college and scholarship searches; create, print and export resumes and store them online.

## Frontline IEP

CoSer 611

Frontline IEP Management is supported by LHRIC. The product provides tools that help your district's special education department increase the quality of IEPs, simplify case management and make better decisions for your program. Frontline IEP will elevate the quality of IEPs while supporting improved student outcomes, improved compliance and simplified special education processes with guided workflows. The platform streamlines state reporting and helps to maximize funding potential while integrating special education data with general education management systems.

## Frontline RTI

CoSer 611

Frontline RTI software helps school districts collect, store and organize data to elevate intervention planning, which simplifies case management and administration. Using the software will allow the districts to automatically identify and tier struggling learners, develop academic or behavioral intervention plans, monitor progress and see if interventions

are working. District administration can schedule meetings with parents and guardians, generate notices, and keep them up to date on their student's progress—while confirming that interventions are being delivered consistently and with fidelity across the district. District administrators can use the tool to see which interventions are having the greatest impact.

## Frontline Applicant/Central

CoSer 611

Frontline Applicant/Central allows districts to quickly and efficiently bring the very best talent into their school district. Applicant Tracking (formerly AppliTrack Recruiting) makes it easy to navigate even the most complex hiring processes. Ensure a deeper applicant pool by recruiting applicants online or at job fairs, without adding to your workload. Manage the interview process with scheduling tools and a database of 1,400 K-12 specific questions that can be used to create custom questionnaires online. The tool helps you narrow your opinions down to find the most qualified candidates by targeting specific qualifications. Frontline Applicant/Central promises to support faster applicant hiring by tracking applicants' status across all vacancies, managing candidate's data online and automating each step of the process.

## TITAN (A LINQ Solution) Nutrition Software **NEW!**

CoSer 611

TITAN — A LINQ Solution is a school nutrition software and service provider that delivers a fullyintegrated, 100% cloud-based solution to school districts. With TITAN, there is no software to install, maintain, or upgrade. The cloud-based modules empower districts to access real-time information and insights at any time, and are designed to enhance the management efficiencies of school district meal programs.

# INSTRUCTIONAL TECHNOLOGY



**19**     **Software and Systems Services**

**20**     **Online Learning &  
Distance Education**

**22**     **Professional Development  
Services**

**23**     **Leadership Services**



**Mary Lynn Collins-Callanan**  
*Manager, Instructional Technology*

## Cybersecurity Focus

In our professional learning and coaching sessions, with teachers and administrators, we educate, model, and encourage effective and safe uses of technology as guided by our NYS Computer Science and Digital Fluency Standards. We also ensure that your LHRIC supported instructional software solutions adhere to NYS Ed. Law 2-d and purposefully keep your student and teacher data safe and secure.



## 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, implementation includes a plan to ensure the successful adoption and evaluation of software in support of district teaching and learning goals. For a complete listing of software that is supported, contact us or visit our website at <https://it.lhric.org/azproductlist>.

All software listed in our portfolio is NYS Ed. Law 2-d compliant for districts that are members of our professional learning services.

## K-12 Instructional Software as a Service\* Cosser 510 & 554

Instructional software solutions provide supplemental curriculum content delivery systems that support whole group, differentiated, blended and 1:1 classroom instruction. Districts who are members of the Model Schools instructional technology program can take advantage of these solutions.

The Professional Learning Services for K-12 instruction are designed to be flexible to meet districts needs when it comes to implementing and maintaining the K-12 solutions. The product determines the level of professional learning support that is required. The services are:

- **Kiosk:** This service level is designed to provide instructional solutions that are vetted by our experienced staff for content, functionality, design and Ed. Law 2-d compliance. We manage the vendor partnership, which includes contract, pricing, billing and payment for software; ensuring that software add-ons and renewals are managed in a timely manner and, when applicable, provide regional classes for members.
- **Basic:** This service level includes the Kiosk service and a

dedicated LHRIC staff member to oversee the product, provide on-demand user groups and informational webinars and email and phone support as needed.

- **Professional Learn Base:** This service level includes Kiosk and Basic services and a dedicated professional developer who will meet with the district to implement assessment and comprehensive solutions that entail coaching and support throughout the year. This includes one day of professional coaching to be used towards any of the solutions listed below.
  - Achieve3000
  - Pearson – AimswebPlus
  - Dreambox – reading and math
  - Savvas iLit
  - Imagine Learning – language, literacy, math, Edgenuity’s MyPath
  - Curriculum Associates – iReady
  - NWEA
  - Renaissance Learning – Star assessments, Freckle, myOn
  - Waterford Early Learning – math and reading
- **Professional Learn Plus:** Additional customized days can be added to to enhance district implementations of regionally supported solutions that fall under Kiosk, Basic or Professional Learn.

\* Not all 75+ products have LHRIC support. For products that do not have a high level of regional participation, districts can purchase vendor services through the LHRIC.

Our instructional portfolio includes solutions to categories listed below.

- Bilingual and ENL
- College and Career Readiness Guidance Systems (See Guidance section)
- Digital Literacy & Keyboarding
- English Language Learners
- ELA/Literacy
- Esports

- Health/Physical Education
- Interactive Panels
- Mathematics
- Multimedia
- Music
- Productivity Tools
- RTI, MTSS, Progress Monitoring
- Science & Social Studies
- Social and Emotional Learning (SEL)
- Special Education
- STEM/STEAM
- Universal Screeners/Benchmark Assessments

For a complete listing of our approved solutions, please visit our website. <https://it.lhric.org/azproductlist>.

## Guidance and College and Career Readiness Service

CoSer 510 & 554

Web-based platforms that provides students with a variety of features, including college research and matching tools, course planning, career assessment and personality tests, and surveys to help students connect their education with college and careers. Applications also provide additional functionality to school counselors to track the progress of individual students, communicate and collaborate with students and families, or create reports on their entire student population.

- Naviance
- Schoolinks (New)
- Maia Learning (New)
- Bridges
- Xello (New)
- Scoir (New)

## Freemium Opt-In

CoSer 510

“Freemium” Opt-In. NYS school districts can comply with Ed. Law 2-d for some of their “freemium” products used in PreK-12. District administrators will opt-in to this program and free software titles that teachers and students use for instruction, will be protected for 3 years under NYS Ed. Law 2-d. Contact your district’s Data Privacy Officer (DPO) or your LHRIC Account Manager for information on how your district can participate in this service.

## Online Learning & Distance Education

### Online Courses & Tutoring, Learning Management Systems, Video Creation & Collaboration

CoSer 444

These solutions extend learning beyond the classroom walls and allow students and teachers to have a flexible learning environment. This service includes product support, consulting, coaching and professional development so schools can continue to provide a variety of alternative pathways for learning.

For a complete listing of software that is supported, visit our website at <https://it.lhric.org/azproductlist>.

The professional support for these solutions is designed to be flexible enough to meet districts needs when it comes to implementing and maintaining K-12 solutions. The professional learning services are:

- **Kiosk Service:** This level is designed to provide learning solutions that are vetted by our experienced staff for content, functionality, design and Ed. Law 2-d compliance. We manage the vendor partnership which includes contract, pricing, billing and payment for software; ensuring that software add-ons and renewals are managed in a timely manner, and when applicable, provide regional classes for members.

- **Basic Service:** This level includes the Kiosk service and a dedicated LHRIC staff member to oversee the product, provide on-demand user groups and informational webinars and email and phone support as needed.
- **Application Support and Professional Learning:** Additional application support, consulting and coaching can be added on a per diem basis (equivalent to seven hours). This service level includes Kiosk- or Basic-level services and dedicated staff members who can assist with implementation, onboarding, system maintenance, consulting of application architecture and potential integration of third-party solutions, along with coaching and professional development for end users.

\* Not all solutions have LHRIC support and may require vendor support. These additional vendor services can be purchased through the LHRIC if needed.

### Online Courses And Virtual Tutoring

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 the curriculum content.

- **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.
- **Edmentum** courses cover all four core subjects for every year of middle and high school. This includes traditional core courses such as Algebra and Biology and specialized courses such as Financial Mathematics, Business English, and Integrated Physics and Chemistry.
- **Educere** delivers innovative virtual education opportunities to K-12 schools, students, and educators. Whether a student or educator needs a single course, or an individual or school requires a full curriculum, Educere has a virtual education program to fulfill these needs.
- **Imagine 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.

- **NEW! Pearson Connexus** (replacing GradPoint) offers over 700 proven, standards-aligned K-12 courses at a variety of course levels including Academic courses (student driven as well as teacher driven), Foundation courses, Honors & AP, and Credit Recovery. Pearson Connexus offers multiple instructional pathways such as Prescriptive, Flex, and Sequential in addition to a range of instructional settings including summer school, flipped learning, online and blended, project-based, and more.
- **The Virtual High School Collaborative (VHS)** provides elective courses through a global consortium for students in grades 6-12.
- **iTutor:** As a leading provider of live, personalized online instruction for students in all grade levels, across all subjects, they partner with school districts and college-access programs throughout the U.S.
- **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.
- **Global Compliance Network (GCN)** provides administrators, teachers, and staff 125 compliance tutorials covering a broad range of topics from Health & Safety, Privacy and Security and Blood Borne Pathogens to Policies and Regulations.

### Learning Management Systems

- **Schoology** brings together the best K-12 learning management systems with assessment tools to improve student performance, foster collaboration, and personalize learning.
- **Canvas**

### Video on Demand by Panopto **NEW!** (formerly Ensemble Video)

CoSer 444 & 554

The LHRIC Video on Demand supports Panopto cloud hosting video management system. District subscribers will experience a safe, Ed. Law 2-d Video Management System (VMS) 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, storage of video content, unlimited auto captioning, and professional coaching and training for staff.

## 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 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.

The Core Service is designed primarily to help K-12 teachers in all content areas use technology to enhance their teaching, and improve student learning. LHRIC professional development coaches are well versed in general instructional strategies and bring decades of experience and knowledge in the adoption and implementation of digital software and tools that are currently in classrooms. Expertise in the Core Service includes:

- Leadership, support and strategies for implementing the NYS CS/Digital Fluency Standards

- General skill development: Google Workspace for Education/Microsoft Office 365
- Teaching in Active and Flexible Learning Environments
  - Innovative Classroom Practices
- Reaching All Learners with Accessibility Tools
- Starting and sustaining an eSports club/program
- Virtual and augmented reality technologies
- Coding, programming and robotics
- Social media in instructional settings
- Digital storytelling and video creation
- Blended and online learning strategies and solutions
- Mobile learning technologies (iPads, Smartphones, Chromebooks)
- Tools and strategies for online collaboration

#### “Learning First, Technology Second” PLC (“Coaching for Coaches”)

“LIT2” is an annual cohort comprised of instructional technology coaches, administrators, and professional developers from member districts. The PLC is largely based on Dr. Liz Kolb’s work in defining the “Triple E Framework” and is facilitated by a LHRIC coach. The program consists of regular meetups during the year, based on topics selected by the cohort, relevant to their unique roles as technologists and leaders. It’s an ideal place for district instructional technology experts to find additional support and camaraderie.

#### 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.

Model Schools Core Plus is a per diem commitment, not an annual service subscription. Model Schools Core Service is a pre-requisite to participate.

## Customized Professional Development

CoSer 554

Professional development needs in support of district initiatives can't always be predicted a year in advance. Often these 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 works with 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 participate.

## Leadership Services

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

## Technology Leadership Institute (TLI)

CoSer 554

LHRIC's TLI program offers our districts the opportunity to come together to learn about, share ideas on, and discuss excellence in teaching and learning through technology. Our efforts each year are formed by our ability to expand



“Teach Like a Pirate” author, Dave Burgess, delivers an inspiring and unforgettable TLI keynote.

upon our connections with vendors to allow you to experience new technologies and learn how they have impacted teaching and learning. The programs brings in new as well as established vendors to help plan and realize the vision of your school district.

Participation in TLI's member-only events gives you the best opportunity to stay abreast of the rapidly changing landscape of education technology. The goal of the TLI Leadership Series is to bring national conferences, topics, and discussions to local venues. We continually provide opportunities to learn from and engage with renowned keynote speakers that are thought-provoking and inspiring. TLI also provides the chance to network with peers as we explore how each leadership topic pertains to current challenges and future planning.

Participation includes registration for NYSCATE's annual conference. Districts can add on COSN membership at a discounted price.

## Strategic Technology Planning

Coser 554

Instructional Technology Planning is essential for districts and is often a subset of the district strategic 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.

## 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.

## On-site Instructional Technology Coach (Shared Instructor)

CoSer 554

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 staffing.

Our NYS teacher 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.

## MTSS & Data Dashboard Solutions **NEW!**

CoSers 510, 554 & 611

Multi-Tiered System of Supports (MTSS) is a framework that helps educators provide academic and behavioral strategies for students with various needs. MTSS takes a proactive approach to identifying students with academic or behavioral needs. Early assessment and intervention for these students can help them catch up with their academic peers. MTSS solutions allow the school administrator and teacher to create interventions for students and track their progress by reviewing data from multiple sources in the data dashboard. These solutions provide a single point for educators to assess how students are performing. The implementation of these solutions requires a multi-year approach. A dedicated, experienced LHRIC team is ready to support you in this work

This service includes involvement and support from Data Services, Student and Financial Support Services, and the Instructional Technology Department. Please contact your Account Manager when considering this work.

- Renaissance – eduClimber
- Renaissance – Schoolzilla

## Curriculum Mapping Solution

CoSer 611

This solution is designed to electronically encompass the entire process of curriculum enhancement in support of faculty, administration and the greater school community and is always customized to reflect a school's pedagogy, academic standards and unique curricular needs. More than just an online curriculum repository, this program changes the paradigm of curriculum work from a cycle of documentation to a managed process for focused collaborative review and advancement.

This solution includes the **Kiosk Service**. This level is designed to provide learning solutions that are vetted by our experienced staff for content, functionality, design and Ed. Law 2-d compliance. We manage the vendor partnership which includes contract, pricing, billing and payment for software; ensuring that software add-ons and renewals are managed in a timely manner and, when applicable, provide regional classes for members.

- Rubicon Atlas

## Professional Growth and Evaluation Solutions

CoSer 611

The Professional Growth and Evaluation solutions allow the administrator to monitor professional learning and growth-focused evaluations for their teachers and staff. It is one place for educators to track their learning and archive their growth from year to year.

These solutions include one of the following services:

- **Kiosk Service:** This level is designed to provide learning solutions that are vetted by our experienced staff for content, functionality, design and Ed. Law 2-d compliance. We manage the vendor partnership

which includes contract, pricing, billing and payment for software; ensuring that software add-ons and renewals are managed in a timely manner and, when applicable, provide regional classes for members.

- **Basic Service:** This level includes the Kiosk service and a dedicated LHRIC staff member to oversee the product, provide on demand user groups and informational webinars and email and phone support as needed.

Customized professional development available if requested.

- Frontline PLM/EEM
- iObservation
- Educational Vistas
- eDoctrina

## Clarity Brightbytes Data Analytics

CoSer 611

The Brightbytes 21st Learning Suite (Learning Navigator Suite, Technology and Learning Module, Modern Learning Solution, Learning Outcomes/Ed Tech Impact, Whole Child Module) 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 DATA PRIVACY & SECURITY SERVICE



**Dr. Madalyn L. Romano**  
*Manager, Data Privacy & Security Service*

**RIC One** is a collaborative effort by 12 Regional Information Centers working together as one. The collaboration with other RICs increases available resources and enhances the offerings of the service.

The RIC One Data Privacy and Security Service is designed to provide data security and privacy tools and resources alongside expertise to support districts in the region in meeting their data privacy and security challenges. A major benefit of this service is the increased confidence of school boards, faculties, parents and students in their districts' 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.

## Cybersecurity Focus

Cybersecurity is an integral part of the work of the Data Privacy and Security Service. It involves supporting district compliance with Education Law 2-d and the National Institute of Science and Technology's Cybersecurity Framework (NIST CSF). Professional development on data privacy and cybersecurity is provided to LHRIC staff and supported districts. The DPS Service aligns with the nine requirements of Ed. Law 2-d by providing tools and support to help districts protect their data and systems.



## RIC One Data Privacy & Security Service

Cosser 611

The service provides resources to address the increasing threats to district data and security and fulfill Ed. Law 2-d, Part 121 Requirements and address the National Institute of Standards and Technology Cybersecurity Framework (NIST CSF). Membership includes access to the RIC One Data Privacy and Security web site which provides resources developed by all 12 RICs across New York State.

Base Service:

- User Groups – held monthly on topics related to district compliance with Ed. Law 2-d, the NIST CSF and cybersecurity awareness.
- Data Privacy Inventory Tool (DPIT) – provides Districts with a tool to address compliance with Ed. Law 2-d's requirement for an inventory of software and the NIST CSF Identity Control (ID.AM-2). Districts can link to or upload supporting documentation as required by the Regulations. Over 4,000 products are currently in the database, and districts may submit requests for additions. The DPIT includes additional data points that are addressed in the NIST Cybersecurity Framework Identify Control.
- Security Awareness Modules– Web-based security awareness training that follows a structured outline, including a formal assessment and proof of completion. The professional development modules align with Ed. Law 2-d requirements for annual employee training on Federal/State Laws and Cybersecurity Awareness.
- NIST Cybersecurity Framework Tool – provides districts with the ability to document and track their progress on data privacy and cybersecurity work related to the NIST CSF Controls. Implementation guides and target profiles are available to help districts address the 108 NIST CSF sub-categories.
- Digital Digests – Quarterly newsletters with current information, effective strategies, best practices, and leadership resources on the topics of data privacy and cybersecurity.
- DPO Download Podcast (formerly Digital Debriefs) – No One goes it alone. K-12 organizations need to work collectively to address growing cybersecurity challenges. The DPO Download provides NY School District Data Protection Officers and cybersecurity professionals with insightful interviews, threat landscape updates, and peer spotlights so they don't have to go it alone.
- Digital Blasts – Timely information to keep districts informed of the latest developments in the field.
- Data Privacy & Security Service Website – Password protected resource which provides access to the DPIT, Professional Development Modules, NIST CSF Tool, and archived Digital Digests, Debriefs and Blasts.

### Data Protection Officer Mentoring:

Working side by side with district data privacy teams, the LHRIC will provide mentoring and guidance to help districts develop capacity to meet the requirements of Ed. Law 2-d and the NIST CSF. Monthly meetings for DPOs provide an opportunity to share concerns and learn from colleagues.

### Data Protection Officer Support:

The goal is to assist with the requirements of Ed. Law 2-d 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, which can include: website auditing, Data Privacy Policy review, contract reviews, training and management of the DPIT, PD Modules and NIST CSF Tool.

### Customized Professional Development:

District-based professional development is available to enable districts to comply with required annual employee training and/or address district specific training needs around data privacy and cybersecurity.

### Phishing Campaigns and Security Awareness Training:

Utilizing a third-party vendor, the LHRIC will facilitate the implementation of district-based phishing campaigns and follow-up security awareness training.

# STUDENT INFORMATION SYSTEMS (SIS) AND STUDENT DATA SERVICES



**Jay Dave**  
*Manager, Student Data Services*

## Student Information Systems

CoSer 611

The LHRIC provides service and support for multiple student information systems: eSchoolPlus, PowerSchool, eSchoolData (Illuminate/Renaissance), Infinite Campus, Synergy (Edupoint) and SchoolTool (Mindex). All are web-based K-12 student information systems (SIS) with real-time access to enrollment, attendance, discipline, grade books and reporting, transcripts, communication, NYS Reporting and curriculum scheduling. They offer mobile access, parent/student portals, integration with assessments, IEPs, APPR reporting, data warehousing functionality and more.

### Cybersecurity Focus

Student Information System and Student Data Services provide cybersecurity protections to district Student system software. The Student team has been trained in cybersecurity awareness and data protection and reviews all contracts for compliance with Ed. Law 2-d. The data are stored in a SOC2 audited data center with full backups and multi-factor authentication and VPN protections are in place to keep district data and systems secure. In addition to the specific departmental security controls, Student Services is also protected by the various cybersecurity measures in place at the LHRIC.



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 is 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. Other integration options are: Zaps (EsD), custom extracts (all SIS's) and stored procedures (nVision).

## PowerSchool Enrollment On-Line Registration

CoSer 611

PowerSchool Enrollment 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 Enrollment 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). Performance Matters and Schoology are new integration offerings under this umbrella.

## 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.

# DATA SERVICES



- 31 **State Reporting Data Services**
- 31 **Testing Services  
(Scoring, Scanning, & Reporting)**
- 32 **Data Analysis and Curriculum  
Reporting Services**



**Bill Kovari**  
*Manager, Data Services*



## Cybersecurity Focus

The team is trained on the proper handling of sensitive data and the policy of least privilege access to systems is followed. Multifactor authentication is in place and data is encrypted at rest. An annual SOC 2 audit ensures that the integrity of our security is continually maintained. In addition to the specific departmental security controls, Data Services is also protected by the various cybersecurity measures in place at the LHRIC.

## 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 (District Data Administrator/Chief Information Officer) 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 housing and 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.

### Testing Services (Scoring, Scanning, & Reporting)

The Testing Services department 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 In-District Scanning

CoSer 611

Our in-district scanning service will save time and increase score accuracy. This service allows you just to score extended response questions and scan the answer sheets on your dedicated in-district 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, and 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 saves the effort of planning and running a scoring site. Our process includes the scoring of constructed response questions from state exams for both paper and CBT (ELA 3-8, Math 3-8, Science 4 & 8, NYSESLAT K-12). Exam booklets are collected and scanned, and then certified teachers score the constructed response questions using online scoring software. Data is then merged with students' answer sheet data 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 log in to the system.

## NYSITELL Exam Processing

CoSer 611

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

## Paper-based Student Digital Resource Survey Service

CoSer 611

This service includes pre-printing Student Digital Resource Surveys generated from district supplied files. Parents can fill these out and return them to the district. The surveys can be scanned in district for processing and digitizing. Data will be available in our Level 1 Reporting system the next business day for you to load to your SIS (if possible) and to Level 0.

## Data Analysis and Curriculum Reporting Services

The Data Warehouse team collects and loads district data to the State Information Repository System (SIRS) as required by NYSED. The team provides verification reporting to meet the needs of districts for State Reporting and Curriculum Reporting. The team also provides customized data analysis reports and training to help school administrators and teachers with enhancing instructional curriculum and improving student performance.

## 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.

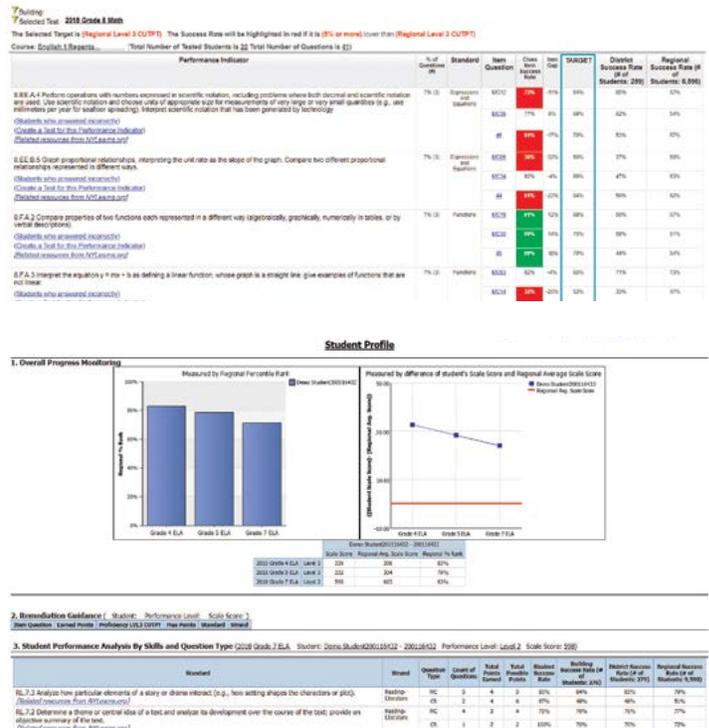
Additionally, access is available to local grades, state and local assessments. Data is available on students with disabilities, special programs, as well as teachers and staff. All data can be downloaded for use with other software tools, such as Excel and PowerPoint.

## 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.



# LHRIC ADVISORY COMMITTEE



## Facilitators

### Lower Hudson Regional Information Center

Ellen J. McDonnell Ed. D., Executive Director  
Christina K. D'Aiello, Assistant Director, Administrative & Management Services  
Jean Benitez, Account Manager  
Candice Cross, Account Manager  
Nicole Morandi, Account Manager  
Mary Patrella, Account Manager



## Members

### Putnam Northern Westchester BOCES

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Jennifer Forsberg, Director of Technology, Yorktown CSD  
Dwayne Hoffmann, Director of Technology, Lakeland CSD  
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Jamie Molina, Director of Technology, PNW BOCES  
Louis Riolo, Assistant Superintendent, PNW BOCES  
Dr. James Ryan, District Superintendent, PNW BOCES  
Michael Tromblee, Assistant Superintendent for Instruction, Mahopac CSD



## Members

### Southern Westchester BOCES

Dr. Harold Coles, District Superintendent, SWBOCES  
Dr. Cameron Fajjo, Assistant Superintendent for Instructional Services, Pleasantville UFSD  
Dr. Beverley A. Jones, Assistant Superintendent for Administration, Climate, and Culture, Mt. Vernon CSD  
Victor Pineiro, Director of Technology, SWBOCES  
John Sebalos, Director of Technology, Pelham PS  
Kenneth Slentz, Superintendent, Dobbs Ferry SD  
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



## Members

### Rockland BOCES

George Brady, Director of Technology, South Orangetown CSD  
Ursula Carbone, Director of Technology, Nanuet UFSD  
Lisa Collopy, Director of Instructional Services, Rockland BOCES  
Brian Scherer, Director of Technology, Rockland BOCES  
Marco Pochintesta, Superintendent, Pearl River SD  
Mario Spagnuolo, Assistant Superintendent for Business, Nanuet UFSD  
Lisa Weber, Assistant Superintendent for Instruction, Suffern CSD

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- Technology Support Services
  - Finance, Business & Administrative Services
  - Instructional Technology Services
  - RIC One Data Privacy & Security Service
  - SIS & Student Data Services
  - Data Services

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