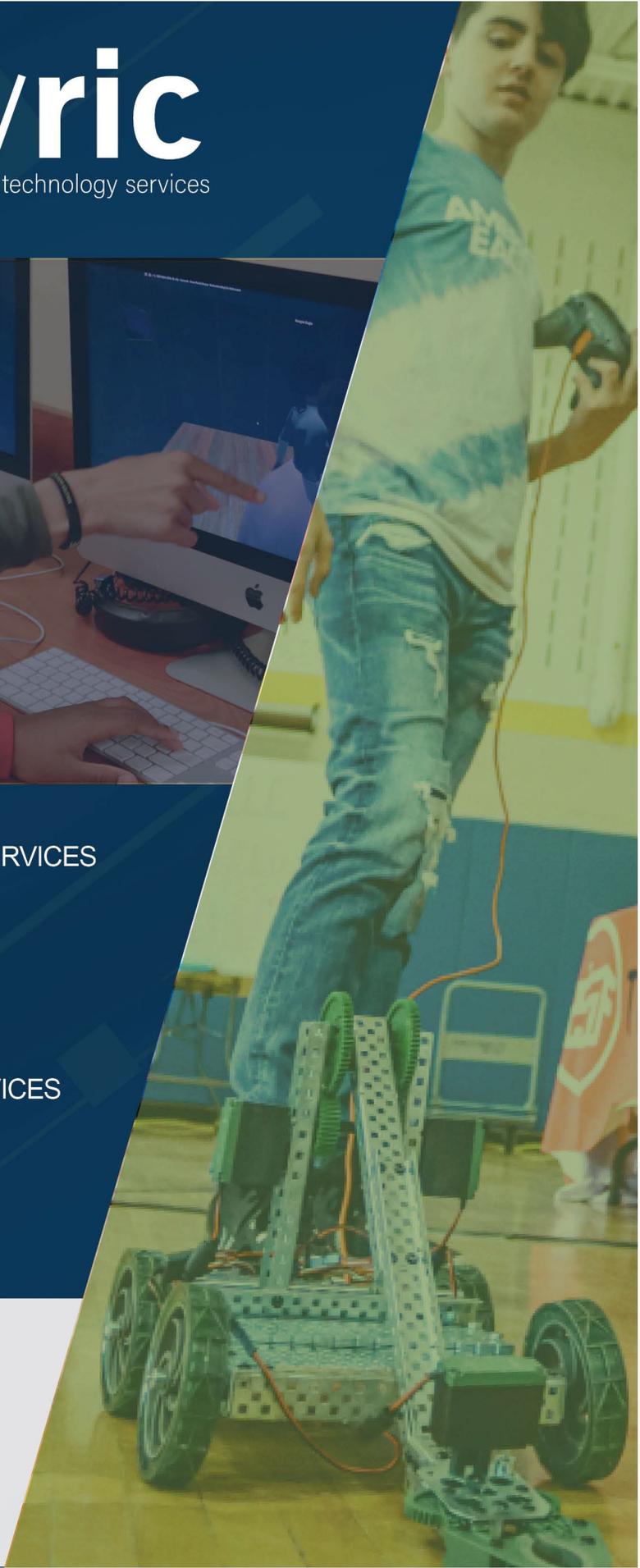


wnyric

technology services



BOARDS OF COOPERATIVE EDUCATION SERVICES

Regional Technology

5-YEAR 793 PLAN FOR TECHNOLOGY SERVICES

2025 - 2030

Western New York Regional Information Center
Revised: November 2024



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Section One: Regional Technology Planning Process

The Planning Process

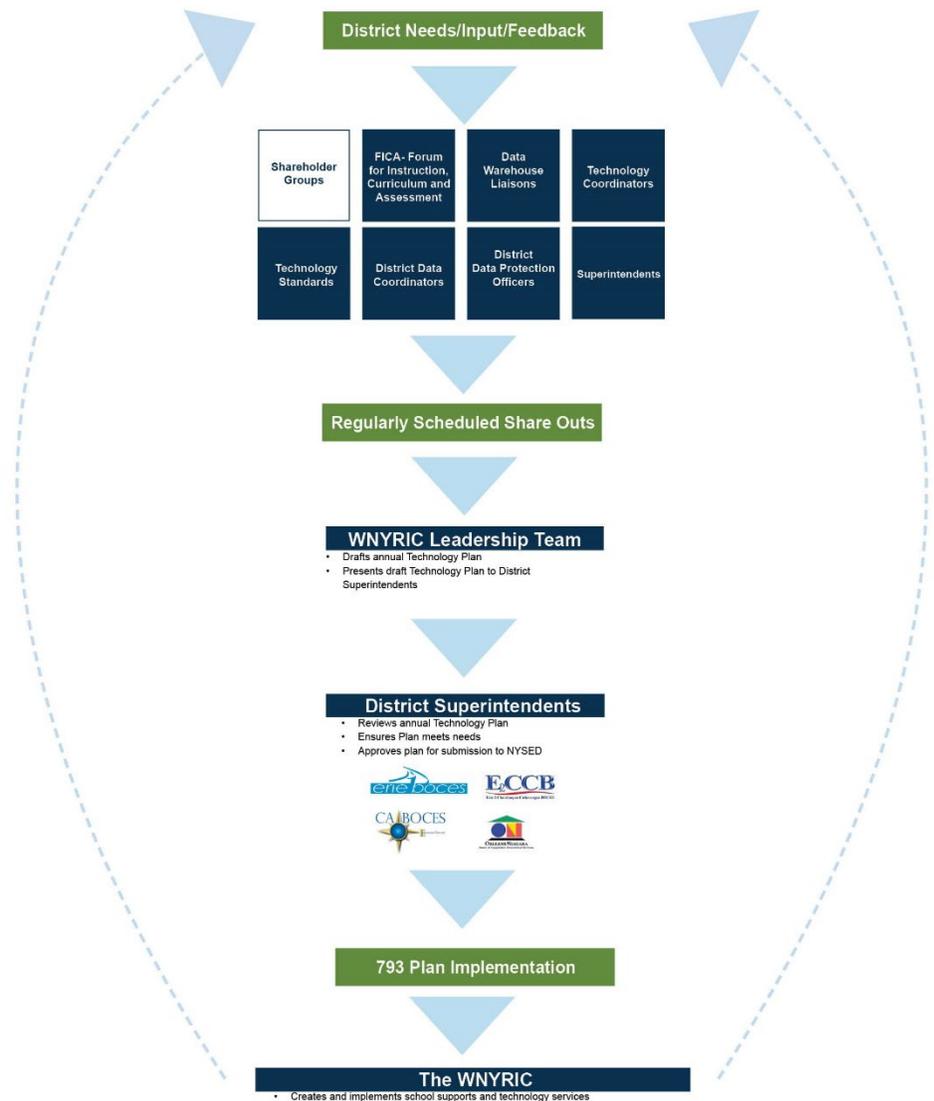
The planning process guides the WNYRIC by identifying information and providing insight into the needs of the school districts throughout the region.

These needs are collected by various shareholder groups comprised of leaders representing each division of the WNYRIC. Shareholder groups give their input to District Superintendents for each of the BOCES we serve. Once District Superintendents review and approve these needs, the WNYRIC begins to update or draft the plan.

As the WNYRIC implements the plan, it is responsible for monitoring the progress of each of the goals outlined. These progress reports are distributed to shareholder groups as a tool to guide discussion about future needs and allow for feedback and input as to what can be done to better serve our schools.

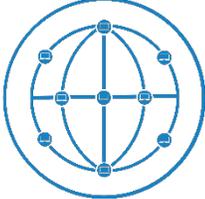
Identifying and Prioritizing Regional Needs

A range of shareholder groups and other broad-based fact-finding methods are used to gather information for the purpose of framing the challenges facing school districts in the region. Care is taken to ensure no constituent stakeholders are excluded. This results in the development of a plan that contains meaningful contributions from representatives of all school districts in the region, reflecting not only their needs, but also WNYRIC's objectives to address those needs.

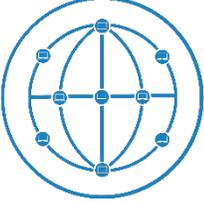


Section Two: Current Context

Plan Scope and Regional Priorities

Plan Scope & Regional Priorities				
	Technology Leadership	Instructional Leadership	Data Leadership	Data Privacy and Security
	<p>Maintain and evolve technology environments to support instructional and administrative needs.</p>	<p>Provide and reinforce best practices to support instruction to enhance all students' learning.</p>	<p>Lead, guide and support regional instructional and administrative data requirements and district needs.</p>	<p>Provide and maintain a robust security environment to support the protection and reliability of data.</p>

Section Three: Five Year Technology Plan

Scope	Goal	Objectives	NYSED Aligned Priorities
 <p>Technology Leadership</p>	<p>Maintain and evolve technology environments to support instructional and administrative needs.</p>	Provide devices and access to support online learning	1/3
		Provide and support secure and cost-effective cloud offerings	3/6
		Provide and support a secure and robust network environment	6
		Plan for disaster recovery and redundancy	6
 <p>Instructional Leadership</p>	<p>Provide and reinforce best practices to support technology integration for instruction to enhance all students' learning.</p>	Support districts in understanding and implementing computer science and digital fluency standards	3
		Availability of programs to support online learning	2/3
		Prepare students for college and/or careers	2/3
		Access and engagement for all students	2
		Implement tech integration strategies that align with NYS learning standards	2/3/4
 <p>Data Leadership</p>	<p>Lead, guide and support regional instructional and administrative data initiatives.</p>	Provide data views and reports for use in a multiple measure data approach to assess, analyze and prescribe learning plans for all students	5
		Provide guidance and support for NYSED data collection, requirements and reporting process	5
		Implement and support new and existing data management systems that enhance regional services	5
 <p>Data Privacy and Security</p>	<p>Provide and maintain a robust security environment to support the protection and reliability of data.</p>	Provide guidance regarding Ed Law 2D compliance	6
		Provide cybersecurity guidance and support	6

Section Four: Plan Benefits

It is imperative for the school districts in the WNYRIC region to remain on the cutting edge as new technology and applications develop at a rapid pace. The role of the WNYRIC is to provide high quality professional development, innovative technology support, access to on-demand customer service, and secure access to district data. The WNYRIC continues to enhance existing services with updated functionality, as well as offer new products to meet the needs of school districts. As a result, WNYRIC staff continue to investigate emerging technologies and their administrative and instructional uses and implications.

Digital Learning and Fluency Standards will provide the foundation for online offerings that support remote synchronous/asynchronous learning on the part of teachers, students, and school communities. The WNYRIC continues to examine new technologies to provide cost effective access from any device for administrators, teachers, and learners. We ensure that legal and district policies are in place to safely and securely navigate within these environments in compliance with Ed Law 2d and Part 121 Regulations. We continue to provide new instructional technology offerings through the statewide RFP process that is conducted by the WNYRIC.

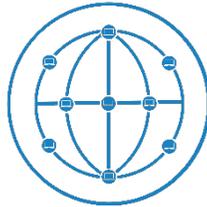
Technology contributes significantly to how data is used for instructional planning and student achievement. We provide school administrators and teachers with critical information to target resources and implement instructional strategies leading to educational success for all students. The WNYRIC continues to be a leader in the collection and reporting of data that supports the tremendous impact technology has on instruction and student learning. WNYRIC staff assists school districts with formative, summative, and innovative online and authentic assessment use that aligns with Computer Based Testing needs and the expectations of the NYS Blue Ribbon Commission. This is accomplished through effective technology planning as well as providing the essential professional development needed for successful implementation. WNYRIC staff continues to operate at a high level when it comes to all data privacy and security. We research and communicate potential threats and risks to ensure the protection of student information.

Using the input of the region and recommendations from the WNYRIC Standards committee, we establish a single set of service delivery standards that encompass hardware and telecommunications protocols. This allows us to provide consistent infrastructure services to all districts. The WNYRIC continues to design and implement the most cost effective, secure and robust bandwidth (network connectivity), including the utilization of priority layered design. Through our partnerships with multiple vendors and facilitating competitive bidding practices, we obtain a strong price advantage.

Optimization of the WNYRIC Service Desk is achieved using trend analysis to optimize services offered. We use video and centralized service tools to facilitate anytime self-service. Staff utilize the inclusive Active Directory to aid in efficient sharing of resources. For network infrastructure security enhancements, the WNYRIC staff implements cost optimization methods for wide area and local area network security. We remain focused on the continual enhancement of our Disaster Recovery (DR) and Business Continuity (BC) Plans and Procedures. The WNYRIC continues to update the Disaster Recovery Initiatives for our Tier 1 applications, as appropriate, and Tier 2 applications will be implemented based on time of recovery needs.

Section Five: Results from Previous Plan

Year 2: 2023-2024



Technology Leadership

Maintain and evolve technology environments to support instructional and administrative needs.

Objectives	Outcomes
Provide and support a secure and robust network environment	<ul style="list-style-type: none"> • Updates to network equipment in the datacenter • Updates to VPN appliances, including requiring Multifactor Authentication (MFA) • Updates to broadband connections • Preparing for a replacement of the broadband firewall in 2026-27 • Providing redundant backup internet options secured with firewall
Provide devices and access to support online and all learning	<ul style="list-style-type: none"> • Continuing to support the Erie 1 BOCES virtual school (eAcademy) • Support Distance Learning at Erie 1 BOCES, Erie 2 BOCES and Cattaraugus/Allegany BOCES
Provide and support secure and cost-effective cloud offerings	<ul style="list-style-type: none"> • Researching back up options for Google and Office 365 • Collaborating with other RICS on training, cooperative pricing strategies and coverage assistance • Exploring Cloud Identity Migration and Management as a service
Plan for disaster recovery and redundancy	<ul style="list-style-type: none"> • Facilitated professional development around creating Incident Response Plans and disaster recovery for tech coordinators in Erie 1, Erie 2 and Orleans/Niagara BOCES regions • Offering a new service for Offsite Cloud Backup Archives



Instructional Leadership

Provide and reinforce best practices to support technology integration for instruction to enhance all students' learning.

Objectives	Outcomes
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<p>Support districts in understanding and implementing computer science and digital fluency standards</p>	<ul style="list-style-type: none"> Facilitated workshops detailing the Computer Science and Digital Fluency Standards Support district audits of current classroom practices Created crosswalks to assist in classroom improvements and adherence to the standards Provided support to districts in navigating the process for SOCE eligibility for teachers of Computer Science courses Continued to keep these standards in the forefront as many districts view them as lower priority due to there being no assessment tied to implementation
<p>Availability of programs to support online learning</p>	<ul style="list-style-type: none"> Support programs for Distance Learning utilized by all local BOCES in our region with products offering credit recovery and/or credit accrual Continue to support Distance Learning programs that offer online tutoring and sessions for suspensions and home instruction Member of the NYS DL consortium which grants students the opportunity to enroll in online courses that may not be offered in their current district Coordinates and facilitates virtual field trips as an opportunity for online learning
<p>Prepare students for college and/or careers</p>	<ul style="list-style-type: none"> Facilitates and supports the new emphasis on Project Based Learning in accordance with State initiatives through hosting professional development, consortiums and student events Increased research and professional development around MTSS Ethical use of Artificial Intelligence has been a regional focus to ensure students have what they need move forward in life with AI as a tool
<p>Access and engagement for all students</p>	<ul style="list-style-type: none"> RUS grant funds were utilized in CA and Erie 2 BOCES to provide improved access Leverage technology to make learning materials more accessible to students Professional development teams support districts in curriculum improvements that drive greater engagement and create meaningful connections for the students and their assignments
<p>Implement tech integration strategies that align with NYS learning standards</p>	<ul style="list-style-type: none"> Due to the lack of substitutes across the region, technology integration coordinators have adopted a coaching model which adapts classroom technology to meet the content and curriculum already being taught.



Data Leadership

Lead, guide and support regional instructional and administrative data initiatives.

<p>Objectives</p>	<p>Outcomes</p>
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<p>Provide data views and reports for use in a multiple measure data approach to assess, analyze and prescribe learning plans for all students</p>	<ul style="list-style-type: none"> • Added District Overview Dashboard for easier viewing of current state of data and recognition of errors • Added report to assist in verification of Staff Evaluation Data that identifies missing and incomplete reporting data • Created new item analysis reports for science 5 & 8 based on new Science standards • Updated reports for new Algebra I Regents exam • Program Data Visualization • Added additional check to the Data Quality Report Card to enhance districts' ability to check the quality of data • Updated 3rd party vendor extracts (i.e., eDoctrina) for easy import • Refreshed District Comparison Visualization with Statewide publicly released data • Recruited teachers to complete item maps to tie Regent's exam questions to the state standard; populates item analysis reports. Shared statewide. • Provided information on how course/teacher information gets reported to the data warehouse to instructional coordinators • Support component districts and BOCES with questions and issues related to Level 1 instructional reports • Provided on-site training on Level 1 Reporting and ESSA reporting to Iroquois, Lake Shore, Forestview, Frewsburg, and Silver Creek
<p>Provide guidance and support for NYSED data collection, requirements and reporting process</p>	<p>Meetings and Trainings:</p> <ul style="list-style-type: none"> • Held biannual Liaison meetings to review report offerings, discuss updates, brainstorm ideas for new reports • Offered free virtual trainings throughout the year on: <ul style="list-style-type: none"> • Level 0 • Basic Navigation • Level 0 Security • Level 0 Reports • Level 1 • Basic Navigation • Statewide Comparison Visualization • Visualizations • Data Quality Report Card • Level 2 • BEDS Reporting • EOY SIRS Reports • UIAS Report • NYSSIS • Participate in Level 2 L2RPT workgroups to update and refresh SIRS reports <p>Outreach and communications:</p> <ul style="list-style-type: none"> • Monthly DW Newsletters published each month and posted to Data view Website • Provided timely outreach communications to districts with data gaps • Ensured districts, charters, and non-pubs completed SIRS Reports Certification on time • Conducted training for staff development coordinators on site at CA BOCES, Erie 1, and Erie 2 BOCES

<p>Implement and support new and existing data management systems that enhance regional services</p>	<ul style="list-style-type: none"> Created web application for Erie 1 BOCES Labor Relations team to collect and report suspension data. Currently in the process of rolling out to districts. Looking to expand the project to assist with the focus on disproportionality in discipline.
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Data Privacy and Security

Provide and maintain a robust security environment to support the protection and reliability of data.

Objectives	Outcomes
<p>Provide guidance regarding Ed Law 2D compliance</p>	<ul style="list-style-type: none"> Offer the Data Protection Officer service which provides meetings/actionable content to guide districts in compliance with the Laws and regulations. These meetings have been opened to include district Privacy Teams. Created the New DPO Coach service to provide tailored in-district coaching to district's Data Protection Officers, covering compliance, data security, incident response planning, disaster recovery planning and professional development. DPS tools offered through RIC One support software inventory, security and awareness training, NIST progress tracking, and digital communications. Supporting the rollout and training for SDPC to standardize the process for managing and requesting Data Privacy Agreements (DPAs) Lead an inclusive group of end-users and marketplace providers addressing day-to-day, real-world multi-faceted issues faced by data privacy stewards.
<p>Provide cybersecurity guidance and support</p>	<ul style="list-style-type: none"> Host Regional Tech Coordinator Meetings to distribute information on regional cybersecurity posture, issues, and improvements needed. Offer the Enhanced Cybersecurity Service to districts to provide comprehensive support on identifying risks, creating actionable reports, running vulnerability scans, and facilitating penetration and phishing tests among other supports. Created and hosted the WNYRIC Cyber Summit; a 2-day conference that brought together district personnel and cybersecurity experts for networking and learning.

Appendix A: Regulatory Requirements Summary

Required Element	Page(s)
A description of the regional collaborative planning process	3
A description of how the regional technology plan supports efficient and effective provision of technology services, which includes a description of major challenges to be addressed by the plan.	3
A description of how the regional technology plan addresses the technology and data priorities and needs of the state, and how such plan will increase school district access to technology and assist school districts in developing and maintaining robust information privacy, information security, and cybersecurity controls;	5-6
State Priority 1: Improving digital equity, including increasing student and teachers access to devices and broadband internet both in school buildings and in place(s) of residence;	5
State Priority 2: Increasing access to technology-enhanced, culturally- and linguistically responsive, differentiated, and personalized learning environments to support improved teaching and learning for all students, including students with disabilities and English language learners (ELLs)	5
State Priority 3: Increasing equitable access to high-quality instruction, courses, and multi-modal learning experiences through digital technology, including but not limited to advanced courses, for all districts, including small, rural, and/or high -needs districts;	5
State Priority 4: Providing access to relevant and rigorous professional development to ensure educators and leaders are proficient in technology for both instructional and administrative purposes;	5
State Priority 5: Utilize, maintain, and continue to enhance a robust data environment, including but not limited to the multiple data collection points within the Student Information Repository System (SIRS) and all data applications within the New York State Business Application Portal, to positively impact instruction and decision-making;	5
State Priority 6: Implementing and maintaining data privacy and security controls ensuring compliance with all applicable privacy laws and regulations including, but not limited to, New York Education Law 2-d.	5
A list of regional priorities and needs that the regional technology plan will address;	4
A description of the methods used to identify and priorities needs in the region, which shall include engagement with key stakeholder groups;	3
A list of quantifiable goals and a description of how the goals will directly address the regional technology needs and improve service delivery over the next five years;	4-6
Performance objectives for the first two years of the plan;	5
A description of the procedures which will be put in place to monitor the plan's implementation;	3
An evaluation of the performance objectives for the previous two years; and	7-10
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Appendix B	12
Appendix C	attached documents

Appendix B: Cooperative Planning Assurances

I approve the regional collaborative planning process used to develop and maintain our regional technology plan.

I assure that my BOCES participated fully in the development of this regional plan.

I assure that users, as defined in the guidance, were substantively involved in the development of this plan.

I assure that all technology services offered by my BOCES, and the Regional Information Center are cost-effective.

Scott Payne
Cattaraugus/Alleghany BOCES

Date

Dr. Michael Capuana
Erie 1 BOCES

Date

Dr. David O'Rourke
Erie 2/Chautauqua/Cattaraugus BOCES

Date

Dr. Taweepon Farrar
Orleans/Niagara BOCES

Date

Appendix C: Agencies Use of Applications

Please see the separate enclosed document for a complete list of service applications.