

South Central Regional Information Center



The South Central Regional Information Center (SCRIC) provides shared information technology services to 50 school districts and three BOCES centers in the south central region of New York state. The scope of SCRIC's services include:

- Regional networks/Internet connectivity
- Network and infrastructure support
- Workstation & data storage protection
- Telephone systems and services
- Student management systems
- Special education systems
- Data collection & testing services
- Local assessment systems & services
- Financial management systems
- Cafeteria management systems
- Managed services (data and IT)
- Data security and privacy
- A variety of other administrative IT services

Regional Telecommunications Services

Service No. 610.730.100

Shared Telecommunication Resources

All hardware, software, staff and maintenance to support the regional network. This includes the regional firewall, intrusion detection system, internet edge router, core switch, network management system, traffic monitoring system and broadband routers.

Local BOCES Broadband

All line charges and management for the broadband fiber optic network in the BT-BOCES region, broadband network links in the DCMO & ONC regions and other district-wide area network (WAN) links. Also included is the management of service provider contracts and the bidding of future contracts.

Internet (ISP) Service

Lease and management of the regional Internet gateway, including ISP costs, domain name services (DNS) and network address translation (NAT) services.

E-Rate Service

E-rate processing for shared telecommunications services, including coordination and submission of USAC forms and applications. Also includes the monitoring and management of discounts and refunds on behalf of districts for Telecom service expenses.

Optional Support, Planning and Consultation Service

Districts may draw from BOCES' pool of technical staff, as



needed, for additional technical, planning and consulting support. Participation in the Regional Telecom Service is a pre-requisite for this option.

Contact: Philip Sage, 607-766-3710

Email: psage@btboces.org

Data Security and Privacy Support Service (DSP)

Service No. 610.742.500

This is a new service in 2020-2021 intended to support school districts development and ongoing compliance with Part 121 of the Commissioner's Regulations related to Ed Law IID.

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Base Service

The base DPS Support Service includes: On-site assessment/planning session; Ed Law IID workshop; district data privacy inventory tool; web-based awareness training; digital digests; and, digital blasts. Districts will have access to other resources such as sample implementation plans, presentation material, templates, etc. Additional support can be provided to districts based on needs.

Contact: Dan Myers, 607-766-3750

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Network Support Service

Service No. 610.742.210

NSS Base Service

This service provides resources to support technology infrastructure within school districts and allows districts to select from a variety of support options that best suit their individual needs. The Base Network Support Service includes coordination of purchasing, asset and licensing management, participation in volume licensing agreements, access to statewide technology-related bids and development, management, and support for district-specific RIC budget. The service also provides coordination of regional training opportunities for district technical staff.

Contact: Chris Alunni, 607-766-3958

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Optional services under the Base Network Support Service include:

Managed IT Service (MITS)

Service No. 610.742.240

Provides full management of all IT services, systems, and technical support staffing at a school district. The service includes IT service development and planning with district administration, policy and procedure development, coordination of IT projects, comprehensive technical support and service desk functions, purchasing, budget development and training. Participation in the Base Network Support Service is a prerequisite for this service. This service includes the Server Infrastructure Support Service, the Network Infrastructure Support Service, all IT staffing and comprehensive management.

BT BOCES Region

Contact: Tom Guillon, 607-644-4785

Email: tguillon@btboces.org

DCMO and ONC Regions

Contact: Steve Andrus, 607-766-3754

Email: sandrus@btboces.org

Server Infrastructure Support Service

Service No. 610.742.242

Provides preventive and on-going support of school district servers including: service desk, troubleshooting, server monitoring, server OS, software configuration, back-up planning, maintenance of hardware/software, lifecycle planning and documentation. Requires a broadband connection to the BOCES regional network. Participation in the Base Network Support Service is a prerequisite for this service. The Managed IT Service (MITS) includes this service.

Contact: Chris Alunni, 607-766-3958

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Network Infrastructure Support Service

Service No. 610.742.243

Provides preventive and on-going support of school district data network equipment including: service desk, troubleshooting, network monitoring, configuration, back-up, maintenance of network infrastructure hardware and software, life cycle planning, network assessments and documentation. Requires a broadband connection to the BOCES regional network. Participation in the Base Network Support Service is a prerequisite for this service. The Managed IT Service (MITS) includes this service.

Contact: Chris Alunni, 607-766-3958

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Voice over IP (VoIP) Support Service

Service No. 610.742.261 or .262

Provides two options in support of school district telephone systems including: a RIC-managed option including comprehensive voice system management and support, and a RIC-hosted option providing turnkey telephony services on a subscription basis. Participation in the Base Network Support Service and the Network Infrastructure Support Service is a prerequisite for this service.

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Remote Site Storage/Back-up Service (RSB)

Service No. 610.742.270

Provides three options for data and server back-up including: off-site storage of district data, automated server back-ups employing a back-up agent or fully automated, highly recoverable back-ups using BOCES-compatible equipment. The service requires a broadband connection to the BOCES regional network. Participation in the Base Network Support Service is a prerequisite for this service.

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On-site Staffing Service

Service No. 610.742.235

Provides BOCES technical staff on-site at a district. Employee's day-to-day activities are managed by the district. BOCES manages hiring, HR functions, payroll processing, professional development and evaluations. Participation in the Network Support Service is a prerequisite for this service. A charge is prorated per FTE or percentage of FTE.

BT BOCES Region

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Email: tguillon@btboces.org

DCMO and ONC Regions

Contact: Steve Andrus, 607-766-3754

Email: sandrus@btboces.org

Support, Planning and Consultation Service

Service No. 610.742.230

Districts may draw from BOCES' pool of technical staff, as needed, for additional technical, planning and consulting support. Participation in the Network Support Service is a prerequisite for this service.

Contact: Chris Alunni, 607-766-3958

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Student Management Systems

Student Management System Service

This service provides support for three web-based, integrated student management systems. It includes consultation and implementation planning assistance, training and ongoing support for district staff in the use of each module. All supported systems are NYS compliant and can be used to meet NYS and federal reporting requirements, including SIRS reporting, VADIR/DASA and OCRDC. Technical assistance and installation of software releases, maintenance of data integrity, data back-ups and capacity planning are all included. User group/advisory meetings are held annually to coordinate service activities and processes, plan for application upgrades and hardware and infrastructure changes. Support is offered via service desk, phone, email and the SCRIC webpage. All of the SCRIC supported student management systems include the following modules: demographics, student attendance, student scheduling, discipline reporting, secondary report cards, elementary report cards, interim progress reports, academic transcripts, medical records, parent portal, student portal, teacher grade books, teacher portal, NYS reporting, federal reporting, mobile applications.

Supported systems include:

eSchoolPLUS

Service No. 610.727.030, 610.727.032

PowerSchool

Service No. 610.741.200-610.741.205

Schooltool

Service No. 610.727.020-610.727.029

Contact: Donna Eaton, 607-757-3013

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Special Education

Management Systems

This service provides support for two web-based, integrated special education management systems to assist in day-to-day events of the special education process. They can be accessed at anytime, anywhere. Tracking includes CSE, CPSE and 504 students. It includes consultation, planning, implementation, training and ongoing support. All supported systems are NYS compliant and can be used to meet NYS and federal reporting requirements, including SIRS reporting (BEDS day and end-of-year snapshots, PD8, special education indicators 7, 11, 12, VR14 and VR16.) Support is offered via service desk, phone, email and ServiceNow. Supported systems include:

ClearTrack200 - AIS Service

Service No. 610.727.610

Frontline IEP

Service No. 610.727.620

Contact: Joanne Demetry, 607-757-3004

Email: jdemetry@btboces.org

RTI - Edge Response to Intervention Service

Service No. 610.727.611-610.727.612

RTI Edge enables districts to track universal screenings, identify students at risk of failing, monitor their progress, graph results and predict student success. The application enables decision making based on data and reduces special education referrals. It provides the ability to track universal screening scores on all students, progress monitor scores, skills where there are deficits, goals, interventions, progress reports to parents, and letter processing (meetings, entry or exit to RTI). The SCRIC works with districts to implement the RTI component by using the district's locally developed RTI plan to customize RTI Edge components to the district's needs.

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Data Services

Managed Data Service

Service No. 610.727.770

This service provides comprehensive support for select federal and state reporting as well as support and training for data-related activities such as data integration between student management, special education, financial, and cafeteria systems. Working in collaboration with district staff, this service provides data verification reports and support for error correction for SIRS reporting. Additional student management system support is provided to district personnel as listed in the managed data support matrix.

Contact: Tim Miller, 607-201-2259

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NYS Data Collection and Testing

Service No. 610.727.110-610.727.113

This is a centralized service to facilitate the reporting of all required NYSED SIRS (student information reporting system) data. A web-based data loading application (level 0) is provided, as well as training in its use. Data is examined for errors and districts are notified if they are found. Appropriately remediated data is forwarded to NYSED via SIRS for various uses. The service also provides support for the processing of K-12 NYS assessment answer sheets, the loading of assessment scores to the data warehouse and the preparation of reports for verification. End-user support for state reports L2RPT, NYSED accountability reporting, student/teacher linkage reporting, staff evaluation rating reporting, and BEDS day enrollment reporting is provided. A key feature of the service is its support for the district data coordinator (DDC) as it relates to compliance with, and interpretation of, complex, multidimensional data collection mandates from NYSED.

Contact: Tim Farnham, 607-757-3009

Email: tfarnham@btbooces.org

Full-Service Test Scoring

Service No. 610.727.460

This service provides for the scoring of extended response questions on the NYS 3-8 ELA, math and science exams. An image of each student response is digitally captured and then anonymously presented to a qualified and trained NYS test scorer via a proprietary computer application that is not Web based. The resulting points earned are sent to the RIC in a file where they are merged with the multiple choice responses to create a complete raw score file. The raw score file is loaded to SIRS. The service includes creation of specially formatted barcode labels, instructions on boxing answer

booklets for processing, and assistance with the intake process at the RIC to ensure every administered exam is accounted for.

Contact: Tim Farnham, 607-757-3009

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Data Integration Service

Service No. 610.727.660

This service supports the work of school districts as they continue to seek ways to support student learning. Recognizing the range of needs varies by district, this versatile service is designed to meet these needs by:

- Working with a district primary contact to confirm data integration needs
- Creating and maintaining existing data integration specifications (systems, frequency, data being shared, transmission method)
- Confirming annual data integration needs with district primary contact.

Contact: Kelly Twitchell, 607-786-2110

Email: ktwitche@btbooces.org

Data Requests and Reports Service

Service No. 610.727.661

This service supports the work of school districts as they continue to seek ways to support student learning. Recognizing the range of needs varies by district, this versatile service is designed to meet these needs by:

- Working with a district primary contact to confirm all data requests and reports
- Creating and updating existing data requests and reports in desired format (ex: PDF or Excel)

Contact: Kelly Twitchell, 607-786-2110

Email: ktwitche@btbooces.org

iData & iExam Data Dashboards

Service No. 610.727.650

This service provides decision-makers with a single online data dashboard to access current and historical data integrated from multiple sources. Data is merged from SCRIC-supported student management systems, special education systems and the data warehouse, providing advanced insight to assist schools in developing targeted improvement strategies. Data elements include course grades, state assessments, demographics and subgroup information (ex: students with disabilities, economically disadvantaged, etc.). The data can also be downloaded for use with other software tools such as Excel and PowerPoint.

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Financial Services

nVision/WinCap

Service No. 610.727.350 - 610.727-354, .358

Financial and human resource management systems designed to meet the needs of New York state school district business offices. These platforms are optimized for data integration, reporting and analysis. Applications include modules for accounting, accounts payable, accounts receivable, negotiations, budget, human resource, payroll, requisitions, bidding and customizable reports.

Options:

nVision - Optigate

Service No. 610.727.360

A web solution for employees to enter and track leave time.

nVision Timepiece or WinCap Timesheet

Service No. 610.727.320

nVision Timepiece and WinCap Timesheet are time management solutions fully integrated with Finance Manager and nVision. Districts can streamline their time sheet and attendance entries. Timepiece utilizes biometrics time clock technology that has a touchscreen and proximity reader.

Contact: Dodie Sherman, 607-766-3723

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MUNIS Service

Service No. 610.727.380 - .381

MUNIS is a fully integrated financial and human resource management system designed to meet the requirements of school district business offices. Modules include accounts payable, accounts receivable, applicant tracking, bid management, budget, fixed assets, general billing, general ledger, human resources, inventory, payroll, project accounting, purchasing, requisitions, employee self-service and employee expense reimbursement. It includes standard reports, the ability to export data to MS Word and Excel, and comes with Crystal Report Writer. MUNIS also offers the latest SQL platform with powerful dashboard technology.

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NYS Staff Data Reporting

Service No. 610.727.510

This service provides support for NYSED reporting to accommodate NYS specific financial system requirements. We provide consulting and training to ensure districts

can utilize the financial system as their primary data source for state reporting. This service also provides Human Resource support and training for various modules to enable districts to track ACA reporting, benefits, attendance, and other employee related information.

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Cafeteria Management Services

MiChoice / NutriKids / Mosaic

Service No. 610.741.401

This service provides a fully integrated school lunch management system, training and support. The application uses a Windows-based platform and offers a variety of options:

- Touch-screen point-of-sale solutions
- Serving line and manager point-of sale solutions
- Centralized office management
- Free and reduced application processing
- Inventory control
- Nutritional analysis
- Menu planning software
- Online prepayment service

The systems interact with credit card payment software and the School Messenger notification system. The service provides service desk support and remote support, training via webinar, year-end processing/grade advancement and coordination of contracts for hardware and software maintenance.

Contact: Trina Twitchell, 607-766-3724

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Professional Development

Tracking, Observation, Appraisal

This service provides planning, implementation, consulting and ongoing support for SCRIC-supported applications used to track professional development hours/credits and the evaluation process for teachers, principals, administrators and non-instructional staff. The RIC currently supports the following service options:

Frontline PDMS (formerly My Learning Plan)

Service No. 610.727.050

Frontline is a web-based application used to track professional development hours and course credits for all professional development activities completed by employees. Teachers and non-instructional staff can record, view and analyze all professional development activities. Authorized staff can view a district catalog of activities, link to college or BOCES catalogs, electronically sub-

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mit requests for professional development activities, and review their current status. Administrators can create a district catalog, establish a multi-level approval and verification process, and do query reporting.

Frontline Evaluation (formerly OASYS)

Service No. 610.727.056

Frontline Evaluation is an online educator observation and appraisal management system, separate from, yet fully integrated with, My Learning Plan. Frontline Evaluation offers district leaders scheduling, managing, completing and reporting of all components of the evaluation process for teachers, principals, administrators and non-instructional staff. Frontline Evaluation facilitates classroom observations, informal walkthroughs, self-reflective assessments, peer reviews and observation, rubric design and scoring, student growth data analysis, portfolio evaluation, individual or team action research, student learning objectives and principal evaluations. Frontline Evaluation is adaptable to meet specific organizational needs and streamlines processes, via online approval processing and electronic signatures.

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Facilities Management

Facilities Management Service

Service No. 610.741.302

SchoolDude / QWare

This service provides a web-based system for those currently using complex paperwork orders or "home grown" maintenance record keeping systems. Both SchoolDude and QWare offer a suite of solutions that will advance your ability to quickly and easily manage work orders, preventative maintenance, inventory, event scheduling and more.

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Building Automation Services

Many security options available including ID badges, video surveillance, and door access controls to help create a safer more secure learning environment.

Options include:

Badge ID Cards

Service No. 610.741.050, .052

Badge printing for faculty, support staff and students a SCRIC-managed option that includes procurement, support and printing of ID Badges to a centralized card printer at the SCRIC, and an option for the RIC team to capture images and print ID badges on behalf of the district.

Visitor Management

Service No. 610.741.051

Electronic registration and tracking of visitors that allows users to scan a visitors driver's license and populate the enrollment screen, gather any additional information, and check them in. Print customized temporary badges for easy identification of all guests in the building.

Building Surveillance

Service No. 610.741.057

Numerous options for visual surveillance.

Door Access

Service No. 610.741.058

Control who is entering or leaving the building.

Contact: Trina Twitchell, 607-766-3724

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Web Hosting Content Management System (powered by eSchoolView)

Service No. 610.748.120 - 610.748.124

eSchoolView is a web content management system that offers maximum flexibility for school districts. eSchoolView will create a unique district design, move any or all content from an existing website and provide all the tools necessary for customizing and managing a website. The district, school or teacher can create a web presence that meets their needs and delivers content in their own unique way. eSchoolView provides an extensive list of features and components that include: closing and alert messages, event calendars, staff directories, forms, surveys, blogs, streaming video, photo galleries, news features, links, documents, ADA scanning and monitoring services, social media hub, event registration and more. Administrators are able to quickly and easily publish all their school's latest news and events (complete with RSS feeds) to engage parents and the community. eSchoolView will design a mobile site for viewing the district website on a mobile device.

Other modules available:

OneView - Combines parent portal features, athletic forms, online enrollment for new students and forms for currently enrolled students in one complete package.

Parent Portal – A customized, online dashboard which provides access to vital information such as student progress, daily activities, account balances, and classroom assignments.

Instant Connect – eSchoolViews communication solution to stay connected by sending emergency alerts, staff notifications, bus schedule changes and more - all with Instant Connect.

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Facilities Management – This tool maximizes building usage and increases efficiency by enabling users to coordinate reservations, contacts and reminders.

Event Registration - Designed to assist staff, families, and community members in registering for K-12 school-related events and professional development courses.

School Store - An e-commerce product that integrates with our easy-to-use content management system (CMS), creating a virtual store with a secure and encrypted check-out area.

Custom Mobile Apps (sSchoolView's eSV2Go)

Service No. 610.748.125

This service provides district-branded custom mobile apps published in Apple's App store and Google Play, making it easy to share information with parents and the community. Districts can pull content from various channels they already publish to, or login to the admin and add, edit or adjust content anytime. News, alerts, sports scores, lunch menus and more can be available in a convenient mobile app that can be accessed on the go. Participation in eSchool View Base Service is a prerequisite for this service.

Contact: Trina Twitchell, 607-766-3724

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Board Meeting Management Service (Powered by Board Docs)

Service No. 610.748.200

BoardDocs is a cloud-based system that enables districts to upload, display, distribute and store board of education business documents. Meeting agendas, minutes, policies and any other supporting documents can be accessed and viewed online. Districts are able to hold virtually paperless meetings with preparation time and effort greatly reduced. Information can be made public or kept confidential. BoardDocs is offered in three versions (LT, Pro, PLUS), each with differing features to meet specific district needs.

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Other Administrative Services

Electronic Document Management Service (powered by OnBase)

Service No. 610.741.020

This service provides an electronic document management system that enables school districts to easily capture, index, store, search and retrieve records in a standard format via a hosted centralized server. Importing of electronic documents from other systems is also available. This system reduces physical storage needs, enables documents

to be stored electronically and securely with fast retrieval of information, thus reducing the associated time and cost. Documents can be scanned with any TWAIN, ISIS or Kofax compliant scanner.

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Telephone Interconnect Service

Service No. 611.420

This service provides participating school districts with a cost-effective means to contract for and manage land-line telephone circuits and mobile communications/cell plans, including the negotiation of shared contracts with local exchange carriers, long distance carriers and cellular providers; the maintenance of a regional interconnect to generate usage savings among participating districts; the coordination of dialing plans among school districts and BOCES; centralization of bill processing at BOCES; and completion of E-rate filings for included telecom services on behalf of districts. Districts continue to control changes to telephone services within their schools. Aid restrictions: 50% of carrier charges are subject to BOCES aid. No aid is allowed on Co-Ser 610 for technology equipment purchases and installation costs unless the district demonstrates that such shared service is cost-effective.

Note: This service is available only at DCMO and BT-BOCES.

Contact: Trina Twitchell, 607-766-3724

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Auto Notification Service

Service No. 610.741.010

This service provides a system that rapidly communicates with parents, staff, and others through mass-delivery of prerecorded messages via phone calls, text messages and/or emails. This system is capable of simultaneously sending communications to phone numbers/email addresses. Notifications can be used for attendance, school closings, early dismissals, emergencies, reminders, announcements, etc.

Other modules available:

Secure Document Delivery – Supports electronic distribution of materials to parents and staff. The service is complete with email read duration reporting to quantify who opened the message from those recipients who did not open the message.

SchoolMessenger App – PLUS – Provides schools and districts with the ability to create all-in-one parent app featuring access to multiple types of individual student data and teacher messaging.

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SchoolMessenger App – SafeArrival – Student absence tracking tool built to help schools save time and money on attendance reporting and follow-up while enhancing student safety.

InfoCenter - With parents increasingly on the go, it is ever-more important to provide student information in a secure, mobile format. InfoCenter is an easy, secure way to deliver student-specific information through the Mobile App, which will provide parents and students with access to grades, attendance history, lunch balance, class schedules and more.

Custom Mobile Apps (CustomApp)

Service No. 610.741.011

Custom-designed apps for both Apple IOS and Android mobile devices. News, alerts, events, sports scores, lunch menus and grades are available in a convenient mobile app that parents can access on the go. Participation in the ANS Base Service is a prerequisite for this service.

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