

# Instructional Technology Service

**6360**

Date Issued: 6/1/98

Year Effective: 98-99

## SERVICE DESCRIPTORS

**Class/Division:** Instructional Resources (23)      **PSN Range:** 501-599  
**Type Student:** N/A      **Level:** N/A  
**Delivery Method:** Central Service  
**Time Period:** July-June (43)  
**Location:** BOCES Center (11), District Classroom (12), Other, Specify (13)

## NATURE OF SERVICE

BOCES provides computer-based services for instructional activities within the context of the New York State Long Range Technology Plan, the Learning Standards, and the Commissioner's Regulation 100.11.

## STANDARDS FOR APPROVAL

GENERAL REQUIREMENTS	Compliance with applicable laws and regulations, the general guidelines, and the following standards are required:
SPECIFIC REQUIREMENTS	<p>The Instructional Technology Service should be regarded as a comprehensive service and as such should include at least the following areas:</p> <ul style="list-style-type: none"><li>• Hardware and Software</li><li>• Networks accompanying hardware and software</li><li>• Maintenance and support of hardware and networks</li><li>• Information collection and dissemination as it pertains to student progress.</li></ul> <p>A detailed description of the manner in which the BOCES will address each of the above identified items and any additional items included in the service must be stated in the Service Delivery Standards.</p>
	All activities in this service must support the Frameworks documents and the corresponding assessment system. Service may be provided to school districts, non-public schools, and public agencies with educational purposes and

	<p>function.</p> <p>A base service including costs of BOCES planning, research and development, management, technical support and leadership will be a required part of the BOCES service and all district requesting any activity will be required to support the base service costs.</p> <p>I. Each Instructional technology service must include the following required components:</p> <ul style="list-style-type: none"> <li>a) Planning – each district receiving a shared technology service from a BOCES must have an adopted school improvement plan which incorporates an instructional technology plan.</li> <li>b) Model Schools CO-SER – each BOCES operating an instructional technology service must also operate a Models Schools CO-SER (6368) and each district participating in a learning technology service must participate in an appropriate portion of a model schools service. No district may be provided BOCES owned equipment and related software without participating in training and staff development to support the instructional technology service.</li> <li>c) On-going Technical and End-User Support – Evidence must be provided in the service description that technical support is being provided.</li> <li>d) Assessment – Evidence must be provided in the description that the service includes a means to assess the impact of instructional technology on student progress in achieving the NYS Learning Standards.</li> </ul>
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	<p>II. Compliance with the following standards is required:</p> <ul style="list-style-type: none"> <li>a) A description of each activity must be provided.</li> <li>b) Activities are to be budgeted together following directions provided in the BOCES Handbook on CO-</li> </ul>
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	<p>SER preparation.</p> <ul style="list-style-type: none"> <li>c) The service must reflect a comprehensive planning effort by BOCES defining in the CO-SER how the service will address the teaching/learning needs of the participating districts, how the service supports existing and/or planned curriculum, instruction and assessment and a process for determining changes/progress in teaching and learning as a result of instructional technology services provided by BOCES.</li> <li>d) Services must be provided consistent with Regional Information standards including hardware, software and telecommunications protocols. The criteria for development of service delivery standards are on page 8. Service not aligned with delivery standards will not be eligible for aid.</li> <li>e) The district school improvement plan with its related instructional technology plan must be on file at the BOCES providing the service.</li> <li>f) The instructional technology service must be coordinated with the instructional technology services of other BOCES within the region which operates a service with the Regional Information/Computer Center. All plans must be shared with the other BOCES of the region and must be reflected in the region's 793 Plan.</li> <li>g) The service must be consistent with NYS learning Standards and Assessment System. Examples of activities meeting this criteria must be provided.</li> <li>h) Staff development and training in instructional technology must be provided in Model Schools Service as a companion to this service. Evidence of participating in Model Schools must be provided.</li> </ul>
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	<ul style="list-style-type: none"> <li>i) An analysis of the costs for the delivery of the service should be included with the description (see attached). BOCES staff expenditures for both professional and support personnel should comprise a significant portion of the total life cycle cost for the service over a five year period. BOCES professional</li> </ul>
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	<p>staff expenditures in this serve, in combination with BOCES professional staff expenditures in Model Schools service, must total at least 15 percent of the combined instructional technology service budget and Model Schools adopted in May each year. (There must be a minimum of 5 percent professional staff expenditure with this CO-SER).</p> <p>j) A statement from the District Superintendent of cost analysis for new activities should be on file at the BOCES. These statements should verify that the cost of the service is as beneficial as equivalent offerings (Appendix #1). Costs of services must be consistent with the requirements of Chapter 602.</p> <p>k) A shared service may consist of a BOCES-operated service activity provided to two or more districts directly or indirectly by electronic means; consistent with service delivery standards.</p> <p>l) The requirement for collection and dissemination of data may be met in the instructional area by the use of a common set of learning objectives for which pupil achievement data are collected and reported in participating school districts and the State, if requested.</p> <p>m) The use of consultants or contracted service (is) eligible for BOCES aid in accordance with Department policy. Contracted services which provide direct service to districts are not eligible for BOCES aid. Contracted service which supplants aspects of a BOCES operated, or base service, is not eligible for BOCES aid.</p>
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	<p>n) Based on regional needs, there may be pilot activities in which hardware, software, or telecommunications means unique to the BOCES are tested in one or more locations. The purpose of a pilot activity is provided the BOCES information about programmatic and/or the technical effectiveness of new equipment, software or telecommunications means as potential</p>
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	<p>replacements for items in the existing system or expansion into new service areas. Approval in writing, specifying the duration of the pilot, must be provided by the BOCES Unit of SED before any pilot activity is undertaken.</p> <p>o) Demonstration projects are activities designed to determine district interest in expansion or replacement of current service options. Demonstration projects require a minimum of two districts to provide the service with aid. Approval in writing must be provided by the BOCES Unit of SED before any demonstration activity is undertaken.</p> <p>p) In a BOCES-wide telecommunications system, expenditures associated with a wide area network between districts, between districts and the BOCES, and between the buildings within a district and BOCES that are connect to a wide area network are eligible for BOCES aid. All other expenditures are not eligible for aid.</p> <p>q) The requirement for shared activities under this CO-SER may be met by Common Set of Learning Objectives and/or distributed system resource management software that has the following set of characteristics:</p> <ol style="list-style-type: none"> <li>1. Access control <ul style="list-style-type: none"> <li>-by location</li> <li>-by workstation/device</li> <li>-by application</li> </ul> </li> <li>2. Data management capacity</li> <li>3. Software distribution capacity</li> <li>4. Software license control capacity</li> <li>5. Print distribution capacity</li> <li>6. Local area network support capacity</li> </ol>
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	<p>r) For those BOCES using distributed systems resource manager all district-based hardware, software, and related telecommunications will be eligible for aid provided that the proportion of licenses to encrypted locations on workstations and file servers for a given software does not equal or exceed .80.</p> <p>s) All district-based hardware, software and related telecommunications will be eligible for aid for time-</p>
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	<p>shared activity on a local or wide area network.</p> <ul style="list-style-type: none"> <li>t) Where multiple or alternative service delivery standards are proposed, the BOCES will be responsible for demonstrating the effectiveness (cost, program, technical) of supporting such standards by providing a detailed comparison, in written form, clearly delineating alternatives considered. In those instances in which a State policy permitting multiple or alternate standards exists, the BOCES will be responsible for documenting effectiveness (cost, program, technical) for multiple standards where such proposals exceed the provisions of the policy. Prior approval in writing is required.</li> <li>u) Any activity by the local district which supplants or degrades BOCES-operated services shall result in aid restrictions on district-based service depending on the nature of the district's actions.</li> <li>v) Internet must be provided consistent with the Internet Activity Guidelines adopted 10/25/96 by a sub-committee of District Superintendents. (see Appendix #II)</li> </ul> <p>The instructional computer service must include service delivery standards which describe the nature of the service being provided. Service delivery standards are the basis for distribution of components in a shared service provided by electronic means including hardware, software, telecommunications, and personnel. The service delivery standards may vary according to the characteristics of the school districts including but not restricted to, numbers of pupils, numbers of staff, or number of buildings.</p>
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	<ol style="list-style-type: none"> <li>1. Development, management and control of comprehensive instructional technology services including determining nature of service and means of service delivery consistent with law, regulations and guidelines;</li> <li>2. Adherence to the regional service delivery standards for district-based service designed to assure consistent treatment of school districts and acceptable levels of service delivery;</li> </ol>
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	<ol style="list-style-type: none"> <li>3. The BOCES is responsible for selection, ownership and control of district-based hardware and software;</li> <li>4. Assurance that commitment letters and service agreements signed by the Superintendent of the participating district will be maintained on file at the BOCES;</li> <li>5. Determination of procedures for placing and upgrading hardware and software in districts. This includes setting standards for implementation and determining prerequisite stages of readiness that districts need to achieve prior to full implementation of the standards;</li> <li>6. Provide a plan and delivery of centralized network management and maintenance service;</li> <li>7. Maintenance of integrity of system such that no individual action of a school district shall degrade the system operation;</li> <li>8. Control of operation of the district-based service. This includes setting hours of service operation, developing and monitoring security standards and control of local use of system hardware/software.</li> <li>9. All hardware and software located in districts which is determined to be obsolete, or to be replaced due to an upgrade, shall be disposed of in accordance to BOCES policy on personal property accountability.</li> </ol> <p>III. Statement of District Responsibilities:</p> <ol style="list-style-type: none"> <li>a) define local service needs;</li> <li>b) each district must have an adopted school improvement plan that incorporates an instructional technology plan on file at the BOCES;</li> </ol>
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	<ol style="list-style-type: none"> <li>c) through the Model Schools CO-SER districts must ensure participation in training and staff development to support the instructional technology service;</li> <li>d) collect and assure accuracy of district data;</li> <li>e) assure development of a regional system including standards, service options and delivery modes through participation in Regional Center planning activities;</li> <li>f) ensure that all district-based hardware and software which is BOCES –owned is used with system</li> </ol>
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	<p>agreement including security procedures.</p> <p>IV. Service Delivery Options</p> <ul style="list-style-type: none"> <li>a) definition of the roles and responsibilities of all participants in the service: BOCES, Regional Center, Vendor;</li> <li>b) district-based hardware, software – this shall define the standardized district-based hardware and software that is used for the service delivery option;</li> <li>c) network connection – this shall define the type of regional (BOCES and/or RIC) telecommunications network connection that is used, including dedicated or dial-up;</li> <li>d) personnel – this shall define the maximum level of BOCES staff to be located at the district;</li> <li>e) BOCES/district service agreement – the BOCES/district service agreement for each district shall be on file in the BOCES and shall include: <ul style="list-style-type: none"> <li>1. a statement of understanding of BOCES/district responsibilities, including conditions associated with placement, use, upgrading and removal of district-based hardware and software.</li> <li>2. A districts instructional technology plan will include a description of service to be provided and any prerequisite stages of readiness the district will need to complete prior to full implementation of the service delivery standards.</li> </ul> </li> </ul>
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	<p>V. Planning and Management Requirements</p> <p>The planning and management requirements associated with the delivery of each service shall include:</p> <ul style="list-style-type: none"> <li>a) Initial Needs Assessment and Planning – this shall include an initial needs assessment and development of the initial District Instructional Technology Plan based on criteria for placement of district-based systems and user readiness.</li> <li>b) Initial Implementation – this shall include the process for implementation of the initial District Technology</li> </ul>
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	<p>Plan.</p> <ul style="list-style-type: none"> <li>c) On-going Needs Assessment Planning – this shall identify requirements necessary to modify the District Technology Plan including procedures for addition and reduction/elimination of services and the associated changes in hardware/software/ Telecommunications and staffing.</li> <li>d) Systems Integrity and Security – this shall include procedures required to assure system integrity and security.</li> <li>e) Monitoring and Verification – this shall define the manner in which systems monitoring and verification of use is accomplished by the BOCES.</li> </ul> <p>VI. BOCES/District Service Plan</p> <p>The District Instructional Technology Plan will include a minimum of the following components:</p> <ul style="list-style-type: none"> <li>a) District-based hardware and software – this shall include specific listings of minicomputers, microcomputers and their peripheral devices, along with the functions they perform. Workstations must be listed along with the functions they support. Requirements for removal of obsolete hardware and software must also be included.</li> <li>b) Telecommunications – this shall describe the specific manner that is used to interconnect all of the district-based hardware and software to the regional (BOCES and/or RIC) telecommunications network and limitations.</li> </ul>
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	<ul style="list-style-type: none"> <li>c) BOCES Computer Services – this shall include a listing of all BOCES computer services used by the district and a general description of the service delivery options that are used to provide these services.</li> <li>d) Functional Uses/Applications – this shall include the types of functions or applications that are delivered to district staff or students via the district-based hardware and software. Staff and students can be grouped by location by function or applications.</li> </ul> <p>Management computer services will be provided by the RIC/RIC's as provided for in CO-SER #7710.</p>
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AID ISSUES	In accordance with Department policy of April 27, 1998 memo.
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