SERVICE DIRECTORY
MOHAWK REGIONAL INFORMATION CENTER

MOHAWK RIC
SERVICE DIRECTORY

315-361-2700
www.moric.org

4937 Spring Road
Verona, NY 13478

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MOHAWK RIC
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MESSAGE FROM THE **DIRECTOR**

Dear Colleagues:

On behalf of the 793 Committee and the entire organization, I am pleased to present you with the Mohawk Regional Information Center's Service Directory.

This directory is a listing of the technology and data programs and services we offer to support administrators, technology leaders, educators, and students. In order to ensure our students graduate career and college ready, it is critical that students are engaged in technology-rich learning experiences. Additionally, administrators and teachers need access to high-quality technology management tools that support increased efficiency, as educators are increasingly asked to do more with less. The MORIC's goal is to ensure the most effective and efficient use and implementation of technology to support and advance education in our region.

We continue to focus on providing support related to: integrating technology into the classroom, installing and maintaining state-of-the-art technology, improving organizational efficiencies through management applications, and managing, reporting and analyzing data.

We thank all of our participating districts for their continued support of the MORIC. We look forward to working with you.

Sincerely,

Heather L. Mahoney
Executive Director
Mohawk Regional Information Center

MohawkRIC
INNOVATE. EDUCATE. LEAD.

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MORIC **LEADERSHIP TEAM**

HEATHER MAHONEY
EXECUTIVE DIRECTOR
hmahoney@moric.org
o: **315-361-2804**

ERIC FEOLA
ASSISTANT DIRECTOR
efeola@moric.org
o: **315-361-2863**

AMANDA PALMER
ASSISTANT DIRECTOR
apalmer@moric.org
o: **315-361-2804**

MARIA ROCKER
ASSISTANT DIRECTOR
mrocker@moric.org
o: **315-361-2860**

DAN CHMIELEWSKI
DATA MANAGEMENT & TESTING
dchmielewski@moric.org
o: **315-361-2765**

BRITTANY GAFFNEY
INSTRUCTIONAL SERVICES
bgaffney@moric.org
o: **315-361-2892**

CHRIS GRIECO
ADMINISTRATIVE SYSTEMS
cgrieco@moric.org
o: **315-361-2773**

ANDREA KINNEY
CUSTOMER SERVICE & OPERATIONS
akinney@moric.org
o: **315-361-2806**

MATT KNAPP
TECHNOLOGY PLANNING
mknapp@moric.org
o: **315-361-2818**

AMY KONZ
REGIONAL DATA
akonz@moric.org
o: **315-361-2427**

JOHN HENRY LANE
MANAGED IT
jlane@moric.org
o: **315-361-2823**

RYAN MAHONEY
DATA SECURITY
rmahoney@moric.org
o: **315-361-2778**

DAN POTTER
TECHNICAL PRACTICES
dpotter@moric.org
o: **315-361-2750**

CLAUDIA SERVADIO-COYNE
TECHNICAL SERVICES
cservadiocoyne@moric.org
o: **315-361-2669**

TRACY SHARLETTE
TECHNOLOGY PLANNING
tsharlette@moric.org
o: **315-361-2812**

MARTHA TORNABENE
TECHNOLOGY PLANNING
mtornabene@moric.org
o: **315-361-2859**

JENNIFER WALIGORY-LEE
EDUCATIONAL DATA
jwaligorylee@moric.org
o: **315-361-2838**

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ABOUT THE MORIC

Who We Are

The 12 Regional Information Centers (RICs) in New York State are cooperative agencies that provide state-of-the-art educational technology, training, and support for teachers, students, and administrators in participating school districts. They were established by the New York State Education Department and are each administratively aligned with and housed at a BOCES (Board of Cooperative Educational Services) campus within its service region.

The Mohawk Regional Information Center (MORIC) works proactively with participating districts and BOCES to provide cost-effective, educational technology, professional development for teachers and administrators, and daily technical support and assistance. The MORIC also works with State Education Department officials and other RICs across the state to exchange ideas and best practices, share knowledge and information, and discuss policy and practice. The MORIC is governed by a committee of school superintendents and a Joint Management Team representing the BOCES agencies within its region.

Who We Support

The MORIC serves 49 school districts and four BOCES: Madison-Oneida (MOBOCES), Oneida-Herkimer-Madison (Oneida BOCES), Herkimer-Fulton-Hamilton-Otsego (Herkimer BOCES) and Jefferson-Lewis-Hamilton-Herkimer-Oneida (Jefferson-Lewis BOCES).

Contact Us

Hours of Operation
To access the MORIC switchboard, call (315) 361-2700 or 1-866-98MORIC (6-6742), Monday-Friday from 7:00am- 4:30pm. Emergency support is provided outside of business hours.

Location
The MORIC's primary location is 4937 Spring Road, Verona, NY 13478.

Email
Our Help Desk may be emailed at helpdesk@moric.org for general assistance.

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REGIONAL BOCES AND DISTRICTS

Central Valley
Dolgeville
Frankfort-Schuyler
Herkimer
Little Falls

Mount Markham
Owen D. Young
Poland
Richfield Springs
West Canada Valley

Adirondack
Alexandria
Beaver River
Belleville-Henderson
Carthage
Copenhagen

General Brown
Indian River
LaFargeville
Lowville
Lyme
Sackets Harbor

South Jefferson
South Lewis
Thousand Islands
Town of Webb
Watertown City

Camden
Canastota
Hamilton
Madison
Morrisville-Eaton

NYS School for the Deaf
Oneida City
Rome City
Stockbridge Valley
Vernon-Verona-Sherrill

Brookfield
Clinton
Holland Patent
New Hartford
New York Mills
Oriskany

Remsen
Sauquoit Valley
Utica City
Waterville
Westmoreland
Whitesboro

TECHNOLOGY LEADERSHIP SERVICES

The Regional Information Center provides coordination and strategic support to school districts as they make informed decisions related to technology leadership and planning. We support districts as they vision, plan, evaluate, implement, and sustain innovative technology initiatives. Additionally, MORIC specialists assist educational agencies with coordinating, purchasing, installing, training, and managing district implementations.

LEADERSHIP CONTACTS

Maria Rocker, Assistant Director, (315) 361-2860, mrocker@moric.org
Dan Potter, Technical Practices Leader, (315) 361-2750, dpotter@moric.org
John-Henry Lane, Managed IT Leader, (315) 361-2823, jlane@moric.org

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TECHNOLOGY LEADERSHIP SERVICES

Managed IT Service	
CoSer	7710
Service Code(s)	602.774 Managed IT RIC Support
Pre-requisite Services	505.501.117 Network Support
Service Level Description	The MORIC Team provides full management of all IT services, systems, and technical support staffing at a school district. The service includes strategic IT planning to support districts with making informed technology decisions, IT reviews and replacement cycle planning, development of IT procedures, coordination of IT projects, comprehensive onsite and virtual technical support, purchasing planning, budget development, and more.
Regional Standard or Supported Software	Not Applicable

Technology Planning	
CoSer	7710
Service Code(s)	602.074 Technology Planning & Support RIC Support
	602.075 Technology Planning RIC Support
Pre-requisite Services	Not Applicable
Service Level Description	The Technology Planning Service is designed to provide coordination and strategic leadership in order to support school districts in making informed decisions related to innovative technology projects. A Technology Planning Specialist will support your district's vision, goals, and needs while providing direction to ensure successful project management.
Regional Standard or Supported Software	Not Applicable

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TECHNOLOGY LEADERSHIP SERVICES

Leadership Consultation		
CoSer	7710	
Service Code(s)	602.800.001 Leadership Consultation Base Service	RIC Support
	602.800.002 Leadership Field Consultation	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	A well-crafted Strategic IT Plan is essential for districts, as they design a roadmap for the future of technology initiatives in their schools. The MORIC has multiple options to support districts as they create their vision aligned with district instructional goals, craft an innovative plan based on needs and growth potential, evaluate classroom technologies, and implement tools with adequate staffing, effective professional development, and a strategic financial plan.	
Regional Standard or Supported Software	Not Applicable	

Technical IT Review and Consultation		
CoSer	7710	
Service Code(s)	602.800.003 Technical IT Consult Base	RIC Support
	602.800.004 Technical IT Field Consult	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	Technical IT reviews are an important planning tool to understand and document the current state of technology that supports district administrative systems and operations, teaching and learning, and the local community. The Regional Information Center will work with the district to assess and analyze infrastructure in the following areas: VoIP systems, physical security, devices and equipment, and/or the local area network including closets, switches, and wireless. A detailed report of the findings will be designed and shared as well as recommendations and best practices based on industry standards.	
Regional Standard or Supported Software	Not Applicable	

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TECHNOLOGY LEADERSHIP **SERVICES**

Instructional IT Review and Consultation

CoSer	7710	
Service Code(s)	602.800.005 Instructional IT Consult Base	RIC Support
	602.800.006 Instructional IT Field Consult	RIC Support
	602.800.008 BrightBytes Software Maint/Renewal	Licensing
Pre-requisite Services	Not Applicable	
Service Level Description	Designing a data-informed, evidence-based technology plan is essential to ensure that districts provide transformative and personalized learning opportunities for all students. The Instructional IT Review Service utilizes the web-based platform, Clarity by BrightBytes, to equip districts with a data collection tool, insightful reports, and strategic action steps that will inform and strengthen instructional technology planning. Be prepared to cultivate communication between district staff, students, parents, and decision-makers in order to ensure the effective impact of technology on teaching and learning.	
Regional Standard or Supported Software	BrightBytes	

E-Rate - Technology Planning

CoSer	7710	
Service Code(s)	602.075 Technology Planning	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The E-Rate Service is available to assist school districts with their E-rate applications. The MORIC staff will consult with school district leaders regarding the E-rate Form 470 (Description of Services Sought) and the Form 471 (Services and Vendors Selected). The district is responsible for gathering all information and supporting documentation as needed. The MORIC will advise the district regarding types of information and documentation needed and will provide support for the district to file the applications. One day of consultation is recommended for each form.	
Regional Standard or Supported Software	Not Applicable	

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TECHNOLOGY LEADERSHIP SERVICES

Multi-year Lease Agreement (MYR)		
CoSer	7710	
Service Code(s)	505.067 Lease Agreement Downpymt	N/A
	505.071 Year 1 - Multi-year Finance Payment	N/A
	505.072 Year 2 - Multi-year Finance Payment	N/A
	505.073 Year 3 - Multi-year Finance Payment	N/A
	505.074 Year 4 - Multi-year Finance Payment	N/A
	602.000 Multi-year Down Payment	N/A
	602.001 Year 1 - Multi-year Lease Agreement	N/A
	602.002 Year 2 - Multi-year Lease Agreement	N/A
	602.003 Year 3 - Multi-year Lease Agreement	N/A
	602.004 Year 4 - Multi-year Lease Agreement	N/A
Pre-requisite Services	Not Applicable	
Service Level Description	A Multi-Year Lease Agreement is considered an installment purchase of tangible items that a school district is looking to procure through the MORIC. The RIC provides quotes from vendor partners and processes paperwork for three levels of approval; District BOE, MOB BOE, and NYSED. The paperwork includes all purchasing information and a breakdown of yearly payments that the district is responsible for. Once approved through all levels, orders are placed and items will be delivered to the school district.	
Regional Standard or Supported Software	Not Applicable	

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TECHNOLOGY LEADERSHIP SERVICES

Project Management	
CoSer	7710
Service Code(s)	505.501.101 Hrdwre/Sftwre Install Instructnl — RIC Support
	602.518 Hardwre/Sftwre Install - Admin. — RIC Support
Pre-requisite Services	Not Applicable
Service Level Description	The Project Management Service supports the coordination and management of administrative and/or instructional hardware and software purchasing planning. A Technology Planning Specialist will support your district's vision, goals, and needs while providing direction to ensure successful project management.
Regional Standard or Supported Software	Not Applicable

Order Processing and Delivery	
CoSer	7710
Service Code(s)	602.519 Plng, Proc, Hndlng, Delivery — RIC Support
Pre-requisite Services	Not Applicable
Service Level Description	Order Processing and Delivery includes coordination of district purchase requests, procurement mechanisms, vendor management, proposal and adjustment processes, order fulfillment, and shipping/delivery management. MORIC also provides support to manage processes such as back orders, drop shipping as well as coordinating repairs, returns, and renewals.
Regional Standard or Supported Software	Not Applicable

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TECHNOLOGY LEADERSHIP SERVICES

Computer Processing		
CoSer	7710	
Service Code(s)	505.501.200 Computer Processing LVL 1	RIC Support
	505.501.201 Computer Processing Level II	RIC Support
	505.501.202 Computer Processing Level III	RIC Support
	602.199 Computer Processing LVL I	RIC Support
	602.201 Computer Processing Level II	RIC Support
	602.301 Supplies - Non Aidable	
	602.303 Software - District Purchase	
	602.304 Software - Nonaidable	
Pre-requisite Services	Not Applicable	
Service Level Description	Through these services, districts procure instructional and administrative technologies, both hardware and softwares. Relevant planning, imaging, inventory, and tagging work is performed to address hardware needs.	
Regional Standard or Supported Software	Not Applicable	

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TECHNOLOGY LEADERSHIP SERVICES

District Hardware/Software Procurement		
CoSers	6360, 7710	
Service Code(s)	505.150 CLO Equipment - Aidable	Hardware Procurement
	505.150 CLO Equipment - Non-Aidable	Hardware Procurement
	505.303 Software - District Purchase	Software Procurement
	505.304 Software - Non Aidable Dist. Purch.	Software Procurement
	602.150 Hardware - Aidable	Hardware Procurement
	602.151 Hardware - Nonaidable	Hardware Procurement
	602.301 Supplies - Non Aidable	District Expenditure
	602.303 Software - District Purchase	Software Procurement
	602.304 Software - Nonaidable	Software Procurement
Pre-requisite Services	505.025-029 Common Learning Objectives; 505/602 Network Support, 517 Model Schools	
Service Level Description	Through these services, districts procure instructional and administrative technologies, both hardware and softwares.	
Regional Standard or Supported Software	Not Applicable	

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TECHNOLOGY LEADERSHIP SERVICES

Augmented Services	
CoSer	7710
Service Code(s)	602.075 Augmented Service Labor Vendor Support
Pre-requisite Services	Not Applicable
Service Level Description	The augmented service utilizes vendors to supplement MORIC services and staff with additional resources that may be needed above and beyond what is available regionally. Vendor costs for activities that support districts shall be eligible for aid when the MORIC has an active role in the management, oversight, and coordination of the work being provided. MORIC will work in collaboration with the district to define the scope of work. These services are designed to be supplemental and not a long-term solution.
Regional Standard or Supported Software	Not Applicable

DATA SECURITY AND PRIVACY SERVICES

The Regional Information Center provides strategic support and resources to school districts as they make informed decisions related to data security and privacy leadership. The RIC supports districts in implementing initiatives aligned with best practice and industry standards. Additionally, the MORIC supports data protection officers as they implement controls and procedures related to Ed Law 2-d, Part 121, FERPA, COPPA, PPRA, State Technology Law Section 106-b, LGS-1, and other statutory requirements.

LEADERSHIP CONTACT

Ryan Mahoney, Data Security Leader, (315) 361-2778, rmahoney@moric.org
Dan Potter, Technical Practices Leader, (315) 361-2750, dpotter@moric.org

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DATA SECURITY SERVICES

Data Privacy and Security	
CoSer	7710
Service Code(s)	602.801.001 RIC and Vendor Support
Pre-requisite Services	Not Applicable
Service Level Description	Data Security is a critical focus area for districts in the MORIC region as well as for organizations in all sectors world wide. As such, security technologies are resources often come at a premium. The structure of our environment, both technically and strategically, allows us to leverage economies of scale to provide the necessary resources to the region. These resources range from professional development resources, user groups, documentation, technologies, and expertise that are available to all districts region-wide.
Regional Standard or Supported Software	Not Applicable

Data Security Awareness Training		
CoSer	7710	
Service Code(s)	602.801.009 DS Trng & Awareness Licensing	Licensing
	602.801.010 DS Trng & Awareness YR 1/Implement	RIC Support
	602.801.011 DS Trng & Awareness YR 2+	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	Network security plans and policies are only as strong as the individuals following them; therefore, it is imperative that users are savvy, vigilant, and discerning in their online safety knowledge and practices. The Security Awareness service offers user-friendly and effective Internet Security Awareness Training with self-service enrollment, an engaging training environment, and pre-and post-training phishing security testing that show the percentage of end-users that are Phish-prone. With this service, the Data Privacy and Security Team will facilitate implementation as well as provide ongoing support to districts.	
Regional Standard or Supported Software	KnowBe4	

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DATA SECURITY **SERVICES**

Managed Data Security Service	
CoSer	7710
Service Code(s)	602.801.008 Managed Data Security RIC Support
Pre-requisite Services	Not Applicable
Service Level Description	The Managed Data Security service will provide districts with access to dedicated expertise and custom resources to assist with managing their day-to-day security practices as well as enhance their overall security posture. MORIC experts will work collaboratively with the district to define a data security and privacy vision, then use their expertise to develop security plans, train district staff, build a data inventory, review existing data security procedures, and install new best-practice security procedures where gaps exist.
Regional Standard or Supported Software	Not Applicable

Data Security Consultation	
CoSer	7710
Service Code(s)	602.801.002 Data Security Consult Base RIC Support
	602.801.003 Data Security Field Consult RIC Support
Pre-requisite Services	Not Applicable
Service Level Description	Data security planning and implementation of practices can be difficult. Through this service, MORIC will work with districts to assess the current state of their security profile, evaluate specific practices, and help develop a strategic plan to enhance their security program. This may look different in various districts depending upon need and scope of the project, so MORIC staff will conduct a scope planning meeting with district leaders to tailor this service to the specific needs of the district.
Regional Standard or Supported Software	Not Applicable

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DATA SECURITY **SERVICES**

System Review and Consultation	
CoSer	7710
Service Code(s)	602.800.010 Systems Consultation Base Srvc — RIC Support
	602.800.011 Systems Field Consultation — RIC Support
Pre-requisite Services	Not Applicable
Service Level Description	Assessments of core systems and processes are valuable tools to help organizations establish appropriate safeguards to protect, secure, and manage sensitive information. The Regional Information Center will work with district staff to determine the scope of systems, practices, and procedures for review and then analyze those areas, design a summary of the findings, and provide suggested best practices that will address concerns resulting from the evaluation. Examples of system review areas may include, but are not limited to, network, email, student, financial, and instructional technology.
Regional Standard or Supported Software	Not Applicable

NIST Cybersecurity Framework Management	
CoSer	7710
Service Code(s)	CoSer 602.530 NIST CSF MGMT Tool Support — RIC Support
	CoSer 602.531 NIST CSF MGMT Tool Licenses — Licensing
Pre-requisite Services	Not Applicable
Service Level Description	The NIST CSF Management service provides districts with access to a tool to manage and evaluate progress as they implement data security controls aligned to the NIST Cybersecurity Framework. Given the scale of the NIST CSF, management tools are often valuable to keep implementation on track and progressing. The RICOne Target Profiles and Evaluation Rubrics, as well as additional industry standard control sets, are integrated into the tool to allow for any implementation methodology. MORIC staff are available to assist districts with implementation and software support.
Regional Standard or Supported Software	Axio360

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INSTRUCTIONAL TECHNOLOGY SERVICES

The Instructional Technology Team provides comprehensive training and support to assist districts in effectively integrating educational technology aligned with state, regional, and district instructional technology initiatives. This team creates and facilitates extensive professional development opportunities on a variety of instructional technology topics. The Instructional Services team serves in a variety of statewide leadership roles and regularly explores emerging instructional technologies that are customized and aligned to districts' curriculum and instructional initiatives.

LEADERSHIP CONTACT

Eric Feola, Assistant Director, 315-361-2863
Brittany Gaffney, Instructional Technology Leader, 315-361-2892

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INSTRUCTIONAL TECHNOLOGY **SERVICES**

Model Schools Services

Model Schools Program	
CoSer	6368
Service Code(s)	517.000 Model Schools RIC Support
Pre-requisite Services	505.025-029 Common Learning Objectives; 505/602 Network Support
Service Level Description	The Model Schools Program offers comprehensive support to assist districts in effectively integrating technology into instruction. Model Schools Coordinators assist districts in their efforts to use technology as a tool to improve student learning and achievement. Through the Model Schools Program, administrators and teachers can participate in regional workshops, webinars, and online courses. Model Schools Coordinators also design and implement in-district training customized to the district's individual technology and instructional initiatives. In addition to face-to-face support, Model Schools offers virtual assistance, providing just-in-time live chat and screen-sharing support.
Regional Standard or Supported Software	Not Applicable

Model Schools Program: Enhanced Technology Integration Service	
CoSer	6368
Service Code(s)	517.015 Model Schls Enhanced Integration RIC Support
Pre-requisite Services	505.025-029 Common Learning Objectives; 505/602 Network Support
Service Level Description	The enhanced integration service gives districts the flexibility to tailor a specific number of days of technology training and support provided by a Model Schools technology integration specialist. By designing and implementing training based on district curriculum and instructional initiatives, teachers have the support they need to use technology as a teaching and learning tool. Districts will work with a member of the Model Schools team to develop training and support based on specific needs.
Regional Standard or Supported Software	Not Applicable

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INSTRUCTIONAL TECHNOLOGY SERVICES

Model Schools Services *continued*

Model Schools Program: Shared Instruction Integration Staff		
CoSer	6368	
Service Code(s)	517.016 Instructional Integration Spclst	RIC Support
	517.018 Instructional Integration Elem	RIC Support
	517.019 Instructional Integration Secondary	RIC Support
	505.501.050 Instructional Cmptng Spclist	RIC Support
	505.501.051 Instructional Integration Specialis	RIC Support
Pre-requisite Services	505.025-029 Common Learning Objectives; 505/602 Network Support	
Service Level Description	The Shared Instructional Integration Service allows districts the opportunity to have a Model Schools technology integration specialist in their buildings for a requested number of days per week. This individual is accessible to teachers, administration, and staff. The integration specialist can provide just-in-time training and support for teachers as they integrate technology to enhance teaching and learning.	
Regional Standard or Supported Software	Not Applicable	

Model Schools Program: Optional Expenses		
CoSer	6368	
Service Code(s)	517.010 Model Schls-Opt'l Expns	RIC Support
Pre-requisite Services	505.025-029 Common Learning Objectives; 505/602 Network Support	
Service Level Description	Optional Expense Reimbursement through the Model Schools Program is used to aid district expenses associated with staff development in educational technology such as: Costs for substitute coverage when teachers attend Model School sessions; stipends paid to teacher-trainers for staff development sessions offered through Model Schools; and stipends paid to teachers for participation in Model Schools' activities held outside the school day.	
Regional Standard or Supported Software	Not Applicable	

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INSTRUCTIONAL TECHNOLOGY **SERVICES**

Model Schools Services *continued*

Robotics Coaching	
CoSer	6368
Service Code(s)	517.030 Robotics Coaching Level I　　　　　　　　RIC Support 517.031 Robotics Coaching Level II　　　　　　　　RIC Support 517.032 Robotics Coaching Level III　　　　　　　　RIC Support
Pre-requisite Services	505.025-029 Common Learning Objectives; 505/602 Network Support
Service Level Description	Studies show that students gain an increased interest in STEM through robotics as it provides a practical and engaging way of involving students in these subject areas. The MORIC will provide your teachers with training and ongoing support as they build their robotics program. In addition, if your district has interest in a team participating in FIRST LEGO League (FLL®) tournament, staff can provide guidance from initial planning to tournament day; including team registration, order processing of LEGO Mindstorm kit and laptop, coach training, and team mentoring. *Note: Service does not include cost of competition participation fees or robotics equipment.* *Level I* Regional User Groups Virtual Training Access to Training Videos Access to Online Resources Virtual Support *Level II* 2-days Onsite Training Regional User Groups Virtual Training Access to Training Videos Access to Online Resources Live Support with Expert Virtual Support *Level III* 2-days Onsite Training 3-days Online Mentoring Regional User Groups Virtual Training Access to Training Videos Access to Online Resources Live Support with Expert Virtual Support
Regional Standard or Supported Software	Not Applicable

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INSTRUCTIONAL TECHNOLOGY **SERVICES**

Instructional Technology Services

Common Learning Objectives		
CoSer	6360	
Service Code(s)	505.025 CLO Writing - 1st Bldg.	RIC Support
	505.026 CLO Online Learning Services	RIC Support
	505.027 CLO-Occupational Studies	RIC Support
	505.028 CLO-Fine Arts	RIC Support
	505.029 CLO - Math/Sci - 1st Bldg.	RIC Support
	505.302 CLO Online Software Renewals	Licensing
Pre-requisite Services	517.000 Model Schools; 505/602 Network Support	
Service Level Description	The Common Learning Objectives (CLO) Service provides districts with regional procurement support for software and hardware. The procurement process includes bids, contracts, expert evaluation, vendor management, and more. Through this service, districts are able to select hardware and software that has been evaluated and determined to effectively support regional and local district curriculum and instructional initiatives and targeted goals.	
Regional Standard or Supported Software	List Updated: https://www.moric.org/services/services_and_contacts	
Optional Add	7710-602.600 Data Integration	RIC Support

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INSTRUCTIONAL TECHNOLOGY SERVICES

Curriculum Mapping

CoSer	6360	
Service Code(s)	505.085 Curriculum Mapping Support Yr 2+	RIC Support
	505.088 Curriculum Mapping Maintenance	Licensing
	505.089 Curriculum Mapping Support Yr 1	RIC Support
Pre-requisite Services	517.000 Model Schools; 505/602 Network Support	
Service Level Description	The Curriculum Mapping Systems service provides support for districts in the development of electronic curriculum maps using an online curriculum mapping application. These programs allow teachers to create, view, edit, print, copy, and archive their own maps, as well as search, copy, and compare maps created by other teachers in the system. The templates include fields for essential questions, standards, content, skills, assessments and more. The templates can be customized based on districts' needs.	
Regional Standard or Supported Software	Curriculum Mapper, Rubicon Atlas	
Optional Add	7710-602.600 Data Integration	RIC Support

Academic Achievement

CoSer	6360	
Service Code(s)	505.080 Academic Achievement Coaching Lvl I	RIC Support
	505.082 Academic Achievement Software	Licensing
	505.083 Academic Achievement Coaching Lvl II	RIC Support
Pre-requisite Services	517.000 Model Schools; 505/602 Network Support	
Service Level Description	The MORIC Model Schools team will assist school districts with the implementation of an academic achievement software tool designed to provide teachers with a wide-range of content specific learning supports for students in grades K-12. This includes access to common assessments and digital assignments to support teachers in class and test preparation. An instructional computing specialist will assist interested districts through all phases of the program implementation; setup, training, and ongoing support/ troubleshooting.	
Regional Standard or Supported Software	Castle Learning, Edmentum (Study Island)	
Optional Add	7710-602.600 Data Integration	RIC Support

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INSTRUCTIONAL TECHNOLOGY SERVICES

Classroom Management

CoSer	6360	
Service Code(s)	505.501.209 Go Guardian Licensing	Licensing
	505.501.210 Go Guardian Yr 1 Implement/Support	RIC Support
	505.501.211 Go Guardian Yr 2+	RIC Support
	505.501.212 Lightspeed Classroom Licenses	Licensing
	505.501.213 LS Classroom Yr 1 Imp & Support	RIC Support
	505.501.214 LS Classroom Yr 2+ Annual Support	RIC Support
Pre-requisite Services	517.000 Model Schools; 505/602 Network Support	
	505.501.106 Lightspeed Relay (for Lightspeed Classroom)	
Service Level Description	Classroom Management Solutions allows teachers and administrators the ability to create digital learning environments that protect, guide, and encourage students. Monitor devices on and off campus to keep students on task and avoid distractions, recognize concerning behavior with term and keyword flags, track which apps and extensions are utilized, and locate missing or stolen devices from a comprehensive dashboard.	
Regional Standard or Supported Software	GoGuardian Classroom, Lightspeed Classroom	

MORIC Girls' Leadership Camp

CoSer	6360	
Service Code(s)	505.308 NYSCATE Student Camp	RIC Support
Pre-requisite Services	517.000 Model Schools; 505/602 Network Support	
Service Level Description	The MORIC Girl's Leadership Camp allows for girls to come together to learn about exciting technology available to them as well as participate in team building activities to help foster support and leadership. The one-day, coordinated and hosted by the MORIC, is guided by Certified Educators (many women) who are leaders in their field and want to empower the upcoming female population. Specific dates and topics for these events will vary - contact your MORIC Model Schools integration specialist for additional details.	
Regional Standard or Supported Software	Not Applicable	

INSTRUCTIONAL TECHNOLOGY SERVICES

Intervention Programs		
CoSer	6360	
Service Code(s)	505.181 Intervention Training/support year 1	RIC Support
	505.182 Intervention Training/support year 2	RIC Support
	505.183 Intervention Training/support year 3+	RIC Support
	505.184 Intervention Annual Maintenance	Licensing
Pre-requisite Services	517.000 Model Schools; 505/602 Network Support	
Service Level Description	Model Schools will assist teachers with the implementation of reading/math programs designed to develop the literacy/math skills of elementary and secondary students. Intervention Programs offer activities and resources tailored to meet the needs of students at their instructional level and provide teachers with the means to track and evaluate student academic progress.	
Regional Standard or Supported Software	Accelerated Reader - RL, Accelerated Math - RL, Achieve 3000, AIMSweb, NCS Pearson, Fast ForWord, FastBridge, Freckle, FrontRow Education, IXL Reading and Math, Lexia Learning, myOn, Read 180	
Optional Add	7710-602.600 Data Integration	RIC Support

Keyboarding		
CoSer	6360	
Service Code(s)	505.306 Keyboarding Support	RIC Support
	505.307 Keyboarding WT Support Yr2	RIC Support
	505-302 CLO Online Software Renewals	Licensing
Pre-requisite Services	517.000 Model Schools; 505/602 Network Support	
Service Level Description	Keyboarding Without Tears helps students learn the foundational skills they need to succeed with today's classroom work and online testing. This solution builds typing fluency and speed while incorporating general computer readiness and digital citizenship skills. KWOT is web-based, compatible with PC/Mac computers, Chromebooks, iPads, and tablets.	
Regional Standard or Supported Software	Keyboarding Without Tears	
Optional Add	7710-602.600 Data Integration	RIC Support

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INSTRUCTIONAL TECHNOLOGY SERVICES

Guidance Systems and Support		
CoSer	6360	
Service Code(s)	505.518.051 Choices	Licensing and Support
	505.518.053 Choices - MS Version	Licensing and Support
	505.518.054 Choices (eChoices)	Licensing and Support
	505.518.056 Guidance Direct	Licensing and Support
	505.518.057 Career Cruising	Licensing and Support
	505.518.058 Naviance	Licensing
	505.518.065 Guidance Support	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The Guidance Service provides school districts with career and college exploration software and professional development to assist guidance counselors, librarians and teachers in their efforts to successfully use the application with students. The software assists students in exploring careers relevant to their interests and abilities, locating colleges that offer programs that address their needs, researching financial aid sources and scholarship opportunities, and the creation of effective resumes and cover letters.	
Regional Standard or Supported Software	Bridges (Choices), Guidance Direct, Naviance, SchooLinks, Xello (Career Cruising)	
Optional Add	7710-602.600 Data Integration	RIC Support

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INSTRUCTIONAL TECHNOLOGY **SERVICES**

Video Hosting Service		
CoSer	6360	
Service Code(s)	505.501.158 Safari Support	Vendor Support
	505.501.159 Safari Software/Annl Maint	Licensing
	505.501.165 Ensemble Video	Licensing and Support
Pre-requisite Services	517.000 Model Schools; 505/602 Network Support	
Service Level Description	The Video Hosting Service provides a powerful video management and sharing platform. It will enable users to upload, catalog, manage, and publish video content. This platform will make video content searchable and accessible on internal and external web sites, including mobile platforms, allowing districts to easily share content. All major video formats are supported.	
Regional Standard or Supported Software	Panopto, Safari Montage	

Video Enhanced Instruction Service		
CoSer	6360	
Service Code(s)	505.501.155 LAN Vdeo Enhncd Instrct Srvc Lvl I	RIC Support
	505.501.160 Video Enhanced Inst-Level II	RIC Support
Pre-requisite Services	517.000 Model Schools; 505/602 Network Support	
Service Level Description	The Video Enhanced Instruction Service provides support to districts as they use video streaming, video conferencing, and video production technologies to increase student achievement. Additionally, MORIC staff members can assist your school in using these technologies to enhance professional development opportunities. Two levels are offered for districts with different needs and experience.	
Regional Standard or Supported Software	Not Applicable	

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INSTRUCTIONAL TECHNOLOGY SERVICES

Web Design Service

CoSer	6360	
Service Code(s)	505.501.150 Website Support	RIC Support
	505.501.168 Apptegy Setup	Vendor Support
	505.501.169 Apptegy License	Licensing
	505.501.174 Campus Suite License	Licensing
	505.501.175 School Wires License	Licensing
	505.501.176 School Wires Set-up	Vendor Support
	505.501.177 School Wires Addtnl Template (Annual)	Licensing
	505.501.178 SM Content Mgt Sys Web Host startup	Licensing
	505.501.179 SM Content Mgt Sys Website Host Mnt	Licensing
	505.501.180 CNYRIC Website Solution	Licensing
Pre-requisite Services	517.000 Model Schools; 505/602 Network Support	
Service Level Description	The Web Design service provides an opportunity for districts to foster strategic communication that connects them with the local community, parents, and students as well as faculty, staff, and a larger global audience. The service offers school districts initial setup assistance, ongoing support, and implementation training as they design and develop district, school, and teacher pages.	
Regional Standard or Supported Software	Blackboard Schoolwires, Apptegy, SchoolMessenger (Intrado), CNYRIC, Campus Suite	

Web Development FTE

CoSer	6360	
Service Code(s)	505.501.132 Web Development FTE	RIC Support
Pre-requisite Services	517.000 Model Schools; 505/602 Network Support	
Service Level Description	The Web Development FTE service allows districts the opportunity to have a MORIC Instructional Technology Integration Specialist in their buildings for a requested number of days per week. This individual is accessible to district and building level instructional and technology leaders. The Web Development Specialist can aid in the maintenance of the school district website, provide training and support, and help the district post updates.	
Regional Standard or Supported Software	Not Applicable	

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INSTRUCTIONAL TECHNOLOGY **SERVICES**

Website Accessibility		
CoSer	6360	
Service Code(s)	505.501.151 Website Accessibility Yr1	RIC Support
	505.501.152 Website Accessibility Yr2+ Support	RIC Support
	505.501.153 Website Accessibility License/Renew	Licensing
Pre-requisite Services	517.000 Model Schools; 505/602 Network Support	
Service Level Description	The website accessibility service provides access to technologies that automatically scan a district's website and provides a report of the issues, such as broken links, misspellings, website performance, and analytics. The service also ensures that your website conforms to ADA Web Content Accessibility Guidelines (WCAG) 2.0 and Section 508 Guidelines.	
Regional Standard or Supported Software	Siteimprove	

Website Compliance Audit		
CoSer	6360	
Service Code(s)	505.501.149 Website Compliance Audit	RIC Support
	505.501.153 Website Accessibility License/Renew	Licensing
Pre-requisite Services	517.000 Model Schools; 505/602 Network Support	
Service Level Description	The MORIC will perform an audit of your entire website, with the help of a website scanning tool, to check for compliance with the Americans with Disabilities Act (ADA) Web Content Accessibility Guidelines (WCAG) 2.0 and Section 508 Guidelines. Following the audit, a report summary will be shared with the district and include non-compliance website content, strategies for fixing that content, and tips on how to avoid compliance errors in the future.	
Regional Standard or Supported Software	Siteimprove	

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INSTRUCTIONAL TECHNOLOGY **SERVICES**

ESports		
CoSer	6360	
Service Code(s)	505.310 Esports Licensing	Licensing
	505.311 Esports Service	RIC Support
Pre-requisite Services	517.000 Model Schools; 505/602 Network Support	
Service Level Description	The Mohawk RIC ESports Service will help coordinate and support school districts interested in creating their own eSports teams. We will provide districts with an overview of the league platform, provide professional development for coaches, act as a connection to other eSports teams, and provide guidance and best practices for integrating eSports into the school environment.	
Regional Standard or Supported Software	High School ESports	

Frontline Professional Learning - formerly WebReg (BOCES Only)		
CoSer	6360	
Service Code(s)	505.309 Web-Reg Service	RIC Support
	517.034 Webreg Maint & Support	Licensing
Pre-requisite Services	517.000 Model Schools; 505/602 Network Support	
Service Level Description	This service provides support for professional learning workshop management through the Frontline Professional Learning management system. MORIC staff will assist with platform setup and configuration, while also providing continuous remote support. This service is available to BOCES leveraging the platform for the registration of regional/component district workshops and professional learning sessions.	
Regional Standard or Supported Software	Frontline WebReg	

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VIRTUAL LEARNING SERVICES

MORIC Virtual Learning Services accommodates students across a range of subgroups as a strategy that encourages equity with peers. Virtual learning supports high educational quality, because it encourages pedagogical and technological advancement when instructors use a variety of modalities and technologies to engage students. When virtual learning is integrated effectively into schools, to enhance current class models, strides are made toward closing the achievement gaps and enabling access to innovative learning.

LEADERSHIP CONTACTS

Eric Feola, Assistant Director, 315-361-2863
Brittany Gaffney, Instructional Technology Leader, 315-361-2892
Jenny Waligory-Lee, Virtual Learning, 315-361-2838

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VIRTUAL LEARNING SERVICES

Online Learning Services

Virtual Learning Service, Option 1		
CoSer	5877	
Service Code(s)	426.010 Virtual Learning - Option 1 - yr 1 support	RIC Support
	426.011 Virtual Learning - Option 1 - yr 2+ support	RIC Support
	426.012 Apex Licensing	Licensing
	426.013 Zearn Licensing	Licensing
Pre-requisite Services	Not Applicable	
Service Level Description	The MORIC partners with multiple vendors to meet the unique needs of districts in offering students digital course content delivery options to enhance their learning experience. Specifically, districts may leverage the Virtual Learning Service, Option 1 for students to take courses for Advanced Placement, credit recovery, credit accrual, and/or elective(s). A MORIC service leader will support participating districts through a needs' assessment, service implementation, content delivery software setup, and training for the in-district teacher-of-record.	
Regional Standard or Supported Software	Apex, Zearn	
Optional Add	7710-602.600 Data Integration	RIC Support

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INSTRUCTIONAL TECHNOLOGY SERVICES

Online Learning Services

Virtual Learning Service, Option 2		
CoSer	5877	
Service Code(s)	426.000 Virtual Learning Base-Level 2	RIC Support
	426.030 Virtual Learning Base - Option 2 Fall Semester	Licensing
	426.030 Virtual Learning Base - Option 2 Spring Semester	Licensing
Pre-requisite Services	Not Applicable	
Service Level Description	Through this service, MORIC partners with a local school district to meet the unique learning needs of students in support of their learning experience. In the Virtual Learning Service, Option 2, the MORIC hires a NYS certified teacher-of-record to facilitate NYS standards-aligned courses. Teachers monitor and support student progress and connect with them asynchronously as well as synchronously when needed. Additionally, this service is designed as a strategic RIC-district partnership involving MORIC service leaders who connect regularly with district-provided mentors and Special Education support. District staff also work directly with students to support their learning outcomes.	
Regional Standard or Supported Software	Not Applicable	
Optional Add	Not Applicable	

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INSTRUCTIONAL TECHNOLOGY SERVICES

Online Learning Services *continued*

Learning Management Systems		
CoSer	5877	
Service Code(s)	426.016 LMS Support	RIC Support
	426.017 Canvas Licensing	Licensing
	426.018 Schoology Support	RIC Support
	426.019 Schoology Subscription Fee	Licensing
Pre-requisite Services	Not Applicable	
Service Level Description	Learning Management Systems (LMS) take education beyond the four walls of the classroom and provide students with anytime access to content and resources. The LMS service gives teachers the opportunity to create, curate, and deliver high-quality digital course content. Students are able to collaborate and learn in a safe and secure online learning community.	
Regional Standard or Supported Software	Canvas, Schoology	
Optional Add	7710-602.600 Data Integration	RIC Support

Tutoring Service		
CoSer	5877	
Service Code(s)	426.040 Virtual Tutor Licensing	Licensing
	426.041-046 Virtual Tutor Service (Hours)	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The Mohawk RIC Virtual Tutoring Service allows districts to offer tutoring support to students through digital means. NYS-certified teachers provide one-on-one or small group tutoring to support instruction.	
Regional Standard or Supported Software	iTutor	
Optional Add	Not Applicable	

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INSTRUCTIONAL TECHNOLOGY **SERVICES**

Online Learning Services *continued*

Web Conference Service		
CoSer	5877	
Service Code(s)	426.020 Web Conferencing yr 1 support	RIC Support
	426.021 Web Conferencing yr 2+ support	RIC Support
	426.022 Zoom Licensing	Licensing
Pre-requisite Services	517.000 Model Schools	
Service Level Description	Web Conferencing brings together essential collaborative applications, such as screen sharing, remote desktop control, text chat, and audio/video integrations. The RIC will coordinate and guide the event from pre-event planning to post-event follow-up. Your staff will have access to basic training, monitoring, and technical support.	
Regional Standard or Supported Software	Webex, Zoom	
Optional Add	7710-602.600 Data Integration	RIC Support

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LIBRARY AUTOMATION SERVICES

The Library Automation staff works closely with the regional School Library Systems and other MORIC teams to assist districts with automating their school library media centers. The MORIC team helps districts create customized databases and reports, create inventory procedures, and design procedures for library database disaster recovery. Ongoing training and support is provided for school library staff. This team helps maintain automated library servers and provides technical support for the regional library catalog, which helps promote cross-district lending.

LEADERSHIP CONTACT

Eric Feola, Assistant Director, (315) 361-2863, efeola@moric.org

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LIBRARY AUTOMATION SERVICES

Library Automation Services		
CoSer	6320	
Service Code(s)	530.005 OPALS Library Automation	RIC and Vendor Support
	530.056 Labels and Supplies	Equipment
	530.150 Hardware	Equipment
Pre-requisite Services	Not Applicable	
Service Level Description	The Library Automation Service provides the expertise, as well as the computer software and hardware, to develop integrated library management and resource sharing systems for participating school libraries. Library automation uses electronic technology to give libraries the ability to access, process, store, retrieve and transfer information and materials efficiently. The Library Automation Service includes software updates, annual licensing fees, and training for new or existing staff. This service also provides for annual patron database uploads, customization of the database and reports, support and resolution procedures for the physical inventory process, and procedures for library database disaster recovery. Onsite and remote technical support and consultation is available. The Library Automation Service supports Open-source Automated Library System (OPALS).	
Regional Standard or Supported Software	Open-source Automated Library System (OPALS)	

Library Automation Services - Optional Modules		
CoSer	6320	
Service Code(s)	530.304.011 OPALS Textbook Module	Licensing
	530.304.012 OPALS Equip Assess Module	Licensing
	530.304.003 MARC Magician with Access	Licensing
	530.304.004 MARC Magician w/Access Year 2+	Licensing
Pre-requisite Services	530.005 Library Automation	
Service Level Description	These software support services provides school library media centers currently using OPALS with additional software modules that are integrated with the automation packages. The service provides on-site training and on-going technical support for the software applications.	
Regional Standard or Supported Software	Open-source Automated Library System (OPALS)	

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EDUCATIONAL DATA SERVICES

The Educational Data Team supports schools across the region as they increase their focus on data, especially with the adoption of the NYS ESSA Plan. Districts have access to a wide range of data services to support their growing needs such as shared FTE services for comprehensive data leadership support encompassing data coaching, analysis, management and reporting needs. Additionally, districts can engage in supplemental data projects to support their individualized needs as well as receive support for services such as local assessment systems, social emotional learning products, and more.

LEADERSHIP CONTACTS

Jenny Waligory-Lee, Educational Data Leader, (315) 361-2838, jwaligorylee@moric.org
Amy Konz, Regional Data Leader, (315) 361-2427, akonz@moric.org

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EDUCATIONAL DATA SERVICES

Regional Data Service

CoSer	7710
Service Code(s)	602.638.052 Regional Data Service RIC Support
Pre-requisite Services	Not Applicable
Service Level Description	The Regional Data leader supports regional and district data-informed decision-making by providing dynamic professional development, enhanced data views, and timely data support. This leader supports improved effectiveness related to instructional initiatives aligned to ESSA accountability measures. Knowledge and experience in the areas of state and federal accountability and data reporting requirements; as well as, curriculum, instruction, and data-informed decision-making are essential.
Regional Standard or Supported Software	Not Applicable

ESSA Data Support

CoSer	7710
Service Code(s)	602.638.085 CSI/TSI Data Support RIC Support
Pre-requisite Services	Not Applicable
Service Level Description	The Every Student Succeeds Act (ESSA) is a multifaceted and ever-developing educational accountability system focused on ensuring equity for all. An Educational Data Analyst can support district and building level leadership with understanding and acting on the ESSA measures of success. This service is available to support the timely needs of a Target District (TD), Comprehensive Support and Improvement School (CSI), or a Targeted School for Improvement (TSI).
Regional Standard or Supported Software	Not Applicable

EDUCATIONAL DATA SERVICES

Educational Data Analyst Service	
CoSer	7710
Service Code(s)	602.638.000 On-Site Data Leadership Support RIC Support
Pre-requisite Services	Not Applicable
Service Level Description	The Educational Data Analyst Service provides districts with leadership and instruction regarding the meaningful and responsible use of student data and multiple measures, with a keen focus of achieving district goals. Through the facilitation of data leadership meetings and creation of supporting materials and resources, a Data Analyst will support the district with data visioning and inquiry, action planning and progress monitoring to achieve set goals and confirm the achievement of goals with data. Data Analysts can be utilized as a data coach for a variety of stakeholder groups in the district including district level leaders, building level leaders, department chairs, teachers, and support staff. This service can be implemented using an FTE model.
Regional Standard or Supported Software	Not Applicable

Data Analysis Projects	
CoSer	7710
Service Code(s)	602.638.010 Data Coaching RIC Support
	602.638.011 Data Analysis Service RIC Support
	602.638.030 Data Analysis Projects RIC Support
Pre-requisite Services	Not Applicable
Service Level Description	**Level 1 Data Project** - Data Collection and Visualization: Synthesizes data into easy to read visuals. Examples include Grades 3-8 or Regents Toolkits. **Level 2 Data Project**- Data Collection and Analysis: Synthesizes data for larger projects with larger sets of data. Examples include: creation of interactive data views that can be used to drill down into data, Civil Rights Data Collection Reporting, ESSA Data Story **Level 3 Data Service** - Data Coaching (available in 5 or 10 day blocks of time): A data coach will work with your team to create a specific action plan. Examples include: action planning for teams in grades 3-8 based on NYS assessment data, district-wide climate survey, etc.
Regional Standard or Supported Software	Not Applicable

EDUCATIONAL DATA SERVICES

Assessment Creation/Analysis Tools

CoSer	7710	
Service Code(s)	602.638.055 Assessment Creation / Analysis Tool	RIC Support
	602.638.040 Data Integration & Analysis	Licensing
Pre-requisite Services	Not Applicable	
Service Level Description	Does your building and/or district need a fast and efficient way to create assessments (i.e. common interim, benchmark, regional) and collect and analyze assessment data? If yes, then your district is ready to implement an assessment development and data management platform. These platforms are utilized to enhance data-driven instructional practices, in both online and paper formats. They provide advanced diagnostic reporting options at the student, classroom, grade and district level. Assessment results can be used to establish baseline data, monitor student progress, and/or determine if students are meeting academic goals.	
Regional Standard or Supported Software	eDoctrina, LinkIT	
Optional Add	7710-602.600 Data Integration	RIC Support

Local Assessment Applications

CoSer	6360	
Service Code(s)	505.093 Local Assessment	RIC Support
	505.305 Local Assessment SW Renewals	Licensing
Pre-requisite Services	Not Applicable	
Service Level Description	How do you know if your students are growing? How do you know what students know how to do and what they need to work on next? A local assessment product offers diagnostic information to help teachers target instruction and support leaders in making instructional planning decisions. This service includes vendor contract administration, procurement and billing, training and data integration support.	
Regional Standard or Supported Software	AIMSWeb Plus, iReady, NCS Pearson, NWEA, STAR (Renaissance Learning)	
Optional Add	7710-602.600 Data Integration	RIC Support

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EDUCATIONAL DATA SERVICES

Report and Dashboard Development Tools		
CoSer	7710	
Service Code(s)	602.638.076 Regional Data Views	RIC Support
	602.638.077 Toolkit Printing	District Expenditure
Pre-requisite Services	Not Applicable	
Service Level Description	Access to data is key to leaders making data informed decisions. This service includes access to printable and electronic data resources including enhanced data views via regional toolkits and interactive data dashboards. Regional data toolkit topics include, but are not limited too, ESSA accountability measures, 3-8 and Regents testing, attendance, enrollment, and graduation. Data Dashboards include topics such as ESSA, public data, student data, and post-secondary data.	
Regional Standard or Supported Software	Not Applicable	

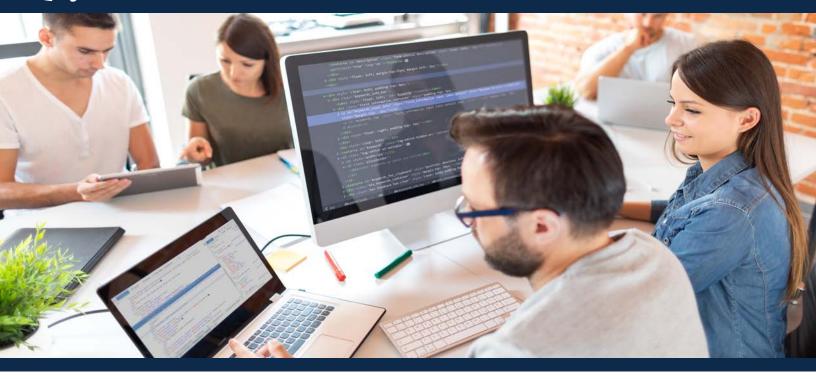| Educational Data Dashboards		
CoSer	7710	
Service Code(s)	602.638.053 SchoolTool Data Dashboard Licensing	Licensing
	602.638.054 SchoolTool Data Dashboard Support	RIC Support
	602.638.056 Data Dashboard Licensing	Licensing
	602.638.057 Data Dashboard Support	RIC Support
	602.638.070 Student Success Support Yr 1	RIC Support
	602.628.071 Student Success Support Yr 2+	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	Educational Data Dashboards assist districts with making decisions based on multiple points of data by leveraging visualization strategies that support pattern recognition. Leaders can sort and refine by multiple geographic, academic, and demographic categories to support data-driven decision-making. These solutions enable districts to look at where they stand in their BOCES region, as well as within the state, and make strategic decisions as to which districts they may compare their academic performance and expenditures.	
Regional Standard or Supported Software	ClearGov, Cognos, Forecast5, schooltool Premier	

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EDUCATIONAL DATA **SERVICES**

Social Emotional Learning Assessment Applications		
CoSer	7710	
Service Code(s)	602.638.080 Soc. Emotional & Well Being License	Licensing
	602.638.081 Social Emotional & Well Being Suprt	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	Social and Emotional Learning is quickly becoming an integral part of our everyday curriculum. A Social Emotional Learning assessment application provides the tools needed to identify areas of emotional concern for students, as well as, lesson options for advancement and intervention. With this service, the Educational Data Team will facilitate implementation and provide ongoing support to districts.	
Regional Standard or Supported Software	Aperture	
Optional Add	7710-602.600 Data Integration	RIC Support

Climate Survey Support		
CoSer	7710	
Service Code(s)	602.638.082 School Climate Survey Support	RIC Support
	602.638.083 School Climate Survey Licenses	Licensing
Pre-requisite Services	Not Applicable	
Service Level Description	NYSED's ESSA Plan recognizes the effect of school environment on student academic performance and supports efforts to improve school climate. The Education School Climate Survey (EDSCLS) is used by districts to survey students, staff and parents in the three domains of Engagement, Safety and Environment. The survey generates climate data to support district initiatives. With this service, the Educational Data Team will support districts with implementation guidance; as well as, providing ongoing support to districts.	
Regional Standard or Supported Software	Not Applicable	

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EDUCATIONAL DATA **SERVICES**

Intervention Solutions		
CoSer	7710	
Service Code(s)	602.638.072 EWS Brightbytes Licensing	Licensing
	602.638.074 Intervention Mgmt Yr 1 Implement	RIC Support
	602.638.075 Intervention Management Yr 2+	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	Intervention solutions ensure students get timely and effective support. BrightBytes: Intervention Management module allows educators to coordinate interventions, track fidelity and frequency of services, and document all efforts in a centralized location. With this service, the Educational Data Team will facilitate initial implementation as well as provide ongoing support to districts.	
Regional Standard or Supported Software	BrightBytes	

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DATA MANAGEMENT SERVICES

The Data Management Team offers a wide range of data services to assist districts with their growing data needs. Their work focuses on ensuring schools make optimal use of data by running custom reports, assisting in moving data between software systems and importing state testing results into various software systems. This team also helps districts better integrate data between multiple softwares, including Emergency Telephone Broadcast, Cafeteria, and Local Assessments, and many others for efficient operations.

LEADERSHIP CONTACTS

Dan Chmielewski, Data Management Leader, (315) 361-2765, dchmielewski@moric.org

DATA MANAGEMENT SERVICES

Data Warehouse Service

CoSer	7710	
Service Code(s)	602.090.200 Assessment and Accountability Services	RIC Support
	602.093 Data Warehouse	RIC Support
	602.638.078 Cognos Licensing	Licensing
	602.638.084 Post Secondary Reporting	Licensing
Pre-requisite Services	Not Applicable	
Service Level Description	The Data Warehouse Service provides districts with access and support related to the NYS Student Information Repository System (SIRS). SIRS is used to track and report district and school accountability data. New York State requires all Preschool-Grade 12, Alternative High School Equivalency Preparation Programs, and ungraded age appropriate students, enrolled at anytime during the reporting period to be reported through this system. Specifically, the service provides: • Awareness sessions and communication related to NYSED processing standards, guidelines, and timelines provided through DataReadiness workshops, webinars, phone conferencing, MORIC website and email correspondence; • Support for all New York State Tests, including 3-8 ELA and Mathematics Tests, 5 and 8 Science Assessments, Regents Assessments, NYSESLAT and NYSITELL Assessments and NYSAA assessments; • Cognos New York State data verification reports (L2RPT); • Level 0 & Level 0 Historical software utilization, error checking/reporting, and onsite and offsite data backups; • Liaison coordination with Administrative system vendors (Student, Special Education, Cafeteria, Financial and Educator Management) to support data reporting readiness.	

Data Warehouse ISR Print Service

CoSer	7710	
Service Code(s)	602.094 Grades 3-8 Parent Reports	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The Individual Student Report (ISR) is a graphical display of student scale scores, performance levels, and sub scores for Grade 3-8 ELA and Mathematics. It explains test scores and lists available resources to support the student's education. This service provides printouts of these key reports. Districts will receive 2 copies for each child, for each test the child took. One color copy and one black and white copy will be provided.	
Regional Standard or Supported Software	Not Applicable	

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DATA MANAGEMENT **SERVICES**

Centralized Data Service		
CoSer	7710	
Service Code(s)	602.638.012 Centralized Data Service	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	In accordance with the Every Students Succeeds Act (ESSA), the need for accurate accountability data has increased dramatically. The collection of accurate data warrants careful tracking and reporting practices within the district. A MORIC staff member will assist you with the coordination of data collection, verification of data, and guidance regarding best practices to ensure data accuracy and reporting timeliness.	
Regional Standard or Supported Software	Not Applicable	

Managed Data Coordination		
CoSer	7710	
Service Code(s)	602.638.021 Data Management	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The MORIC Managed Data Coordination Service provides comprehensive coordination, support, and training for data-related activities. A MORIC data specialist works in direct coordination with district administration and school leaders for the verification of NYSED data reporting requirements as well as the creation of requested reports. This service manages the development and staff review of L2RPT reports, NYSSIS ID resolution, review and correction of Level 0 errors, and coordination and communication with the district data coordinator and district data team.	
Regional Standard or Supported Software	Not Applicable	

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DATA MANAGEMENT SERVICES

Data Verification FTE Service		
CoSer	7710	
Service Code(s)	602.638.023 Data Verification Onsite Support	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The Data Verification FTE Service provides districts with a consistent, in district presence, to assist with the upkeep of data. In accordance with the Every Students Succeeds Act (ESSA), the need for accurate accountability data has increased dramatically. The collection of accurate data warrants careful tracking and reporting practices within the district. A MORIC staff member will assist you with the coordination of data collection, verification of data, and guidance regarding best practices to ensure data accuracy and reporting timeliness. FTE time can be tailored to your districts individual needs.	
Regional Standard or Supported Software	Not Applicable	

Electronic Scoring Services		
CoSer	7710	
Service Code(s)	602.090.300 Electronic Test Scoring Support	RIC Support
	602.090.301 Electronic Test Scoring-ELA	Vendor Support
	602.090.302 Electronic Test Scoring-Math	Vendor Support
	602.090.303 Electronic Test Scoring-Science	Vendor Support
Pre-requisite Services	Not Applicable	
Service Level Description	MORIC's electronic scoring vendor partner, OSC World, offers a full NYS Assessment scoring service to participating NYS school districts. OSC scans students' constructed response answers from the NYS 3-8 ELA, mathematics, and science testing booklets, employs certified teachers to electronically score the responses and then sends the scores back to be merged with the multiple-choice scores. With this service, the Data Management and Testing Team will facilitate and coordinate the process with districts.	
Regional Standard or Supported Software	Not Applicable	

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DATA MANAGEMENT SERVICES

Custom Reporting		
CoSer	7710	
Service Code(s)	602.602 Custom Reporting	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	Custom Reporting enables the creation of a customized schooltool report, specific to the district's requirements. MORIC programmers will work with you to design, build, test and implement this report. Please note that development of report cards, transcripts and progress reports are referred to the software vendor due to their complexity and close tie-in with software/system updates. Charges will vary by the complexity of the schooltool report creation/change being requested.	
Regional Standard or Supported Software	Not Applicable	

Data Integration Support Services		
CoSer	7710	
Service Code(s)	602.600 Data Integration Support Level 1	RIC Support
	602.601 Data Integration Support Level 2	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	Data Integration projects assist districts in eliminating redundant data entry and increasing data reliability. As each project varies in scope and complexity, a programmer will work with your district to develop a proposal to address your district's needs. An approval process with Superintendent authorization of the full project is required prior to any integration work being implemented.	
Regional Standard or Supported Software	Not Applicable	

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DATA MANAGEMENT SERVICES

Data Integration Special Project	
CoSer	7710
Service Code(s)	602.603 Data Int - Special Project　　　　　　　　RIC Support
Pre-requisite Services	Not Applicable
Service Level Description	Data Integration Special Projects assist districts in implementing unique integrations. As each project varies in scope and complexity, a programmer will work with your district to develop a proposal to address your district's needs.
Regional Standard or Supported Software	Not Applicable

TECHNICAL SERVICES

The Technical Services team provides districts with support for computers, software, peripherals, digital printers, infrastructure, network, and telecommunications technologies. The largest team of the MORIC supports the operation of desktop, laptop, and tablet computers and maintains more than 435+ physical servers and 635+ virtual servers across the five-county MORIC service region to provide disaster recovery needs for critical systems. Some technical services available through MORIC include: wireless networks, data backups, server virtualization, Internet filtering, email and email archiving, desktop and server management, workstation installations, VoIP, and training.

LEADERSHIP CONTACTS

Claudia Servadio-Coyne, Technical Manager, (315) 361-2669, cservadiocoyne@moric.org
Dan Potter, Technical Practices Leader, (315) 361-2750, dpotter@moric.org

TECHNICAL SERVICES

Network Support: Wide and Local Area Network		
CoSer	6360 / 7710	
Service Code(s)	505.501.115 Network Support	RIC Support
	505.501.116 Network Support	RIC Support
	505.501.117 Network Support	RIC Support
	505.501.118 Network Support	RIC Support
	602.512 Network Support	RIC Support
	602.515 Network Support	RIC Support
	602.516 Network Support	RIC Support
Pre-requisite Services	517.000 Model Schools; 505.025-029 Common Learning Objectives	
Service Level Description	The Network Support Service provide school districts with connectivity to Local Area Network and Wide Area Networks. The Technical Services team provides districts with basic support for computers, software, peripherals, infrastructure, network and telecommunications technologies. The team of about 73 technology professionals support the operation of desktop, laptop and tablet computers and maintains hundreds of physical and virtual servers across the five-county MORIC service region.	
Regional Standard or Supported Software	Not Applicable	

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TECHNICAL SERVICES

Technical FTE Services		
CoSer	6360 / 7710	
Service Code(s)	505.501.185 Network Coordinator	RIC Support
	505.501.189 Mobile Device Manage Coord	RIC Support
	602.185 Network Coordinator	RIC Support
Pre-requisite Services	517.000 Model Schools; 505.025-029 Common Learning Objectives	
Service Level Description	The Technical Support Full Time Equivalent (FTE) Network Coordinator is intended to subsidize support staff with an in-district technician. The technician provides support for 793 regional hardware and software standards, assists with troubleshooting, and maintains the district technology and network components. 505.501.185; 602.185 - Network Coordinator provides basic FTE support plus; manages/maintains district directory services, creates custom images, updates and maintains secondary servers, and troubleshoots and resolves basic network issues for instructional devices. 505.501.189 - Mobile Device Management Coordinator maintains the MDM console, creates filtering rules, and creates district device profiles on supported MDM solutions. 505.501.185; 602.185 - Network Coordinator provides basic FTE support and manages/maintains district directory services, creates custom images, updates and maintains secondary servers, and troubleshoots and resolves basic network issues for administrative devices.	
Regional Standard or Supported Software	Not Applicable	

Per Diem Onsite Technical Support		
CoSer	6360 / 7710	
Service Code(s)	505.501.186 Customized Per Diem Support	RIC Support
Pre-requisite Services	517.000 Model Schools; 505.025-029 Common Learning Objectives	
Service Level Description	District may request temporary assistance for specific projects, troubleshooting, etc. related to their local area network needs.	
Regional Standard or Supported Software	Not Applicable	

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TECHNICAL SERVICES

Network Monitoring Service		
CoSer	6360	
Service Code(s)	505.501.009 NW Monitoring Maintenance (Level I)	Vendor and RIC Support
	505.501.010 NW Monitoring Maintenance (Level II)	Vendor and RIC Support
	505.501.011 NW Monitoring Maintenance (Level III)	Vendor and RIC Support
Pre-requisite Services	505/602 Network Support	
Service Level Description	The Network Monitoring Service supports real-time monitoring of Wide Area Network (WAN) links within districts and connections to Regional BOCES, along with internal networking components (routers, servers, switches/hubs, etc.) It also allows monitoring of internal Local Area Network (LAN) links. The service includes creation of district specific WANs and internal building(s) LAN connections. Capability exists to have instant e-mail or notification when an element meets a specified threshold or failure.	
Regional Standard or Supported Software	Not Applicable	

Internet Filtering		
CoSer	6360	
Service Code(s)	505.501.106 Lightspeed Relay Licenses	Licensing
	505.501.107 iBoss Web Licensing	Licensing
	505.501.108 Lightspeed Web Access Mgr Licensing	Licensing
	505.501.109 Internet Filtering Support	RIC Support
Pre-requisite Services	505/602 Network Support	
Service Level Description	The Internet Filtering service provides filtering software and support for districts to prevent and block access to inappropriate material on the Internet. Evaluations and blocking of sites is performed through a subscription service that is updated daily. While no approach can provide 100% security, filtering software solutions block the majority of inappropriate material while allowing access to curricular sites for academic use. Internet Filtering is required for CIPA and eRate.	
Regional Standard or Supported Software	Lightspeed Rocket and Relay, iBoss	

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TECHNICAL **SERVICES**

RIC-Hosted Server Virtualization		
CoSer	7710	
Service Code(s)	602.100 RIC Virtualization - Hard Drive	Licensing
	602.101 RIC Virtualization0 - GB RAM	Licensing
	602.102 RIC Virtualization - Base Service	RIC Support
Pre-requisite Services	505/602 Network Support	
Service Level Description	Virtualization technology allows multiple independent virtual machines to run on a single physical host; allowing resources to be shared and distributed. Server virtualization allows districts to take advantage of RIC resources on demand and reduces operational cost. Advantages in virtualizing with MORIC include: server consolidation, smaller footprint, decreased hardware costs, software/hardware updates, redundancy, high availability, power, cooling, and MORIC troubleshooting.	
Regional Standard or Supported Software	Not Applicable	

In-District Server Virtualization		
CoSer	7710	
Service Code(s)	602.095 Citrix Xen Virtualization	RIC Support
	602.096 Microsoft HyperV Virtualization	RIC Support
	602.097 HyperVisor Set-up Fee	RIC Support
Pre-requisite Services	505/602 Network Support	
Service Level Description	Virtualization technology allows multiple independent virtual machines to run on a single physical host; allowing resources to be shared and distributed. For districts building their own virtualized environment, the MORIC provides services associated with implementation and on-going support using Microsoft's HyperV solution.	
Regional Standard or Supported Software	Hyper-V	

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TECHNICAL **SERVICES**

Wireless Local Area Network (WLAN) Support Services		
CoSer	7710	
Service Code(s)	602.716 Independent Access Points Install	RIC Support
	602.717 Wireless Support - Dist Owned Cntrl	RIC Support
	602.719 Unmanaged Wireless Service-Yr 2	RIC Support
	602.720 Managed Wireless Service-Yr 2	RIC Support
Pre-requisite Services	505/602 Network Support	
	SSL Certificate	
Service Level Description	This service includes planning, configuration, and installation of multiple access points connected to an integrated single management console. Both secure and guest networks may be configured. The service includes a web-based reporting tool, MORIC usage monitoring, security set-up and password changes, and remote and onsite support. Service Options: (720) *MORIC Shared Controller*: The MORIC provides on-going support for districts that utilize a MORIC shared wireless controller to monitor their wireless access points. (719) The MORIC provides on-going remote or phone support to districts using web-based reporting tools. (717) District-owned Controller: The MORIC provides on-going phone support for districts that utilize a district-owned wireless controller to monitor their wireless access points.	
Regional Standard or Supported Software	Cisco Enterprise, Cisco Meraki, Aruba/HPE	

Infrastructure Switching		
CoSer	7710	
Service Code(s)	602.203 Switch Installation & Configuration	RIC Support
Pre-requisite Services	505/602 Network Support	
Service Level Description	Reliable switching is a crucial component of an agile and effective infrastructure, connecting devices over a computer network. The MORIC offers a variety of vetted standards to compliment and meet the evolving connectivity needs of school districts. The Technical Services Team will facilitate implementation, configure switches, install switches, as well as provide ongoing support to districts.	
Regional Standard or Supported Software	Cisco Enterprise, Cisco Meraki, Aruba/HPE	

TECHNICAL SERVICES

Enterprise Licensing		
CoSer	7710	
Service Code(s)	505.041 EES Desktop Licensing - Yr 1	Licensing
	505.042 EES Desktop Licensing - Yr 2	Licensing
	505.043 EES Desktop Licensing - Yr 3	Licensing
	505.045 EES Core Licensing - Yr 1	Licensing
	505.046 EES Core Licensing - Yr 2	Licensing
	505.047 EES Core Licensing - Yr 3	Licensing
	602.005 Google Licensing	Licensing
Pre-requisite Services	505/602 Network Support	
Service Level Description	Microsoft Enrollment for Education Solutions (EES) is an annual volume-licensing and subscription program created specifically to address the unique needs of primary and secondary schools and districts. Through the simplicity and predictability of counting FTE employees just once per year, you can be confident that you are fully covered for the desktop platform products you've selected, regardless of yearly fluctuations in employees or devices.	
Regional Standard or Supported Software	Microsoft EES Licensing, Google Enterprise EDU	

Endpoint Detection and Response (formerly antivirus)		
CoSer	7710	
Service Code(s)	505.039 Anti-virus Software	Licensing
Pre-requisite Services	505/602 Network Support	RIC Support
Service Level Description	Endpoint detection and response (EDR) software is an essential layer of security to protect against threats across the technology landscape. As many bad actors attempt to gain access into important district data, MORIC supports school districts with the implementation, configuration, and ongoing utilization of an EDR solution to monitor and protect against cybersecurity threats on devices. This service is for licensing.	
Regional Standard or Supported Software	Crowdstrike	

TECHNICAL **SERVICES**

Network Access Management		
CoSer	7710	
Service Code(s)	602.735 Network Access CTRL/BASE SVC	RIC Support
	602.736 Network Access CTRL/License	Licensing
Pre-requisite Services	505/602 Network Support	
Service Level Description	Network Access Control (NAC) systems provides a method for managing the users and devices connecting to your network. Through NAC, districts can enforce comprehensive security policies detailing which network resources are available to a user based on their role, device type, and the compliance of that device to district policies in areas such as anti-virus protection, installed software, firewalls, and other configurable options. Through advanced reporting capabilities, districts will be able to monitor network resources and device connectivity for management and auditing purposes at any time. The MORIC will train the district to use this centrally hosted solution, assist with setup and configuration of the solution, assist with directory integration, and provide on-going technical support.	
Regional Standard or Supported Software	Not Applicable	

Mobile Device Management		
CoSer	7710	
Service Code(s)	602.731 Mobile Device Mgmt Base	RIC Support
	602.733 Mobile Device Mgmt Annual Maint	Licensing
Pre-requisite Services	505/602 Network Support	
Service Level Description	Mobile Device Management (MDM) software secures, monitors, manages, and supports mobile devices deployed across an organization. District participants will be trained by MORIC staff in MDM functionality; including, structure and policies, data deployment and configuration settings, and application management for mobile devices.	
Regional Standard or Supported Software	Lightspeed MDM, Cisco Meraki MDM, JAMF	

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TECHNICAL SERVICES

Digital Printing Support

CoSer	7710
Service Code(s)	602.194 Digital Printing — RIC Support
	602.195 Managed Print Services — Vendor Support
Pre-requisite Services	505/602 Network Support
Service Level Description	The Digital Printing Support service is designed to provide annual bids, tracking of toner usage, integration support, and on-site workstation support for local school districts that utilize digital printers awarded off the bid. The Regional Information Center will work with the district to plan for the planning, purchase, and connection of workstations to networked digital printers.
Regional Standard or Supported Software	Not Applicable

Email Archiving Service

CoSer	7710
Service Code(s)	602.721 Email Archiving Yr 1 Support — RIC Support
	602.722 Email Archiving Yr 2+ Support — RIC Support
	602.723 Email Archiving Add'l Space — What is this?
	602.726 Laptop Encryption - Annual Fee — RIC Support
Pre-requisite Services	505/602 Network Support
Service Level Description	Regardless of the size of your district, understanding, preserving, and having ready access to district information contained in emails is necessary. Through this service, email will be archived on a scheduled basis that will be determined with the school district during the planning stages. It will be accessible via a secure web interface and backed up nightly to a server at the RIC. This service includes: Archive planning, archival and retention policy determination, scheduling and implementation. Secure virtual server and storage environment. Access via secure web interface. Backups onsite and offsite. 1GB of space per mailbox/user included unless otherwise requested.
Regional Standard or Supported Software	Mimecast Email Archiving

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TECHNICAL SERVICES

Educational Hotspots

CoSer	7710	
Service Code(s)	602.776 Educational Hotspot Maintenance	Licensing
	602.777 Educational Hotspot Support Yr 1	RIC Support
	602.778 Educational Hotspot Support Yr 2+	RIC Support
Pre-requisite Services	505/602 Network Support	
Service Level Description	Learning does not stop when the school day ends, but sometimes students' access to the Internet does. Educational hotspots provide students with the freedom to engage with digital content anywhere at anytime, while still maintaining proper filtering protocols. Solutions like Kajeet offer mobile hotspots that are compatible with wireless devices, allow policy-based control over which sites are accessible to students, and can also serve as a bus wireless alternative.	
Regional Standard or Supported Software	Kajeet	

Bus Wireless

CoSer	7710	
Service Code(s)	602.780 Bus Wireless Vendor Maintenance	Licensing
	602.781 Bus Wireless Annual Support	RIC Support
	602.782 LTE Services	Streaming Licensing
Pre-requisite Services	505/602 Network Support	
Service Level Description	The MORIC's Bus Wireless Service provides students with access to WiFi beyond the school district's walls and extends the school day by maximizing students' time on the bus as they travel to and from school and extracurricular events. It is also the technical foundation for schools that are moving toward a more connected technology ecosystem for their community of learners. Through service option (781), MORIC will ensure the bus wireless router is connecting and filtering properly.	
Regional Standard or Supported Software	Cisco Bus Wireless	

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TECHNICAL SERVICES

VoIP Support Services		
CoSer	7710	
Service Code(s)	602.500 RIC VoIP Design & Planning	RIC Support
	602.501 RIC VoIP Implement/Proj Mgmnt	RIC Support
	602.502 VoIP Base Service (Co-Managed)	RIC Support
	602.503 VoIP Device Support (Full-Managed)	RIC Support
	602.504 VoIP Voicemail	RIC Support
Pre-requisite Services	505/602 Network Support	
Service Level Description	The VoIP Support Service includes project management to assist districts with the purchase, installation, and on-going support of phone/voice communication systems. This service also includes monitoring and remote administration of the district's voice communications system using the MORIC high-speed WAN network. *Levels of Service*: MORIC Co-Managed Service: This service provides on-going support for districts, including support addressing end user issues and guidance on daily administrative tasks. MORIC Full-Managed Service: This service provides ongoing support for districts, backend management, configuration, and maintenance of system hardware, such as phone servers.	
Regional Standard or Supported Software	Cisco	

VPN (Virtual Private Network) Service		
CoSer	6360	
Service Code(s)	505.501.144 VPN	RIC Support
	505.501.145 Physical Security VPN Bundle	RIC Support
Pre-requisite Services	505/602 Network Support	
	Authorization Form Must Be Completed	
Service Level Description	The Extranet Service allows district staff to have safe and secure remote access to their network from home, via the Internet. District staff are provided with a client program to load on their computer/laptop, which will give them secure access to a designated PC or range of IP addresses within their district. (This service does not cover associated Internet service provider fees.)	
Regional Standard or Supported Software	Not Applicable	

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TECHNICAL **SERVICES**

IP Security Surveillance Service		
CoSer	7710	
Service Code(s)	602.760 IP Security Site Survey	RIC Support
	602.761 IP Camera Annual Support	RIC Support
	602.762 Door Access Annual Support	RIC Support
Pre-requisite Services	505/602 Network Support	
Service Level Description	The Mohawk Regional Information Center's IP Security Service provides districts with assistance designing, maintaining and monitoring an integrated web-based Security Surveillance System; including, but not limited to, state-of-the-art IP-based video camera and door access swipe card entry control. A security review will be performed and include a review of interior and exterior cameras, door access swipes and security servers. Other services offered include: security software upgrades, remote troubleshooting, vendor support communication, camera spare/replacement parts, terminating and testing Ethernet, maintenance negotiations, and training as needed.	
Regional Standard or Supported Software	Not Applicable	

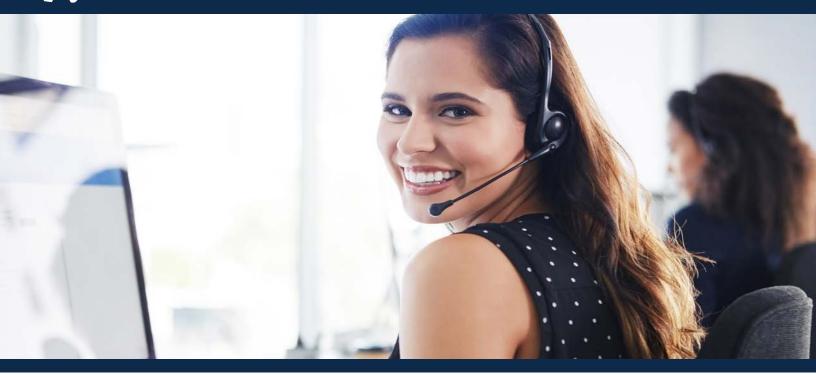| Video Streaming Service		
CoSer	6360	
Service Code(s)	505.501.166 Event Streaming	RIC Support
	505.501.167 Event Taping & Streaming	RIC Support
Pre-requisite Services	505/602 Network Support	
Service Level Description	The Video Streaming service provides districts with the ability and support to stream district events via the web. A live video connection to special district events allows the community to view what's happening in your district. Events to consider include graduations, student productions, and sporting events. *Service options:* *The district only requires MORIC video equipment to stream their events* *The district needs both MORIC equipment and staff to assist in streaming the event*	
Regional Standard or Supported Software	Panopto	

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TECHNICAL SERVICES

Multi Factor Authentication		
CoSer	7710	
Service Code(s)	CoSer 602.532 Multi-Factor Authen. Implement	RIC Support
	CoSer 602.533 Multi-Factor Authentication Base	RIC Support
	CoSer 602.534 Multi-Factor Authentication License	Licensing
Pre-requisite Services	Not Applicable	
Service Level Description	The Multi–Factor Authentication (MFA) service provides districts with a tool to implement MFA across their environment. The MFA system allows for the utilization of additional login factors such as a verification app for cell phones and physical security tokens. This enterprise-wide solution is designed to work across multiple systems and hardware platforms for a centralized experience. MORIC technicians are available to assist with the implementation process and utilization of the management console.	
Regional Standard or Supported Software	Cisco Duo	

DDoS Protection	
CoSer	7710
Service Code(s)	602.801.012 DDoS Protection System Software Licensing
Pre-requisite Services	Not Applicable
Service Level Description	Distributed Denial of Service or DDoS attacks are a threat to the stability and reliability of operations for all types of organizations. School districts are particularly susceptible to these attacks. As such, a regional investment has been made in a system designed to protect all school districts in the MORIC region. This service provides for the licensing, maintenance, and management of that system by regional staff.
Regional Standard or Supported Software	KnowBe4

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TECHNICAL **SERVICES**

Password Management	
CoSer	7710
Service Code(s)	602.284 Password Management Licensing — Licensing 602.285 Password Management Service — RIC Support
Pre-requisite Services	Not Applicable
Service Level Description	The Password Management service provides users with a simple and secure management software to store passwords and access them from any device or web browser. Users can automatically login to sites with stored passwords, feeling secure with the full record-level encryption. The tool provides password strength monitoring and alerts the user if there is a vulnerability. Users can store files, photos, contacts, and any customized data.
Regional Standard or Supported Software	Password Keeper

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ADMINISTRATIVE SYSTEMS SERVICES

The Administrative Systems Services Team supports school districts in a variety of non-instructional functions that allow the district to run smoothly. These services are divided into four main areas: Financial Management Services, Student Management Services, Educator Management Services, and Operations Support Services. This team provides trainings and user groups on the majority of supported systems and new standards are adopted to support the ongoing operational needs of school districts.

LEADERSHIP CONTACT

Chris Grieco, Administrative Systems Leader, (315) 361-2773, cgrieco@moric.org

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ADMINISTRATIVE SYSTEMS SERVICES

Student Management Services

Student Management Solutions Support		
CoSer	7710	
Service Code(s)	602.208 Schooltool/SMS Support	RIC Support
	602.218.003 SchoolTool Cloud Hosting	Licensing
Pre-requisite Services	Not Applicable	
Service Level Description	The Regional Information Center supports web-based solutions for the management of student records. This service provides general support and training for your student management system. More specifically, the advisement and support of the following components are included under this service: Student Management Solutions (SMS) accounts and security, software/server upgrades, system setup and configuration, state required data elements, student photos, vendor relations, and project management. The Regional Information Center and the vendor facilitate an annual user group to discuss new features, along with a Q&A session.	
Regional Standard or Supported Software	schooltool	

Student Sub-System Components		
CoSer	7710	
Service Code(s)	602.035 Student Subsystems	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	Student subsystems includes support and training for the following suite of features in your student management system: demographics and family management, discipline, basic medical, lockers, parent portal, basic transportation, 3-8 assessments, basic custom reporting, extracts for MORIC supported systems, and integration with your special education software.	
Regional Standard or Supported Software	Not Applicable	

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ADMINISTRATIVE SYSTEMS **SERVICES**

Student Management Services *continued*

Attendance	
CoSer	7710
Service Code(s)	602.040 Attendance RIC Support
Pre-requisite Services	Not Applicable
Service Level Description	This service provides training and support for districts using their SMS to enter attendance information. Records may be entered using either daily or period-by-period methods. The attendance collected is used to prepare data for state reporting (SAMS). Additionally, daily reports, summary reports, and attendance letters are supported within this service. Tracking attendance trends can also be explored.
Regional Standard or Supported Software	Not Applicable

Scheduling	
CoSer	7710
Service Code(s)	602.060 Student Systems Basic Scheduling RIC Support
Pre-requisite Services	Not Applicable
Service Level Description	The Scheduling Service provides training and support for district personnel on the use of several scheduling components of their SMS. These areas include: course catalog setup, entering requests, basic master timetable, teacher allocation, room allocation, student scheduling runs, study hall assignment, lunches, yearly "rollover," walk-in scheduler, and overall percentage of students scheduled. If the SMS system contains an automated schedule building capability, support will be provided under this service.
Regional Standard or Supported Software	Not Applicable

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ADMINISTRATIVE SYSTEMS **SERVICES**

Student Management Services *continued*

Student System Teacher Training Sessions		
CoSer	7710	
Service Code(s)	602.036 Student Sys Teacher Trng Sessions	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The Student System Teacher Training Sessions service will prepare staff in three areas: Classroom Attendance, Electronic Grade Book/Mark Submission, and Discipline Referrals. Classroom Attendance accommodates both Elementary daily attendance and Secondary period-by-period attendance reporting. Electronic Grade Book/Mark Submission allows teachers to electronically enter marking period or progress report grades. The Gradebook allows teachers to maintain grades throughout the year using personalized calculations. Basic integration with LMS systems can be explored from the end user perspective. Integration setup may incur an extra cost. Discipline Referral functionality assists teachers in referring misconduct events to the appropriate administrative staff.	
Regional Standard or Supported Software	Not Applicable	

Elementary Report Cards		
CoSer	7710	
Service Code(s)	602.031 Elementary Report Cards-4 With Print	RIC Support
	602.032 Elementary Report Cards-4 Without Print	RIC Support
	602.033 Elementary Report Cards-6 With Print	RIC Support
	602.034 Elementary Report Cards-6 Without Print	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The electronic elementary report card allows teachers to enter descriptor based grades and comments into their SMS. These report cards may be customized for each grade level, and/ or special area. Customizable areas of these report cards include layout, subject, standards or skills, and grading scales. This service provides training on gradebook and mark submission, along with training office staff on assigning students and teachers to subject areas and teams. Printing of progress reports and report cards is available.	
Regional Standard or Supported Software	Not Applicable	

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ADMINISTRATIVE SYSTEMS SERVICES

Student Management Services *continued*

Report Cards, Progress Reports, Transcripts		
CoSer	7710	
Service Code(s)	602.007 Progress RPT - 1 MP	RIC Support
	602.008 Progress RPT - 4 MP	RIC Support
	602.009 Progress RPT - 6 MP	RIC Support
	602.010 Mark RPT - 4 MP	RIC Support
	602.011 Mark RPT - 5 MP	RIC Support
	602.012 Mark RPT - 6 MP	RIC Support
	602.013 Mailers - 1 MP	RIC Support
	602.014 Mailers - 4 MP	RIC Support
	602.015 Mailers - 6 MP	RIC Support
	602.016 Postage - 1 MP	RIC Support
	602.017 Postage - 4 MP	RIC Support
	602.018 Postage - 6 MP	RIC Support
	602.020 Student Printing Credit	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The Grade Reporting service provides training and support for district personnel on the use of grading components and features, including entering and editing marks, report cards, progress reports, honor rolls, merit rolls, failure lists, incomplete lists, transcripts, permanent record labels, class ranks, GPA lists, calculation formulas, and weighting options. Printing of progress reports and report cards is included in the service.	
Regional Standard or Supported Software	Not Applicable	

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ADMINISTRATIVE SYSTEMS SERVICES

Student Management Services *continued*

Special Education Systems		
CoSer	7710	
Service Code(s)	602.639.011 PC Based	RIC Support
	602.639.016 ClearTrack	RIC Support
	602.639.017 IEP Direct Base	RIC Support
	602.639.018 Centris Sync	RIC Support
	602.639.019 Medicaid Direct	RIC Support
	602.639.020 IEP Direct Doc Repository	RIC Support
	602.639.302 Software Maintenance	Licensing
Pre-requisite Services	Not Applicable	
Service Level Description	This service provides support for web-based special education software products. These programs easily track information concerning CSE, CPSE, and 504 students. Users can view documents online reducing the need for copying while meeting Chapter 408 legal requirements. The administrators and office staff may be allowed to create, edit, or view the following: scanned or custom reports, query for select data, letters, STAC processing, Data Warehouse and/or State Report extracts, and Medicaid billing. The teachers may be allowed to create, edit, or view the following: IEPs, free narrative comments, student goals, progress notes. The Regional Information Center provides incremental professional development opportunities for this service.	
Regional Standard or Supported Software	ClearTrack, IEP Direct	
Optional Add	7710-602.600 Data Integration	RIC Support

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ADMINISTRATIVE SYSTEMS SERVICES

Student Management Services *continued*

AIS/RTI Edge Systems		
CoSer	7710	
Service Code(s)	602.639.001 AIS/RTI Support	RIC Support
	602.639.002 RTI Edge/AIS Maintenance	Licensing
	602.639.003 RTIM Maintenance	Licensing
Pre-requisite Services	Not Applicable	
Service Level Description	The AIS/RTI Edge Service provides web-based software for managing Intervention Services. These services include Academic Interventions (AIS) and Response to Intervention (RTI) instruction beyond the general curriculum to identify students at risk of not achieving NYS Learning Standards. AIS and RTI products are designed to improve academic performance, including attendance, behavior, counseling and study skills. The RTI module offers a solution for districts to track Universal Screening scores, identify students at risk of failing, monitor progress, graph student results, and reduce Special Education referrals.	
Regional Standard or Supported Software	RTI Edge, RTIm Direct	

Classlink		
CoSer	7710	
Service Code(s)	602.763 Classlink Licensing	Licensing
	602.764 Classlink Support Year 1	RIC Support
	602.765 Classlink Support Year 2+	RIC Support
Pre-requisite Services	505.501.121, SSL Certificate (Wild Card)	
Service Level Description	The Single Sign-on service gives students and teachers access to web-based apps from any device with a unified dashboard and the convenience of one password. Secure setup, monitoring, and maintenance of API connection to district SMS. This enables district staff to integrate with third-party vendors at their discretion.	
Regional Standard or Supported Software	Classlink, Clever	

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ADMINISTRATIVE SYSTEMS SERVICES

Financial Management Services

Financial Services - 602.110-148		
CoSer	7710	
Service Code(s)	602.115 Financial Printing Credit	RIC Support
	602.116 W-2 Processing	RIC Support
	602.117 1099 Processing	RIC Support
	602.126 PR/AP Checks Mailers (Pandemic CoSer)	RIC Support
	602.127 Postage (Pandemic CoSer)	RIC Support
	602.137 Wincap Annual Support	RIC Support
	602.138 Bidding Support	RIC Support
	602.139 Finance Manager Progress SW Maintenance	RIC Support
	602.142 Finance Manager Software Year 1	RIC Support
	602.145 Finance Manager Annual Support	RIC Support
	602.146 General Ledger / Rev	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The Regional Information Center provides support for two financial software packages, WinCap and nVision. RIC staff assist districts in the use of areas such as payroll, budget, accounting, human resources, and attendance. Assistance is provided in producing requested reports (i.e. State required ST3 and GASB 34 reports) and any necessary district reports. The Regional Information Center provides an annual user group for districts within the service.	
Regional Standard or Supported Software	nVision, WinCap	
Optional Add	7710-602.600 Data Integration	RIC Support

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ADMINISTRATIVE SYSTEMS SERVICES

Financial Management Services *continued*

Payroll	
CoSer	7710
Service Code(s)	602.125 Payroll RIC Support
Pre-requisite Services	Not Applicable
Service Level Description	The payroll service provides support for the software component used to issue regular payroll checks and generate related reports for each payroll check cycle. Payroll checks can be signed manually or electronically. There is a quick screen access to employee data and deductions. A full set of payroll reports are attainable, including fiscal reports, analysis reports, and payroll check history. Payroll check printing, direct deposit submission, W-2 printing, and State report submission is included in the service.
Regional Standard or Supported Software	Not Applicable

Purchasing/Requisition	
CoSer	7710
Service Code(s)	602.111 Purchasing/AP RIC Support
Pre-requisite Services	Not Applicable
Service Level Description	The purchasing/requisition module integrates with other areas such as General Ledger and Accounting to provide accurate, up-to-the-minute financial information. The Purchasing sub-system allows on-line entry of bids, requisitions, and purchase orders, which can then be printed at school building(s) or central district locations.
Regional Standard or Supported Software	Not Applicable

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ADMINISTRATIVE SYSTEMS SERVICES

Financial Management Services *continued*

Accounting	
CoSer	7710
Service Code(s)	602.112 Accounts Receivables RIC Support, Licensing
Pre-requisite Services	Not Applicable
Service Level Description	The accounting component is designed to keep accurate records of revenue incurred on the cash or accrual basis. Also available are the maintenance of vendor information, generation of AP checks, and control of AP processing. Many financial documents can be generated, including purchase orders, trial balance reports, and appropriation status reports.
Regional Standard or Supported Software	nVision

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ADMINISTRATIVE SYSTEMS **SERVICES**

Financial Management Services *continued*

Human Resources		
CoSer	7710	
Service Code(s)	602.135 Personnel	RIC Support
	602.136 Human Resources	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The Human Resource Module maintains all employee data, such as attendance history, benefits tracking, GASB 45, educational credits, evaluations, and fingerprint tracking. The personnel component has the ability to classify employees into different categories such as civil service, tenured, permanent, and temporary. The attendance component can be used to record absences away from work as well as record services of substitute employees.	
Regional Standard or Supported Software	nVision	

Benefits (WinCap)		
CoSer	7710	
Service Code(s)	602.136 Human Resources	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The Benefits service provides support for the subsystem of WinCap that is concerned with the cost to the employer and the employee and the methods for allocating such costs for each benefit. This module is integrated with all other subsystems, such as automatically updating employee's payroll deductions, automatically encumbering and liquidating the defined employer cost and automatically updating the billing and AR for employee costs for those employees that are no longer on the payroll (retirees, on leave employees, etc.). It can also be used to project benefit costs for budget development. Available reports are: Employee Benefit Detail, Employee Benefits Enrollment Listing, and various Data Validation Reports.	
Regional Standard or Supported Software	WinCap	

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ADMINISTRATIVE SYSTEMS SERVICES

Financial Management Services *continued*

Schedule/Salary Projections/Budget		
CoSer	7710	
Service Code(s)	602.147 Schedule / Salary Projections	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The Schedule/Salary Projections service provides support on building multiple types of salary schedules, comparison on various contract scenarios, scattergrams, salary matrixes, and the budgetary interface. Salary projections can be generated and imported as part of the budget development process. Some reports available include Earnings Schedule Report, Earnings Scattergram, Steps/Levels Validation, and Earnings Projections Letters.	
Regional Standard or Supported Software	Not Applicable	

Negotiations		
CoSer	7710	
Service Code(s)	602.148 Negotiations - Basic	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The Negotiations service provides support on generating global projections, moving earnings into payroll, and basic negotiations reports. Some basic reports include Earnings Projections and Account Breakdown Report.	
Regional Standard or Supported Software	Not Applicable	

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ADMINISTRATIVE SYSTEMS SERVICES

Financial Management Services *continued*

Time Clock Management		
CoSer	7710	
Service Code(s)	602.134 Time Clock Annual Maintenance	RIC Support
	602.140 Time Clock Appl Support	RIC Support
	602.141 Time Clock Setup / Implement - 1x Fee	RIC Support
Pre-requisite Services	Server Build is Required	
Service Level Description	The Time Clock Management system provides districts with a real-time, fully-integrated time and labor management software solution that works in conjunction with nVision or WinCap. The systems are designed to accurately handle simple to complex salary and attendance policy rules and automate the process of managing time and labor information, while increasing the efficiency and accuracy of your payroll and optimizing your business office functions. MORIC financial staff will provide the setup and implementation of the system and up to five days of training for your payroll office as needed. On-going support includes adding, deleting and/or changing authorizations, training for any new staff, and technical support for the hardware.	
Regional Standard or Supported Software	TimePiece	

Accounts Receivable		
CoSer	7710	
Service Code(s)	602.112 Accounts Receivables	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The Accounts Receivable (AR) service provides support for the software component that allows all types of billings, one-time or repetitive. The system generates invoices and credit memos for detailed billing items and credits by customer. General Ledger account balances and subsidiary ledgers for revenue and budgetary accounts are updated as appropriate when billing schedules are posted. For BOCES, billing information and accrued revenue can be accounted for. Special routines are available to maintain service contracts and to bill on a cyclical basis using the contract amount and the un-billed balance. A full set of AR reports are attainable, including Pending Item Verification Report, Billing Schedule Listing and Status Report, and Invoice/ Credit Memo Register.	
Regional Standard or Supported Software	Not Applicable	

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ADMINISTRATIVE SYSTEMS **SERVICES**

Financial Management Services *continued*

Finance Manager: nVision Component / Employee Self Service
The OptiGate Employee Self Serve

CoSer	7710	
Service Code(s)	602.107 Optigate Implementation	RIC Support
	602.108 Optigate Licensing	Licensing
	602.109 Optigate Support-Year 1	RIC Support
	602.110 Optigate Support-Yr 2+	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	This service portal provides employees password-protected web access to various employee information. The self-service portal allows the employee to add and maintain their employee profile picture, view and update personal information, including general demographic, basic and emergency contacts and dependent information, and view payroll information, including tax forms and paycheck e-copies. Additional viewable information includes benefit summaries, retirement information, certifications, education information, degrees, bargaining calendars, time clock punches, timesheet information, and time off requests. Forms can also be shared along with helpful links.	
Regional Standard or Supported Software	Not Applicable	
Optional Add	7710-602.600 Data Integration	RIC Support

RIC Hosted Student and Financial Systems

CoSer	7710	
Service Code(s)	602.041 SMALL-RIC-Hosted SMS Virtualization	Vendor and RIC Support
	602.042 MED-RIC-Hosted SMS Virtualization	Vendor and RIC Support
	602.043 LRG-RIC-Hosted SMS Virtualization	Vendor and RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	Through the MORIC service, districts have access to efficient, cost-effective, secure virtual hosting solutions. Leveraging RIC-hosting services optimizes software licensing by reducing costs while advanced security measures and system segmentation protect sensitive data. Virtual hosting services cater to districts of all sizes, offering tailored solutions for resource optimization and data protection.	
Regional Standard or Supported Software	Not Applicable	

ADMINISTRATIVE SYSTEMS SERVICES

Educator Management Services

Teacher/Principal Evaluation Management Service		
CoSer	7710	
Service Code(s)	602.166 Stafftrac Licensing	Licensing
	602.168 OASYS With Danielson	RIC Support
	602.173 Tchr/Princ Eval Mgmt-Supp Base Fee	RIC Support
	602.174 OASYS One Time Setup Fee	Vendor Support
	602.175 OASYS Licensing - MLP	Licensing
	602.176 OASYS Licensing - Non MLP	Licensing
	602.177 iObservation	Licensing
	602.178 iObservation Addl Lcns/Svcs	Licensing
	602.179 MPPR	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	As districts update their APPR Evaluation processes for teachers and principals, the Mohawk Regional Information Center provides support for the use of software to easily and securely collect and manage evaluation data. MORIC staff will assist districts with set-up, implementation, and on-going use of the software including: • Collaborating with the vendor on importing/updating district selected rubrics • Working with the district and vendor on rubric questions, placement, and updates • Training in setting up user accounts • Implementing district defined scoring • Data integration from your Student Information System and the Data Warehouse • Exporting results to SED required platforms Evaluators will be provided with training and support in best practices for software utilization. Training will also be provided for use of the software on mobile devices as applicable.	
Regional Standard or Supported Software	iObservation, Frontline's Professional Growth, StaffTrac	

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ADMINISTRATIVE SYSTEMS SERVICES

Educator Management Services *continued*

Teacher/Principal Evaluation Management Service		
CoSer	7710	
Service Code(s)	602.077 Staff Dev Trcking Service Licensing	Licensing
	602.079 S. D. Tracking Support	RIC Support
	602.080 Staff Dev. Tracking Startup	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The Electronic Staff Development Tracking Systems service enables districts to track conference requests and staff development workshops via the Internet. The customizable, web-enabled system tracks certification requirements, in-service requests, PDP hours, and funding sources.	
Regional Standard or Supported Software	Frontline Professional Growth (Formerly MyLearningPlan)	

ADMINISTRATIVE SYSTEMS SERVICES

Operations Support Services

Board Document Management		
CoSer	7710	
Service Code(s)	602.770 EBoards Annual Support	RIC Support
	602.771 EBoards Set-up	Vendor Support
	602.772 EBoards Annual Licensing	Licensing
Pre-requisite Services	Not Applicable	
Service Level Description	Take your school board meetings to the next level with advanced electronic organization and planning. The Board Document Management Service enables school districts to streamline their board meetings. These tools will enhance your school board related processes, improve the way you create and manage board packets, access information, and conduct meetings. MORIC will assist with implementation and provide professional development and ongoing support.	
Regional Standard or Supported Software	Board Docs	

Election Management Support		
CoSer	7710	
Service Code(s)	602.745 Election Management One Time Conversion	Vendor Support
	602.746 Election Management License / Maintenance	Licensing
	602.747 Election Management Voter Reg Poll Print	Vendor Support
	602.748 Election Management Support 0-10	RIC Support
	602.749 Election Management Support 11-20	RIC Support
	602.750 Election Management Support 21+ Polls	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	Election Management is a computerized voter registration and election management application that improves voting accuracy for school district elections. This program replaces the buff card system and produces new signature registration books that are updated for every election to reduce wait time at the polls and minimize the potential for voter fraud. Election Management Systems integrate school district and county databases to allow for a precise breakdown of key groups and eligible voters.	
Regional Standard or Supported Software	Bold, NTS	

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ADMINISTRATIVE SYSTEMS **SERVICES**

Operations Support Services *continued*

Visitor Management		
CoSer	7710	
Service Code(s)	602.751 Visitor Mgmt Svc - IMPL	RIC Support
	602.752 VMS - Support Yr 1	RIC Support
	602.753 VMS - Support Yr 2+	RIC Support
	602.754 VMS - Licensing	Licensing
Pre-requisite Services	*Hardware Requirements:* Raptor: Dymo Label Printer, Scanner, and Computer Specs VisitU: 3.0+ iPad and Brother Printer	
Service Level Description	The Visitor Management Service provides additional layers of security and manageability related to the process of logging entry into school buildings. Instead of signing a logbook, a visitor simply scans their driver's license at the entrance to the school. The software logs the visitor's name, entry and exit times, and reason for visiting. In addition, it prints customized ID badges, informs the receptionist of any custodial alerts, and performs a check against state and national sex offender databases. In the event a visitor is flagged, there are customizable options for alerts. MORIC staff will assist districts with the implementation process and provide ongoing training and support.	
Regional Standard or Supported Software	Raptor, VisitU	

Password Management		
CoSer	7710	
Service Code(s)	602.284 Password Management Licensing	Licensing
	602.285 Password Management Service	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The Password Management service provides users with a simple and secure management software to store passwords and access them from any device or web browser. Users can automatically login to sites with stored passwords, feeling secure with the full record-level encryption. The tool provides password strength monitoring and alerts the user if there is a vulnerability. Users can store files, photos, contacts, and any customized data.	
Regional Standard or Supported Software	Password Keeper	

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ADMINISTRATIVE SYSTEMS SERVICES

Operations Support Services *continued*

Registration Management		
CoSer	7710	
Service Code(s)	602.223 Registration Mgmt Year 1(Implement)	RIC Support
	602.224 Registration Mgmt Year 2+	RIC Support
	602.225 Registration Mgmt Licenses	Licensing
	602.226 Registration Mgmt Addtnl Accts	Licensing
Pre-requisite Services	Not Applicable	
Service Level Description	A registration platform connects families with school programs and activities through an online portal. Parents and guardians can use registration management tools to register for programs and update contact information thereby saving time and increasing communication flow. The supported solution offers a more streamlined registration process that automatically notifies the school of updates, creates custom reports, allows online payment options, and is mobile-friendly.	
Regional Standard or Supported Software	FamilyID	

Lightspeed Alert		
CoSer	7710	
Service Code(s)	602.281 School Safety Licensing	Licensing
	602.282 Advanced Content Monitoring - YR 1	RIC Support
	602.283 Advanced Content Monitoring - YR 2+	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The Advanced Content Monitoring service provides districts with early warning visibility and threat detection for safety monitoring. This solution will assist districts with alerts in identifying incidents of violence, self-harm, cyberbullying, and inappropriate usage, which is a critical component in student safety plans. Search criteria are entered and used to continually monitor and alert district staff instantly when necessary to help intervene before an incident occurs. Reporting is available to support staff before and after a flagged incident occurs to initiate escalation protocols.	
Regional Standard or Supported Software	Lightspeed Alert	

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ADMINISTRATIVE SYSTEMS **SERVICES**

Operations Support Services *continued*

Secure FTP File Sharing		
CoSer	7710	
Service Code(s)	602.739 Secure File Transfer Yr 1 & Impleme	RIC Support
	602.740 Secure File Transfer Yr 2+ 1-25 Usr	Licensing
	602.741 Secure File Transfer Yr 2+ 26-50	Licensing
	602.742 Secure File Transfer Yr 2+ 51+User	Licensing
Pre-requisite Services	Not Applicable	
Service Level Description	An FTP file sharing method increases the security of your data and provides a safe, easy method for users to share files that are critical to their day to day work. This service provides access to a web-based, encrypted file sharing solution that will allow your staff to securely transmit files to each other. Because the solution is web-based, it can be used on any PC or Mac with a network connection. Staff can also share files with people outside their district using the person's email address and a secure, one-time password. The MORIC will set up the accounts and provide training and on-going support to district staff members utilizing this product.	
Regional Standard or Supported Software	Serv-U	

Student Badge Management		
CoSer	7710	
Service Code(s)	602.209 ScholarChip Support	RIC Support
	602.218.006 ScholarChip Annual Maintenance	Licensing
Pre-requisite Services	Not Applicable	
Service Level Description	The Student Badge Management service provides districts with access to hardware, software, and badges that track student attendance as well as notifications for parents regarding their students' entry into schools.	
Regional Standard or Supported Software	Access 411 *(ScholarChip is EOL)*	

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ADMINISTRATIVE SYSTEMS SERVICES

Operations Support Services *continued*

Emergency Broadcast System		
CoSer	7710	
Service Code(s)	602.087.000 ETBS - Blackboard Connect 5	Licensing
	602.087.001 ETBS - Support Year 1	RIC Support
	602.087.002 ETBS Level 1 - 2+	RIC Support
	602.087.003 ETBS - SM	Licensing
	602.087.005 ETBS - SM Contact Module	Licensing
	602.087.007 ETBS Smart Call SM	Licensing
	602.087.008 ParentSquare Licensing	Licensing
	602.087.009 Remind Licenses	Licensing
	602.087.013 ETBS Level II Yr 2+	RIC Support
	602.087.014 Custom Mobile Apps startup Fee	Vendor Support
	602.087.015 Custom Mobile Apps Annual Support	RIC Support
	602.087.016 CMA Annual Software Support	Licensing
	602.087.017 InFoCenter Annual Maintenance	Licensing
	602.087.018 SM COMM Bundle License renewal	Licensing
Pre-requisite Services	505.501.121 SSL Certificate (Lifetime)	
Service Level Description	Emergency Broadcast Systems provide school districts with a way to communicate immediately to parents, guardians, staff and the community via telephone, email, and text messages. The system allows for emergency, general and attendance notifications to be distributed to hundreds of numbers in a matter of minutes, along with interactive surveys. Nightly updates of student records from your student software into the broadcast system allow for the most accurate information for notification. Through the Classroom Messaging option, parents can receive daily personalized updates and comments from teachers and staff by email, SMS and/or phone. School districts can use this system for: emergency calls, school closings and delays, absences, notifications, general announcements, interactive surveys for the community, and cafeteria balances.	
Regional Standard or Supported Software	Blackboard Connect, ParentSquare, School Messenger (included in the bundle of website, ETBS, and custom mobile app)	
Optional Add	7710-602.600 Data Integration	RIC Support

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ADMINISTRATIVE SYSTEMS SERVICES

Operations Support Services *continued*

Cafeteria Management		
CoSer	7710	
Service Code(s)	602.411 Nutri-Kids Annual Main/Support	Vendor Support
	602.412 Central Site Support	RIC Support
	602.414 Cafeteria Central Office Support	RIC Support
	602.415 Cafeteria Application Support	RIC Support
	602.419 School Lunch Support	RIC Support
	602.420 School Lunch Support - EZ Touch	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The Cafeteria Automation Service offers districts implementation assistance, training and product support. The products are cafeteria management systems with integrated modules for the tracking and reporting of free and reduced application processing, prepayments, reimbursements, revenue and optional menu planning. The systems use Windows-based PC computers, point-of-sale cash registers and individual student account ID's to automate a district's food service operation.	
Regional Standard or Supported Software	NutriKids, WEBSMARTT, WinSnap, ETrition	
Optional Add	7710-602.600 Data Integration	RIC Support

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ADMINISTRATIVE SYSTEMS **SERVICES**

Operations Support Services *continued*

Document Management		
CoSer	7710	
Service Code(s)	602.258 AT Binders Annual Subscription	Licensing
	602.259 Technical Doc Management Support	RIC Support
	602.260 Document Management - Design Phase	RIC Support
	602.261 Document Management - Opt Moric Import Phase	RIC Support
	602.262 Document Management - Annual Support Yr 2	RIC Support
	602.263 Document Retention One Time Disk SP	RIC Support
	602.264 Biel's Filebound Licensing	Licensing
	602.265 Electronic Document Management	Vendor Support
	602.266 Filebound EDM-Year 1 Implementation	Vendor Support
	602.267 Filebound EDM-Year 2+ Support	RIC Support
	602.268 Filebound EDM-Software & Hosting	Vendor Support
Pre-requisite Services	Not Applicable	
Service Level Description	The Document Management Service (DMS) helps districts manage the increasing number of documents generated and received by educational organizations. Computerized document management assists districts in decreasing server storage space. This service also enhances districts' disaster recovery and business continuity plans. The software works in conjunction with multifunctional scanners and traditional scanners. Electronic documents can be imported directly into the DMS, eliminating the need to print and scan. Authorized staff will be able to access the documents by full text searches, key field searches, and customized folder structures, reducing staff research and the need to search through paper record storage. DMS security enables districts to restrict access to specific documents or folders as well as restrict functional rights of users. A third party scanning service can be provided upon request.	
Regional Standard or Supported Software	Laserfiche, Filebound	

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ADMINISTRATIVE SYSTEMS **SERVICES**

Operations Support Services *continued*

Inventory/Work Order Management Service

CoSer	7710	
Service Code(s)	602.290 Inventory Management Startup	RIC Support
	602.292 Inventory Management - Annual Maint	Licensing
	602.294 Inventory / Work Order Annual Support	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The Inventory/Work Order Management service provides support for software that maintains Inventory, Work Orders and offers Preventative Maintenance. Options for Events Scheduling, Asset Management, and Labor Management are available. These are web-based products designed for districts who want a complete maintenance package. Implementation may occur based on individual modules as districts are ready to progress with the use of the software. MORIC will provide on-site training per module and provide phone support as necessary. The Regional Information Center also provides an annual user group meeting for districts within the service.	
Regional Standard or Supported Software	QWare, Web Help Desk, Master Library Work Orders, Master Library Scheduling	

Athletic Video Management

CoSer	7710	
Service Code(s)	602.084 Athletic Video Mgt Licensing	Licensing
	602.085 Athletic Video Mgt Implementation	Vendor Support
	602.086 Athletic Video Mgt Yr 2+ Support	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	Athletic Video Management Systems help districts focus on the skill development of their student athletes, including teamwork, communication, and sportsmanship. High level insight and teaching tools are the foundation of this service. Digital videos can be edited and shared both inside and outside of the district, helping to analyze game statistics, and gaming trends. Small specific clips can be used for training and recruiting purposes. With this service, the Administrative Systems Team will facilitate implementation as well as provide ongoing support to school districts. Other features include statistical trends review, instant uploads of events, communication tools, customized report features, and virtual support.	
Regional Standard or Supported Software	Hudl	

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ADMINISTRATIVE SYSTEMS **SERVICES**

Operations Support Services *continued*

Sports Management		
CoSer	7710	
Service Code(s)	602.064 Sport Management Licensing	Licensing
	602.065 Sport Management Support	RIC Support
	602.066 Sport Management Yr 2+ Support	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	Create and manage all school district sporting events and schedules from a single solution and share information intelligently across your whole League. Consolidate and publish calendars, communicate with players, coaches, and the community, and track and organize associated paperwork, such as medical records, certifications, and awards. With this service, the MORIC team will facilitate implementation as well as provide ongoing support to districts. Supported software includes: Schedule Galaxy.	
Regional Standard or Supported Software	Schedule Galaxy	

Cloud Security and Backup		
CoSer	7710	
Service Code(s)	602.280 SysCloud Backup	Licensing
	602.281 SysCloud Security	Licensing
	602.282 SysCloud RIC Support Yr 1	RIC Support
	602.283 SysCloud RIC Support Yr 2+	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The Cloud Security Backup service supports automatic backups of G Suite and Microsoft Office 365 data with recover and restore options. Backup data includes contacts, calendars, email and files in Google Drive and/or SharePoint. With malware and virus attacks, user error, natural disasters, and legal compliance this solution can help districts in managing and restoring important data. Cloud Security also offers threat detection for safety monitoring for G Suite and Microsoft Office 365 student usage. This solution will assist districts with alerts in identifying incidents of violence, self-harm, cyberbullying, and inappropriate usage. Search criteria are entered and used to continually monitor and alert district staff when necessary.	
Regional Standard or Supported Software	SysCloud	

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ADMINISTRATIVE SYSTEMS SERVICES

Operations Support Services *continued*

Administrative Computer Training Service		
CoSer	7710	
Service Code(s)	602.605.000 On-Site Support	RIC Support
	602.605.030 Level A - Telephone Support	RIC Support
	602.605.032 Level B - In-District Customized Support	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The Administrative Computer Training Service provides training and support to assist districts in effectively and efficiently using productivity applications. Specifically, districts receive support using tools such as Microsoft Word, PowerPoint, and Excel. Through this service, administrators, and support staff participate in district-based individual and small group professional development opportunities. Additionally, online, web-conferencing, and phone support is available.	
Regional Standard or Supported Software	iWorks, Microsoft Office 2010-2016, Microsoft Office 365	

Health Management		
CoSer	7710	
Service Code(s)	602.063 Healthmaster Licensing	Licensing
	602.061 Health Management Support	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The Health Management service provides nurses, guidance counselors, school psychologists, etc. with a unified location to maintain critical information. The system has the ability to schedule student health visits, input immunizations, schedule and document routine student visits and sick student visits. Other features include user-friendly navigation, robust reporting to assist districts with compliance for state standards for physical, mental, and behavioral health.	
Regional Standard or Supported Software	Frontline HealthMaster	

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ADMINISTRATIVE SYSTEMS SERVICES

Operations Support Services *continued*

Community Connections		
CoSer	7710	
Service Code(s)	602.067 ThoughtExchange Support Yr 1	RIC Support
	602.068 ThoughtExchange Support Yr 2	RIC Support
	602.070 ThoughtExchange Licensing	Licensing
Pre-requisite Services	Not Applicable	
Service Level Description	These products provide an enterprise solution for districts to engage their community, parents, teachers, faculty, and students in conversations. Districts have the ability to hear from multiple stakeholders regarding key initiatives and make data-informed decisions using meaningful feedback. MORIC staff will assist districts with the implementation process and provide ongoing training and support.	
Regional Standard or Supported Software	ThoughtExchange	

Electronic Signatures		
CoSer	7710	
Service Code(s)	602.220 Electronic Signature Licenses	Licensing
	602.221 Electronic Sign-Implement/YR 1 SUPP	RIC Support
	602.222 Electronic Sign-Implement/YR 2+SUPP	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The Electronic Signatures service provides districts with a tool to implement electronic document signatures within their district. The electronic signature system allows for the utilization of centralized document management with flexible workflows that identify all signers and where the document is at in the process. Additional features include customizable templates, mobile device signatures, reporting tools, and an audit trail. MORIC support is available to assist with the implementation process and ongoing support.	
Regional Standard or Supported Software	Adobe Sign, DocuSign, HelloSign by Dropbox	

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ADMINISTRATIVE SYSTEMS **SERVICES**

Operations Support Services *continued*

Software Management		
CoSer	7710	
Service Code(s)	602.287 Software Management Licensing	Licensing
	602.288 Software Management SRVC-YR 1	RIC Support
	602.289 Software Management SRVC-YR 2+	RIC Support
Pre-requisite Services	Not Applicable	
Service Level Description	The Software Management service provides districts with the ability to identify applications being used along with the engagement level. Lightspeed Analytics (formerly known as Catch-On) gives staff the ability to review what software is trending to be sure it is in compliance with district and NYSED regulations. Users can review underutilized tools within their buildings, evaluate which students and/or staff are using the tools, as well as monitor license usage to help with budget planning. When evaluating usage, this solution can provide helpful information such as grade levels, courses, and sections.	
Regional Standard or Supported Software	Lightspeed (CatchOn) Analytics	

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315-361-2700 ◆ 866-98MORIC ◆ Fax 315-361-5595

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