



LOWER HUDSON REGIONAL INFORMATION CENTER

2026-2027

SERVICES GUIDE



SOUTHERN WESTCHESTER BOCES • PUTNAM NORTHERN WESTCHESTER BOCES • ROCKLAND BOCES



OUR MISSION

The mission of the LHRIC is to provide K-12 Leadership with our partner districts and BOCES to achieve their educational technology goals.

Cybersecurity Focus

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

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

Cybersecurity is everyone's responsibility!





WELCOME

The Lower Hudson Regional Information Center (LHRIC) is a nonprofit consortium providing cost-effective educational and administrative technology services to school districts and three BOCES in Westchester, Putnam, and Rockland counties. The LHRIC mission is to provide K-12 Leadership with our partner districts and BOCES to achieve their educational technology goals.



- **Service Offerings:** LHRIC offers a wide range of services including network support, cybersecurity, internet access, server hosting, unified communications, administrative, financial and student information systems, data services, instructional technology, professional learning, Software as a Service, and data privacy.
- **Focus on Collaboration:** LHRIC emphasizes meaningful collaboration to meet current and emerging technology needs, aiming to support approximately 225,000 students and 12,000 teachers.
- **Commitment to Security:** The organization provides heightened security for its services, surpassing commercial competition, and has a Level 1 Data Warehouse designed to protect personally identifiable information of students, teachers, and staff.
- **Operational Efficiency and Procurement:** LHRIC maintains a strong focus on efficient and compliant procurement processes to deliver timely, cost-effective, and high-quality services. By streamlining operations and leveraging state contracts and vendor partnerships, LHRIC ensures districts receive maximum value and seamless support — reinforcing its commitment to exceptional customer service and operational excellence.

The LHRIC collaborates with districts to develop new services that expand the boundaries of traditional classrooms and provide high-quality, professional growth opportunities for all district personnel. The LHRIC team greatly appreciates our partner districts and BOCES, and we look forward to expanding the ways we provide excellent education technology solutions.

Dr. Ellen J. McDonnell

Executive Director



Christina Scalise

*Assistant Director, Administrative
& Management Services*



Dr. Madalyn L. Romano

*Assistant Director,
Strategic Planning*

Service Highlights

Cybersecurity Service

Strengthen Your District's Cybersecurity

The Technology Support Services Department has launched two new cybersecurity services to protect your systems and users from evolving threats: Managed Hybrid SOC and Managed Email Security services. Our Hybrid SOC delivers 24x7 monitoring, consolidated alerting, and a dedicated response team to reduce risk and boost resilience. In addition, our Email Security service helps stop phishing attacks, encrypt sensitive communications, and prevent data leaks, keeping your district safe and secure.

<http://lhric.org/cybersecurity>

Model Schools Learning Pathways

Curated Learning for Today's Challenges and Tomorrow's Opportunities

Learning Pathways are designed to seamlessly complement Model Schools' extensive collection of courses, workshops, and coaching services, offering you a holistic approach to professional development. Learning Pathways curate professional development workshops and events into four major sections: Build Your Knowledge, Apply to Practice, Reflect and Collaborate, and Lead and Learn. Learning Pathways address big ideas across the region: Learning in the Age of AI, Digital Literacy and Fluency, Transforming Learning with Technology, and more. Whether you're looking to enhance your teaching skills, delve into educational leadership and lead with confidence, or explore the latest trends in technology integration, Learning Pathways will empower you to reach your full potential and are available to all participating Model Schools districts.

<http://it.lhric.org/learningpathways>



LHRIC Service Areas

LHRIC provides comprehensive services in six key areas:

- **Customer Relations:** including Customer Service, Account Management and Procurement Services
- **Technology Support Services:** including comprehensive network support, cybersecurity protection, managed fiber, private WAN and internet, data center and cloud hosting, unified communications, physical security solutions, and hardware repair services
- **Administrative & Financial Support Services:** including Financial Support, Facilities, Mass Notification & Alert, and Administrative Services
- **Student Information Systems and Student Data Services:** including SIS and Data Integration
- **Instructional Technology Services:** including instructional and administrative Software & System Services, Credit Bearing Courses and Online Tutoring, Professional Development Services (Model Schools), Leadership and Technology Planning, and District Web Communication Services
- **Student Information Systems and Student Services:** including SIS and Data Integration
- **Data Services:** including State Reporting, Testing (Scoring, Scanning and Reporting), Data Analysis and Curriculum Reporting, and RIC One Data Privacy and Security Services

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

Customized Service

Nearly all service requests are customized to your district needs, whether related to a specific LHRIC service, cross-contracted service, or the exploration of a new endeavor. No two districts are the same, but many challenges you face may also be a challenge for other districts. In the spirit of collaboration, we will leverage our knowledge and problem-solving skills to customize a proposal to help solve your Educational Technology challenges.

TABLE OF CONTENTS

6

Customer Relations

8

Technology Support Services

14

Administrative & Financial Support Services

18

Student Information Systems & Student Data Services

20

Instructional Technology

26

Data Services

follow us on



CUSTOMER RELATIONS



Ilona Maskova, M.S.Ed.
Manager, Customer Relations

Customer Relations encompasses Procurement, Office Management, and Account Management. The LHRIC Account Managers actively listen to district needs and follow up with appropriate personnel at the LHRIC. They also proactively deliver guidance and pertinent technology information to district leadership. They are critical to ensuring the quality of the customer experience at the LHRIC.

Account Managers

Account Managers are assigned to every school district within our three-county BOCES region. They serve as the primary point of contact between each district and the LHRIC. Account Managers maintain regular communication with key district personnel, listen to their needs and concerns, and coordinate with the appropriate LHRIC staff to provide support. They are key to building trusted relationships with district leadership to provide this guidance and proactive support.

This approach provides schools with:

- A clear method of communication with the LHRIC through a single point of contact
- A guarantee of quality service through regular monitoring and follow-up
- An informed guide to LHRIC services and related issues
- A resource for informal planning, guidance and sharing of pertinent information

Account Managers' responsibilities include: project requests, quality assurance, contract/billing issues, new service inquiries, technology overviews, district advocacy, marketing services, single point of contact, and communications.



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Learn more:

**District Account
Managers webpage**

Print readers, scan QR code.
Screen readers, click QR code.

Supported School Districts

Westchester County

- Ardsley Union Free School District
- Bedford Central School District
- Blind Brook Union Free School District
- Briarcliff Manor Union Free School District
- Bronxville Union Free School District
- Byram Hills Central Schools
- Chappaqua Central School District
- Croton-Harmon School District
- Dobbs Ferry School District
- Eastchester Union Free School District
- Edgemont School District
- Elmsford Public School District
- Greenburgh Central 7
- Greenburgh 11
- Greenburgh-Graham
- Greenburgh-North Castle
- Harrison Central School District
- Hastings on Hudson Union Free School District
- Hawthorne Cedar Knolls Union Free School District
- Hendrick Hudson Central School District
- Irvington Union Free School District
- Katonah Lewisboro School District
- Lakeland Central School District
- Mamaroneck Union Free School District
- Mt Pleasant-Blythedale Union Free School District
- Mt Pleasant Cottage School Union Free School District
- Mount Pleasant Central School District
- Mt Vernon City School District
- New Rochelle City School District
- North Salem Central School District
- Ossining Union Free School District
- Peekskill City School District

- Pelham Union Free School District
- Pleasantville Union Free School District
- Pocantico Hills Central School District
- Port Chester Rye Union Free School District
- Rye City School District
- Rye Neck Union Free School District
- Scarsdale Union Free School District
- Somers Central School District
- Southern Westchester BOCES
- Tuckahoe Union Free School District
- Union Free District of Tarrytowns
- Valhalla Union Free School District
- White Plains City School District
- Yorktown Central School District

Putnam County

- Brewster Central School District
- Carmel Central School District
- Garrison Union Free School District
- Haldane Central School District
- Mahopac Central School District
- Putnam/Northern Westchester BOCES
- Putnam Valley Central School District

Rockland County

- Clarkstown Central School District
- East Ramapo Central School District
- Nanuet Union Free School District
- North Rockland Central School District
- Nyack Union Free School District
- Pearl River Union Free School District
- Rockland BOCES
- Suffern Central School District
- South Orangetown Central School District

Procurement

CO-SER 510 & 611

Procurement Services include the purchase of technical hardware and software in support of districts' evolving technology needs. The service also processes renewals of technical software licensing and hardware support. Purchases can be made through an automated online procurement

system (NPPR) or via a project with your LHRIC MIT Lead. The Procurement Services team works diligently to ensure the proper purchasing channels are in place to meet the district's goals and objectives. Purchases may be funded via general district funds, Installment Purchase Agreements (IPAs), Multifunction Device Leases, SSBA, and E-Rate. These Procurement Services are only available to districts that participate in Managed IT or Collaborative Support.

TECHNOLOGY SUPPORT SERVICES



Anthony Ferrante
Manager, Technology Support Services

Reliable, Scalable, Expert Support for Your District. **Helping schools stay connected, protected, and prepared.**

We deliver reliable, secure, and future-ready technology infrastructure that empowers districts to operate with confidence. Through comprehensive network support, cybersecurity protection, managed fiber, private WAN and internet, data center and cloud hosting, unified communications, physical security solutions, and hardware repair, we ensure districts experience seamless operations and maximum uptime.

Network Support Services

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

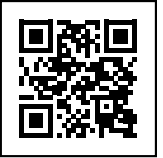
The services offered include:

- Maintenance of technical support contracts with vendors
- Technology evaluation, design, planning, development, and on-site technical consulting
- Field-tests of new technologies and updates, patches and new versions of current products
- Central distribution of patches, updates and antivirus software
- Monitoring of technical support issues and service delivery through a centralized web-based help desk solution
- Training and support through in-house and third-party partners.
- Cybersecurity Services and solutions

Cybersecurity Focus



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



Managed IT Support Service

CO-SER 611

The Managed IT Service provides school districts with management and technical services delivered through a combination of centralized technical resources and shared on-site staff where applicable.

The Service provides:

- Centralized support services, utilizing ServiceNow, for all service-related issues and requests
- Project Management Services, for District Information Technology projects
- Procurement Services, utilizing ServiceNow, for acquisition of hardware and software
- Allows for Inventory Management Services, along with hardware and software maintenance renewal services
- A Managed IT Services Lead, who serves as a resource to the district to assist in establishing priorities, project management, problem escalation, strategic planning, technology consulting, and vendor and resource management, as it relates to technology support

Collaborative Support Service

CO-SER 611

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

Hardware Repair & Asset Management

Hardware Repair Services

CO-SER 510

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

Asset Management and Retirement

CO-SER 611

The LHRIC provides asset retirement of end-of-life computer equipment to all districts, regardless of where the equipment was purchased. There is no cost to your district for this service. A minimum of 20 computers is required at each location to request a pickup. Please download and fill out the Asset Retirement Form from https://www.lhric.org/asset_retirement. Email the completed form to Recycle@lhric.org. Requests will be scheduled between one and four weeks from the day they are submitted. Please provide ample lead time.

Internet, Private Wide Area Network (WAN) and Managed Fiber Services

Internet, Private Wide Area Network (WAN) and Managed Fiber Services Cloud services have emerged as critical elements and foundational blocks to success. Therefore, high availability access to cloud services is a K-12 instructional pre-requisite. The Lower Hudson Regional Information Center (LHRIC) region encompasses a diverse array of school districts, each with specific needs and technological capabilities. Our private Wide Area Network (WAN) serves as the backbone of our IT infrastructure, ensuring robust and secure communication between districts.

The LHRIC's Wide Area Network service provides K-12 network design/architecture, support, service upgrades, and

Did You Know? The LHRIC Service Desk triaged more than **64,000** incidents for Managed IT Districts last year and closed **17%** on first contact.

proactive monitoring of internal and internet connectivity. Districts are provided access to system reports that allows collaboration and visibility into managing bandwidth and usage patterns. Wide Area Network (WAN) services and connections from endpoints to the Internet and cloud services, are monitored by expert staff in collaboration with your district. The services allow your district to leverage USAC E-Rate reimbursement and NYS BOCES Aid.

Internet Access Services

CO-SER 510 & 611

LHRIC Internet Services provide school districts with a comprehensive enterprise-grade Internet access solution that does not require the district to maintain any additional equipment and services. This service includes:

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

WAN Communication Data Circuits (Managed Fiber Solutions)

CO-SER 611

The LHRIC managed WAN provides a strategic gateway for districts to access essential services, enhance cybersecurity, and manage costs effectively. Our managed WAN links use

private, high-speed fiber lines to safeguard district data from public Internet traffic. Once connected, districts can leverage centralized services like remote backup, unified communications, and host servers at RIC data centers, among other advantages.

Virtual Private Network (VPN)

The VPN remote access service ensures a secure connection to the district's network from remote locations. Access levels are meticulously controlled through Role-Based Access Control (RBAC) and require prior written approval. To maintain security, vendor accounts are carefully managed, and the Multi-Factor Authentication (MFA) feature further enhances protection. User access logs are stored and can be provided when necessary, for instance, for audit or verification purposes.

Unified Communications (UC) and Voice Services

LHRIC provides reliable Unified Communication solutions designed to meet the operational and safety needs of school districts and organizations. Our services include telecommunication interconnections for SIP, ISDN, and analog POTS lines, ensuring compatibility with existing infrastructure and readiness for future technologies.

We support VoIP deployments in multiple models:

- On-premises systems where all components are in your district
- Hosted solutions in our secure LHRIC data center
- Cloud Calling for flexibility and scalability

Our solutions incorporate 911 compliance, including accurate location reporting and adherence to Kari's Law and Ray Baum's Act, ensuring emergency services can respond quickly and effectively.

Additionally, we offer alerting capabilities and integration with physical security systems, enabling coordinated responses during critical events and enhancing overall safety across facilities.

Our goal is to provide dependable communication systems that prioritize safety, compliance, and operational continuity.



LHRIC Service Desk at 450

Telecommunication Carrier Services

CO-SER 611 & 612

LHRIC offers flexible options for connecting to the Public Switched Telephone Network (PSTN), including SIP trunks, ISDN PRI, and analog POTS lines. SIP trunks provide modern, IP-based voice connectivity with scalability and advanced features for VoIP systems. ISDN PRI delivers reliable digital voice channels over T1 circuits, ideal for legacy environments. Analog POTS lines ensure traditional copper-based service.

LHRIC On-Prem VoIP Service

CO-SER 611

Districts can transition from traditional PBX systems to modern VoIP platforms, enabling features such as app-based communications, integrated paging, and physical access control for a unified communication experience. LHRIC's VoIP support service provides proactive monitoring and issue resolution, backed by a dedicated team offering remote assistance for district phone systems. Current supported platforms include Cisco Unified Communications and

Shoretel/Mitel. Depending on the chosen solution, districts may also integrate VoIP with building security systems to enhance school safety objectives.

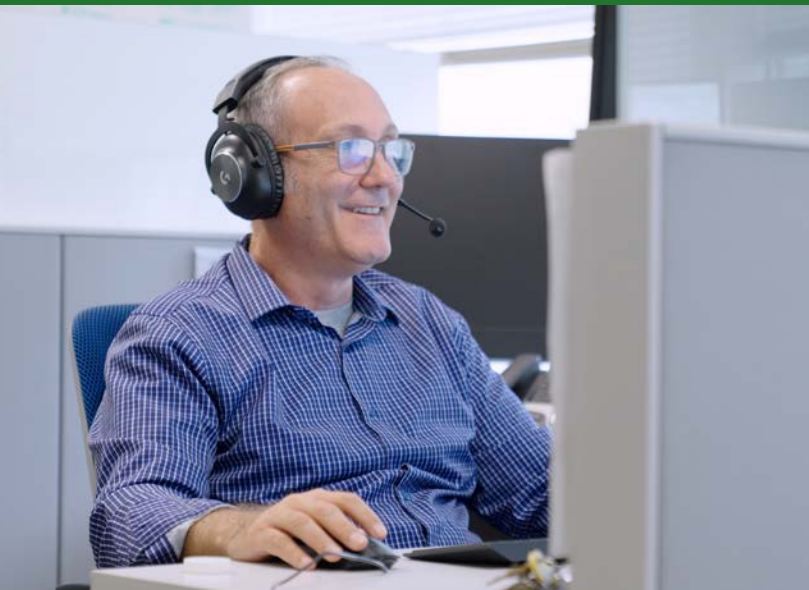
LHRIC Hybrid VoIP Service

CO-SER 611

Hybrid VoIP enhances on-premises systems by delivering greater redundancy and availability for educational institutions. It leverages Voice Call Managers and Unity Servers hosted in LHRIC's private cloud, ensuring standardized configurations, centralized management, and improved system resilience. A key feature includes shared SIP trunk services for IP-based dial tone. This architecture enables automatic failover and simplifies call rerouting, providing districts with a robust, flexible communication solution.

LHRIC Cloud Calling

Cisco Cloud Calling is a cloud-based phone solution that eliminates the need for on-premises UC hardware upgrades by leveraging centralized management through Cisco Control Hub. It offers enterprise-grade security, AI-driven features, and advanced capabilities, including voicemail transcription, call queuing, and analytics. Integrated with



RedSky for dynamic, cloud-based E911 compliance, the service uses centralized SIP trunking to deliver IP-based dial tone, enabling automatic failover and simplifying call rerouting across locations.

Data Center Services

Data Center Services are hosted in a private cloud and located in a secured SOC 2 certified LHRIC Data Center with disaster recovery options.

Server Hosting

CO-SER 611

LHRIC Server Hosting offers participating districts hosting services through the state-of-the-art LHRIC Data Center. This solution allows districts to replicate the redundancy of two on-site data centers without the need for substantial capital investments in space, cooling, power, or hardware acquisition. By opting for Server Hosting, districts can enjoy the advantage of predictable annual costs while benefiting from the robust disaster recovery capabilities inherent in the LHRIC Data Centers.

Remote Backup

CO-SER 611

LHRIC Remote Backup Service enables districts subscribed to LHRIC WAN Services to remotely back up their servers hosted within the district. The service employs industry-standard backup products to secure the servers and store the data in LHRIC SOC 2-certified data centers, utilizing cloud storage that complies with Ed. Law 2-d for extended retention. With an array of security features, the service aims

to provide seamless data protection for subscribed districts.

Internet Filtering

CO-SER 510

The Internet Filtering Service is a managed service that ensures students and staff are CIPA compliant and protected when using an internet-connected device in the district. District-owned devices that are taken home can be protected as well. Reporting on internet activity is available for 60 days via a web console.

Physical Security Services

The LHRIC Security Service offers technology solutions for IP video camera Surveillance, door access control systems, and visitor management systems. We offer analysis of your network infrastructure to ensure recommended technology solutions are possible. The service includes consulting, design, procurement, installation and ongoing school security systems support.

IP Video Security

CO-SER 611

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

Access Control (Door Access) Security

CO-SER 611

The Access Control Security Service provides a system to unlock exterior entrances and interior doors that protect high value or sensitive locations. Access control is activated using proximity cards, key fobs, or biometric readers. The system can be configured to control who may enter select doorways and can also limit the time of day staff and students may enter.

Visitor Management

CO-SER 611

The LHRIC Visitor Management system scans each visitor's driver's license or state-issued ID. When a visitor is cleared, a temporary badge is issued with the visitor's photo, name, and destination within the school building. The service helps schools keep unwanted visitors out and keeps track of all visitors who have entered the building.

Cybersecurity Services

The LHRIC Security Operations Service offers a Managed Hybrid SOC and a Managed Email Security Service that work to bolster cybersecurity for your district. With consolidated alerting, 24x7 monitoring, and a dedicated response team, the Hybrid SOC strengthens resilience and reduces risk across your environment, while the Email Security Service decreases phishing attacks, encrypts sensitive communications, and prevents data leaks. These services help safeguard your systems and users from evolving threats.

Managed Email Security

CO-SER 611

The LHRIC Email Security Service strengthens the district's email cybersecurity posture. Our teams respond to an average of one email compromise a week. Take control of your email security and help your users stay safe!

- Decrease Phishing Attacks
- Encrypt Email
- Prevent External Data Leaks via Email

Managed Hybrid SOC Service

CO-SER 611

The LHRIC Hybrid SOC Service brings together advanced monitoring, a dedicated response team, and continuous protection to reduce risk, strengthen resilience, and keep your district and its users safe.

- Consolidate Alerting
- Dedicated Response
- 24x7 Monitoring and Critical Response



ADMINISTRATIVE & FINANCIAL SUPPORT SERVICES



Jay Dave, MBA

Manager, Financial Support Services

Comprehensive support for school business operations tailored for school districts

We streamline district operations through essential financial, business, and administrative solutions that reduce complexity, improve efficiency, and strengthen communication. From facilities support and emergency alert systems, we help districts stay organized, responsive, and connected.

Financial Support Services

Providing full support for payroll, HR, budget projections, requisitioning, purchasing, accounts payable/receivable, bidding, general ledger, and reporting. Services include training, workshops, help desk, and support to ensure smooth operations and accurate reporting.

Comprehensive Support for School Business Operations

We provide end-to-end solutions that strengthen district business functions—finance, HR, and disaster recovery—while ensuring compliance and continuity. Our services reduce administrative burden and help districts operate efficiently.

Cybersecurity Commitment

Your financial and administrative systems are safeguarded by robust cybersecurity measures. Data is

hosted in a SOC2-audited data center with full backups, multi-factor authentication, and VPN protections. All contracts are reviewed for **Ed. Law 2-d compliance**, and our team is trained in cybersecurity awareness. These protections, combined with LHRIC's enterprise security framework, keep district data secure.

ACA Processing

CO-SER 611

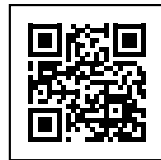
We deliver a comprehensive ACA strategic plan that complies with federal law and meets district needs. Our integrated technology uses payroll and benefits data to produce IRS Forms 1095 & 1094. Services include:

- Administrative and financial consultation
- Compliance policy implementation
- Ongoing monitoring of employee hours
- Monthly reports for annual IRS reporting and audits

Cybersecurity Focus

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





- PDF generation of Form 1095 for employees
- Electronic filing of IRS Form 1094

Finance Manager Support

CO-SER 611

We support Finance Manager's nVision software for payroll, HR, budgeting, and reporting. Our services include training, workshops, user groups, and a financial helpdesk. Hosting options include LHRIC or district servers, both backed by a Disaster Recovery and Business Continuity Plan with offsite backups and generator-powered facilities. Compliance with TRS, ERS, and IRS requirements is integrated into our support.

Frontline Analytics (Forecast5)

CO-SER 611

We provide advanced data analytics to help districts make informed decisions using BEDS, ST-3, and Report Card data. This service transforms raw data into actionable insights for strategic planning.

SchoolFront

CO-SER 611

A modular, web-based platform that streamlines HR and business office processes, reducing manual work and improving efficiency. Includes secure digital personnel management and compliance-ready workflows.

FileBank (Records & Information Management)

CO-SER 611

Secure, cost-effective records management throughout the lifecycle. Benefits include regulatory compliance, disaster recovery, and reduced litigation risk. Services support digital conversion, secure storage, and compliance with retention policies.

Facilities Services

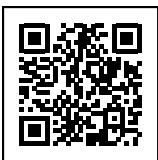
Facilities Management

CO-SER 611

The LHRIC offers three Facilities Services options to support districts in managing capital projects, maintenance, and facility operations. Districts may choose the solution that best fits their needs:

- **CapProSoft (CPPRT & FAST):** Provides tools for capital project planning, fiscal tracking, state reporting, and facilities safety compliance, including inspections and long-term building plans.
- **Brightly Solutions (formerly SchoolDude):** Streamlines daily operations with work order management, preventive maintenance scheduling, facility usage tracking, and asset management.
- **MasterLibrary:** Helps districts manage facility usage and maintenance across all buildings and spaces, improving transparency, safety, and operational efficiency.
- **FMX:** Helps districts organize maintenance schedules and intake process as well as consolidates communication for everyone involved in the task. Frees up time that is spent on manually managing assigned work, spreadsheets and calendars, as the system will handle this for you.





Learn more:
Administrative
Services webpage

Print readers, scan QR code. Screen readers, click QR code

Mass Notifications & Alert Services

Providing communication and emergency messages to parents and staff through work and home emails, landlines, and text.

Messaging/Alert Services

CO-SER 611

The LHRIC provides support for K-12 Alerts, Finals site Mass Notification, ShoutPoint, School Messenger, SchoolStatus Smore (Newsletter) and Talkingpoints. These messaging services provide communication and emergency messages to parents and staff through work and home emails, land lines, and text. The messaging services have different hosting methods. (Finals site and K-12 Alerts are fully hosted, whereas School Messenger provides a hosted and a shared service). Each offers different benefits in the areas of language translation, community access, and connectivity to Student Information Systems. Contact the LHRIC for more information on which package suits your district's needs.

Parent Square (Unified Communication Platform)

CO-SER 611

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

Administrative Services

Bringing clarity, efficiency, and innovation to your district's operations—our services focus on document handling, nutrition software, and Frontline's robust offerings—including Absence Management, IEP, RTI, Guidance Support, and more.

Document Management

CO-SER 611

The LHRIC supports three Document Management solutions that help districts digitize paperwork, automate workflows, and improve efficiency across departments:

- **Operoo:** Automates forms, approvals, and operational processes for HR, onboarding, policy management, and more, reducing paperwork and saving time.
- **DocuSign Government:** Provides secure digital document creation, signing, and management, with compliance features that align with NYS Education Law 2-d.
- **Informed K12:** Offers easy-to-use digital forms and workflow automation to manage approvals, track processes, and replace paper-based business functions.

Frontline Solutions

CO-SER 611

The LHRIC supports a range of Frontline Education products that help districts manage essential operations more efficiently and effectively. Districts can choose from the following solutions:

- **Absence Management (formerly AESOP):** Automates employee absence tracking and substitute placement without the need for hardware or phone lines.
- **Guidance Direct:** Provides counselors, students, and parents with resources for academic planning, career exploration, college searches, and scholarship opportunities.

- **IEP:** Streamlines special education case management, improves compliance, simplifies state reporting, and enhances student outcomes.
- **RTI:** Collects and organizes intervention data, supports progress monitoring, and ensures interventions are implemented consistently across the district.
- **Applicant/Central:** Simplifies recruiting and hiring with applicant tracking, interview scheduling, and candidate management tools.

Nutrition Software

CO-SER 611

Nutrition software solutions streamline school meal programs by integrating menu planning, inventory management, and point-of-sale systems into one platform. These systems aim to simplify operations and enhance transparency for administrators and families.

- **Titan - LINQ:** LINQ is a cloud-based school nutrition software that can deliver real-time information on purchases made. Money can be sent securely anywhere and easily as all students in the same household are on the same dashboard.
- **Heartland:** Districts can manage their entire nutrition program from the kitchen to the serving line with their complete front and back of the house solutions. Management of the menus, inventory, and sales, are done with ease.
- **Cybersoft:** Cybersoft products are designed to help K-12 schools manage school nutrition programs efficiently and effectively, while providing students with the healthy meals they need to succeed.

LHRIC'S VISION

We believe in a future where districts actively shape the consortium's direction.

We believe educational insight—not corporate competition—drives meaningful transformation.

We believe simplicity builds trust and clarity in every solution we deliver.

We believe listening deeply helps us match the right tools to real needs.

We believe clear communication strengthens partnerships and unlocks new opportunities.

We believe supporting Directors of Technology helps districts secure resources and elevate student success.

Together, we're building a smarter, more connected future for education.

STUDENT INFORMATION SYSTEMS (SIS) AND STUDENT DATA SERVICES



Jay Dave, MBA
Manager, Financial Support Services

Providing special attention needed to manage complex information and sensitive data in your district.

We ensure that districts have accurate, integrated, and compliant student data systems that support effective decision-making. Through SIS management and seamless data integration, we help districts maintain high-quality, accessible, and secure student information.

Student Information Systems

CO-SER 611

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

The LHRIC not only provides support for these student information systems but also helps districts identify modules and associated products required for successful student information system operation. With state

reporting increasingly playing an important role in data collection, the student information team constantly monitors reporting requirements to assure the student information system remains current and compliant.

Data Integration Service

CO-SER 611

LHRIC supports multiple integration vendors and tools. Districts can leverage the power of their Student Information System by establishing secure connections with frequently used applications. ClassLink is designed to safely and securely deliver student enrollment rosters to providers/Vendor Applications. The integration keeps rosters current, saves time, provides the districts with control of their data flows, and helps eliminate data entry errors. ClassLink also provides a single sign-in solution (only one password to remember for each user),



Cybersecurity Focus

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



automated account provisioning (OneSync AD/Google/Azure sync), one-click access to shared files across school drives, as well as real-time analytics to track how your investments are being used. Other integration options are: **Zaps (EsD)**, custom extracts (all SIS's) and stored procedures (nVision).

Powerschool Enrollment OnLine Registration

CO-SER 611

PowerSchool Enrollment is a cloud-based registration management system, which includes online application, admissions, school choice/lottery, new student enrollment, returning student registration, and staff registration solutions. It is designed specifically to be used in Pre-K-12 independent, charter, and public schools.

PowerSchool Enrollment solutions provide secure, customized online forms that are designed using SmartForm Technology; a powerful administrative portal that allows review, editing and management of data. The advanced data integration framework can connect with your Student Information System (SIS). Performance Matters and Schoology are new integration offerings under this umbrella.

Parchment

CO-SER 611

Parchment is a digital credential service that simplifies the process of sending and tracking official and unofficial transcripts, letters of recommendations, immunization reports, or any other digital file to any destination for district alumni, with real-time status notifications. Parchment software provides a cost-effective, automated process for secondary schools to manage and fulfill alumni transcript orders.

School Dismissal Manager

CO-SER 611

School Dismissal Manager is a web-based application that allows parents to manage or change their child's dismissal plans online (instead of with a hand-written note to the teacher), streamlining end-of-day dismissal. Just prior to dismissal, the School Dismissal Manager will automatically send a customized, up-to-date report for all students to the school. The software provides a clear, daily picture of all student dismissal destinations. Copies of reports are archived for a full year, creating an audit trail.



INSTRUCTIONAL TECHNOLOGY

Empowering Educators. Inspiring Innovation. Supporting Success.



Mary Lynn Collins-Callanan, M.S.Ed.
Manager, Instructional Technology

We elevate teaching and learning by providing districts with modern instructional software, expert professional development, and strategic leadership support. Through instructional and administrative technology, Model Schools training, distance and hybrid learning, and long-term tech planning, we help districts foster innovative, engaging, and future-focused classrooms.

Software as a Service

We offer comprehensive support for identifying and planning instructional software that enhances and/or supplements curriculum for students and provides administrative solutions for teachers and administrators. Services include software selection, consulting, professional development, user groups, and procurement. For more robust systems, we provide implementation plans to ensure successful adoption and alignment with district goals.

To view our full list of supported software, visit <https://it.lhric.org/azproductlist>.

All listed software is NYS Ed. Law 2-d compliant for districts participating in our professional learning services.

K-12 Instructional Software

CO-SER 510 & 554

Our instructional software solutions support whole group, differentiated, blended, and 1:1 instruction. Districts enrolled in the Model Schools program can access vetted tools that enhance teaching and learning.

We offer the following service levels:

- **Professional Learn Base:** Model School members who purchase SAAS will have one day of professional coaching and support (up to 7 hours) to be used towards any of the solutions purchased through the LHRIC. Also includes Kiosk and Basic for the following solutions: Curriculum Associates' i-Ready, Pearson's AimswebPlus, HMH's NWEA, and Renaissance's STAR assessments.
- **Kiosk:** Approved software, vendor management,

Cybersecurity Focus

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





contracts, billing, procurement, and Ed. Law 2-d compliance. Some products will include a Model School regional learning session, subject to the department's discretion.

- **Basic:** Includes Kiosk plus a dedicated support person and a user group conference.
- **Professional Learn Plus:** Custom coaching days to deepen implementation and understanding for software solutions.

Our portfolio includes over 75 solutions across areas such as ELA, math, STEM/STEAM, social studies, World Languages, AI, Social Emotional Learning, Guidance and Counseling, Special Services, ENL, Learning and Video Management Systems, web conferencing solutions, and more.

For a full list of supported software, visit:
<https://it.lhric.org/azproductlist>

Freemium Opt-In

New York State school districts can opt into a program that ensures Ed. Law 2-d compliance for select “freemium” software used in PreK–12 instruction. Once enrolled, free instructional tools commonly used by teachers and students will be covered under Ed. Law 2-d for three years.

To learn how your district can participate, contact your LHRIC Data Privacy Office (DPO) or Account Manager.

Online Courses and Tutoring

Distance Education – Credit-Bearing Courses & NYS Certified Tutors

CO-SER 444

Our online learning solutions give students flexible access to instruction beyond the classroom—supporting credit recovery, AP courses, electives, and homebound learning. We offer product support, consulting, coaching, and professional development to help districts implement and sustain these tools.

Service levels include:

- **Kiosk:** Vetted solutions with vendor management and Ed. Law 2-d compliance.

- **Basic:** Includes Kiosk plus a dedicated support person and a user group conference.
- **Application Support & Professional Learning:** Adds coaching and consulting tailored to district needs.

For a full list of supported software, visit:
<https://it.lhric.org/azproductlist>

Professional Development Services

Model Schools Core

CO-SER 554

The Model Schools Core Service is the foundation of LHRIC's instructional technology support, designed to help educators integrate technology into teaching and learning. Through workshops, coaching, webinars, and online courses, we meet educators where they are—offering flexible, job-embedded professional development across all content areas.

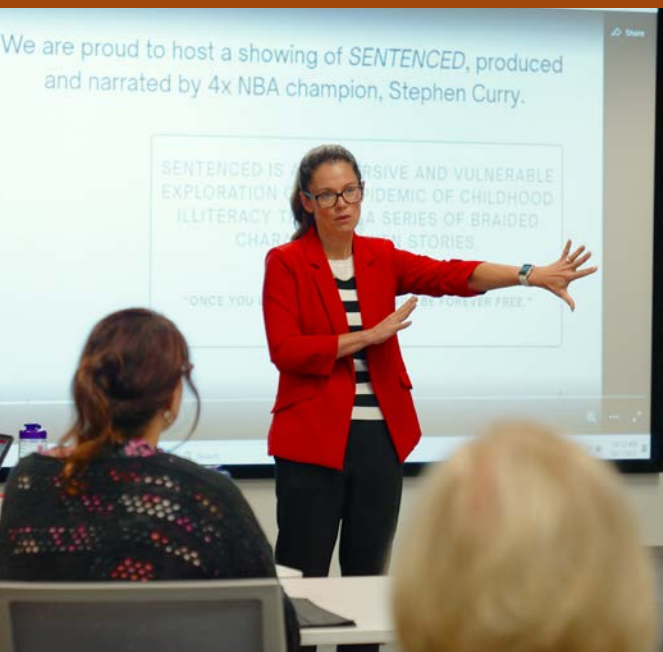
We support districts in implementing instructional and administrative tools, partnering with over 75+ to ensure interoperability and alignment with district goals. Our professional development coaches bring deep expertise in digital tools, instructional strategies, and emerging technologies.

Districts gain access to regional events, customized consulting, and classroom-level coaching in areas such as:

- Artificial Intelligence in K–12
- NYS Computer Science/Digital Fluency Standards- STEM/STEAM tools and curriculum
- MTSS and data dashboards
- Teaching in Active and Flexible Learning Environment
- Accessibility tools and inclusive practices

Learning First, Technology Second (L1T2) is a cohort for instructional tech coaches and leaders, based on Dr. Liz Kolb's Triple E Framework. Participants co-design and lead meetups focused on real-world challenges and innovations.

Active Learning Center (ALC) is a model space for exploring flexible learning environments, available for tours, consultations, and district events.



Learning Pathways: Curated PD tracks that guide educators through building knowledge, applying strategies, and leading with confidence—covering topics like AI, MTSS, and digital fluency.

Instructional Technology Ambassador: Each district has a dedicated ambassador to share updates and ensure leaders are aware of available services and opportunities.

Model Schools Core Plus Cohort Based Professional Development

CO-SER 554

Model Schools Core Service members can access high-quality, in-district instructional technology coaching for small cohorts (up to eight educators) focused on a shared topic of inquiry. Sessions are easy to schedule and tailored to district needs, combining whole-group and individualized learning.

Core Plus emphasizes skill-building, lesson development, co-teaching, and reflection. Participants receive one-on-one coaching, in-classroom support, and post-lesson feedback to strengthen instructional practices with technology.

Current cohorts our district leaders have engaged our professionals are: Computer Science Digital Fluency Standards, STEM/STEAM program development, and AI learning for administrators and teachers.

Per Diem Customized Professional Development

CO-SER 554

Professional development needs can evolve throughout the school year, and not everything can be planned in advance. Our per diem service offers flexible, customized support to help districts respond to emerging instructional technology goals.

LHRIC's instructional technology team collaborates with district leaders to define learning outcomes and assign staff based on expertise and availability. Sessions can be scheduled in half- or full-day increments and tailored to meet a wide range of instructional needs—from classroom coaching to team-based training.

Professional Development Coach Shared Service

CO-SER 554

Our Instructional Technology Coaches are dedicated on-site team members who play a vital role in achieving a district's technology integration goals. Coaches collaborate with teachers and leaders to deliver professional development, model best practices, and ensure technology enhances teaching and learning. This shared staff member works two or three days per week, offering flexibility while maintaining continuity and expertise for your district.

Learn more:Instructional & Administrative
Software List webpage

Print readers, scan QR code. Screen readers, click QR code

Administrative and Leadership Services

Our Administrative and Leadership Services program supports school district leaders in driving technology integration that enhances teaching and learning. Through strategic planning, professional development, and collaborative guidance, we ensure technology initiatives align with educational goals and foster student success. This program equips administrators with the tools and expertise to lead sustainable digital transformation across schools.

Technology Leadership Institute (TLI) CO-SER 554

The LHRIC Technology Leadership Institute (TLI) provides districts with the opportunity to collaborate, share best practices, and explore advancements in educational technology. By participating in TLI member-only events, district leaders can stay informed about the latest trends in educational technology. The series covers topics from national conferences and features expert speakers at local venues, promoting professional development and strategic planning.

The program highlights an award conference for leaders and teachers known as Technology in Education Leadership and Learning (TELL), along with our Tech Expo, which brings together over 500 educators from across the state for two days of engagement. Additional benefits include networking opportunities with peers and access to NYSCATE's annual conference, as well as various regional events. Additionally, districts can opt for a discounted COSN membership.

Strategic Technology Planning CO-SER 554

Instructional Technology Planning is essential for districts and is often a subset of the district strategic plan. NYSED requires districts to have a three-year Instructional Technology Plan on file for compliance and eligibility for funding in the form of BOCES Aid, Grants, and Bonds. This service provides consulting, review and evaluation of district

technology plans in accordance with NYSED regulations and national standards. A yearly review of the district's goals, action plans, and evaluations is conducted during the instructional portfolio assessment.

Technology Planning and Coordination (Shared Staff)

CO-SER 554

As the responsibilities of technology leadership continue to grow, LHRIC offers shared staffing support to help districts manage and advance their instructional technology programs. This service provides an experienced instructional technology leader who works alongside district teams two to three days per week.

Designed to supplement the work of technology leaders, our staff bring expertise in instructional tools, systems integration, and the technical and operational needs of today's school districts. We collaborate with districts to support planning, implementation, and coordination—helping leaders stay ahead in a fast-moving digital landscape.

Instructional Administrative Solutions CO-SER 611

Our solutions empower education leaders and teachers to efficiently manage their instructional and administrative responsibilities. From streamlining workflows and organizing resources to supporting data-driven decision-making, these tools help schools operate smoothly while enhancing teaching and learning. By simplifying complex processes, we enable educators to focus on what matters most—student success.

For a full list of supported software, visit: <https://it.lhric.org/azproductlist>

MTSS & Data Dashboard Solutions CO-SER 611

Transform your district's MultiTiered System of Supports (MTSS) with powerful, visual data dashboards that bring



student metrics to life. These intuitive tools display real-time insights—ranging from grades, attendance, behavior, and demographics to special education and extracurricular participation. By integrating with your existing systems, they can help streamline universal screening, intervention planning, and progress monitoring. The service is designed to help districts make data-driven decisions efficiently during MTSS team meetings by providing a centralized hub for student data.

The LHRIC's cross functional departments – Instructional Technology, Data Services, and Student Support- will work alongside the district leaders and your Account Manager implementing the MTSS and Data Dashboard program.

MTSS and Data Dashboard Base Service provides a dedicated professional development specialist to guide onboarding, coach administrators and interventionists, and train building leaders on MTSS and dashboard use. Includes ongoing support via phone/email, vendor contracting oversight, compliance, and user conferences. Products supported:

- Renaissance – eduClimber
- PowerSchool – Performance Matters
- LinkIt

MTSS Basic Service level offers a dedicated staff member for product oversight, on-demand user groups, webinars, and phone/email support. **Note:** Service does not include a comprehensive Data Dashboard.

MTSS and Data Dashboard Application Support and Professional Learning provides additional days districts can

add to the base service. This can also be used for Data Warehouse support for Teacher Level Reports.

Curriculum Mapping

CO-SER 611

Our Curriculum Mapping service is designed to electronically manage the entire process of curriculum enhancement, supporting faculty, administration, and the broader school community. It is tailored to reflect each school's pedagogy, academic standards, and unique curricular needs. More than just an online curriculum repository, the platform shifts the paradigm of curriculum work—from a cycle of documentation to a structured, collaborative process for review and advancement.

The service includes **Kiosk Level Service**, which provides vetted solutions with vendor management and ensures Ed. Law 2-d compliance. When applicable, we also provide regional training sessions for members.

Professional Growth & Employee Evaluation Management

CO-SER 611

The Professional Growth and Evaluation solutions enable administrators to monitor professional learning and growth-focused evaluations for their teachers and staff. It is a single platform for educators to track their learning and archive their progress from year to year.



We offer the following service levels:

Kiosk Service offers vetted solutions with vendor management and Ed. Law 2-d compliance. When applicable, we also provide regional training sessions for members.

Basic includes Kiosk plus a dedicated support person and a user group conference.

EdTech Ecosystem Management

CO-SER 611

EdTech Ecosystem Management helps district technology leaders streamline and strengthen their digital learning environments. These platforms offer tools for tracking app usage, managing licenses, simplifying approval workflows, and ensuring compliance.

With built-in analytics and feedback systems, districts can identify underused tools, align professional development needs, and make informed decisions that support both instruction and budget efficiency.

The service includes **Kiosk** Level Service, which provides vetted solutions with vendor management and ensures Ed. Law 2-d compliance. When applicable, we also provide regional training sessions for members.

Global Compliance Network (GCN)

CO-SER 611

Global Compliance Network (GCN) provides administrators, teachers, and staff 125 compliance

tutorials covering a broad range of topics from Health & Safety, Privacy and Security and Blood Borne Pathogens to District Policies and Regulations.

The service includes **Kiosk** Level Service, which provides vetted solutions with vendor management and ensures Ed. Law 2-d compliance. When applicable, we also provide regional training sessions for members.

Content Management Systems

CO-SER 611

The Content Management Systems (CMS) service helps districts choose, design, and implement website solutions, whether they are starting from scratch or switching providers. Our adaptable professional support meets the specific needs of K-12 districts.

Our services include:

Basic: Vetted solutions with vendor management and Ed. Law 2-d compliance a dedicated support person and a user group conference. When applicable, we also provide regional training sessions for members.

Application Support and Professional Learning offers additional support, consulting, and coaching available on a per diem basis (seven hours).

Supported solutions include:

- Apptegy - New!
- Edlio
- Finalsight (with or without Audio Eye)

DATA SERVICES



Bill Kovari
Manager, Data Services

One team. Four specialties. **Total support for your district's data lifecycle.**

We empower districts with actionable insights and dependable compliance through comprehensive data services — including Level 1 Data Warehouse, data analysis, testing support, state reporting, and RIC One Data Privacy & Security. Our services help districts make data-informed decisions, meet state requirements, and protect student information.



State Reporting Data Services

State Data Validation (Certify)

CO-SER 611

This service provides districts with an automatic, web-based New York State data quality management service. Software tests the District Student Information System, Special Education System and HR system data against NYSED reporting rules on a daily basis. This Rules Validation Engine software specifically tests more than 700 Level 0 business rules and provides next-day notification of errors, giving the district time to correct problems. A scorecard for each New York State extract is generated and can be emailed to district data owners to help prevent the repetition of errors.

DDA/CIO (District Data Administrator/Chief Information Officer) Mentoring

CO-SER 611

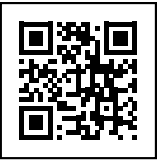
This service provides district DDA/CIOs with timely one-on-one help and guidance and is designed to support the less experienced DDA/CIOs. The mentoring process provides periodic review of databases, support for effective communication, direction for establishing processes and procedures, examples of best practices, review of basic data analysis, identification of training needs, and monitoring of compliance timelines. This program is designed as a one-year support plan, but extended participation is available upon request. Participation involves one-on-one meetings as well as ongoing assistance via phone and e-mail.

Cybersecurity Focus



The team is trained on the proper handling of sensitive data and the policy of least privilege access to systems is followed. Multifactor authentication is in place and data is encrypted at rest. An annual SOC 2 audit ensures that the integrity of our security is continually maintained. In addition to the specific departmental security controls, Data Services is also protected by the various cybersecurity measures in place at the LHRIC. Cybersecurity is an integral part of the work of the Data Privacy and Security Service which involves supporting district compliance with Ed. Law 2-d and the National Institute of Science and Technology's Cybersecurity Framework (NIST CSF). Professional development on data privacy and cybersecurity is provided to LHRIC staff and supported districts.

Learn more:
Data Services
webpage



Print readers, scan QR code. Screen readers, click QR code

DDA/CIO Shared Support (Customized CIO Support)

CO-SER 611

This service is designed to support districts with the state reporting responsibilities typically assigned to a DDA/CIO. Our team of School District Data Coordinators (CIO Support specialists) helps establish data reporting and verification processes and assists with the loading, correcting, and verifying of all state reporting data done via the SIRS databases. The frequency and intensity of support is customizable and can range from a few days of targeted support to the equivalent of multiple days each week.

Data Collection – State Reporting

CO-SER 611

This state-mandated service is necessary for the housing and transfer of data from public school districts to the state data repository. It allows districts to be compliant with the demands and timelines established by the State Education Department. Monthly CIO Meetings and timely webinars support districts in keeping up with NYSED reporting deadlines and changing requirements throughout the year. Verification and Data Analysis reports are available.

Testing Services (Scoring, Scanning, and Reporting)

The Testing Services department is focused on supporting districts with their K-12 state-mandated requirements for paper and computer-based testing. Services include phone and email support, training, printing, processing, scanning, scoring, verification and analysis reporting and parent report printing/hosting.

Regents In-District Scanning

CO-SER 611

Our in-district scanning service will save time and increase score accuracy. This service allows you just to score extended response questions and scan the answer sheets

on your dedicated in-district scanner. Hand scoring multiple choice questions and using conversion charts to score exams are not needed, as the exams are scored electronically. Within 24 hours of scanning a complete exam the scores are posted to the Level 1 reporting website.

State Test Processing K-12

CO-SER 611

Through these services, our Testing Services team provides test processing and support for both paper- and computer-based state assessments. This includes ELA 3-8, Math 3-8, Science 4 & 8, NYSAA K-12, NYSESLAT K-12, NYSITELL and Regents. Services include computer-based testing training, support & management, printing, processing & scanning answer documents, loading/merging data, and uploading assessments to Level 1 and to the state for scoring and reporting.

Full-Service Scoring K-12

CO-SER 611

Our Full-Service Scoring Service helps keep your teachers in the classroom and saves the effort of planning and running a scoring site. Our process includes the scoring of constructed response questions from state exams for both paper and computer-based tests for ELA 3-8, Math 3-8, Science 4 & 8, and NYSESLAT K-12. Paper based — Exam booklets are collected and scanned, certified teachers score the constructed response questions using online scoring software. Data is then merged with students' answer sheet data for state reporting. Computer based – Vendor receives constructed responses electronically once tests are submitted. Responses are scored and scores are merged back with computer based test data for each student.

Score Report Printing/Web Hosting

CO-SER 611

This service assists your district in delivering score reports from state assessments to parents. Choose to have them printed and shipped to the district, stuffed in envelopes with

a district-specific cover letter and either shipped to district to hand out, or mailed directly to parents. If your district has a parent portal you may opt for our web hosting option using Portfolio+ where our vendor can securely host the Score Reports and other local assessments to be available for parents when they log in to the portal.

NYSITELL Exam Processing

CO-SER 611

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

Paper-based Digital Student Resources Survey Service

CO-SER 611

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

Data Analysis and Curriculum Reporting Services

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

Data Analysis

CO-SER 611

Data Analysis provides educators with secure access to current student information and historical data. This data belongs to you, the district or school, and the student. It should be used to take positive action on behalf of the student. We present the data in easy to interpret reports and visualizations with tools to query the data warehouse. The service enables teachers and administrators to analyze curriculum and student progress. Reports and visualizations include links to online resources that can help administrators, teachers and students. Data Analysis professional development includes working with teachers and administrators, navigating Level 1 reports and interpreting the data. This allows educators to devise both curricular changes as well as intervention programs for groups of students. All data can be downloaded for use with other software tools, such as Excel and PowerPoint.

Teacher Level Reporting

CO-SER 611

Our LHRIC Teacher Level Reporting Service, offered as part of our comprehensive Data Analysis services, equips educators with invaluable insights into their students' performance. It includes access to current and past class data, encompassing student assessments, demographic information, and program service data. Furthermore, we offer detailed item analysis for all NYSED assessments, with links to every released question. Our reports delve into the 'forensics' of question analysis, revealing how students answered each question. Access to a student's complete NYSED assessment history is always at their fingertips, enabling teachers to identify both strengths and weaknesses in their students' skills. This, in turn, empowers them to enhance instruction and boost student achievement.

Teacher Level Reporting offers valuable information for administrators as well. It allows them to access current and past student data categorized by the teacher, which can aid in the development of instructional plans and the allocation of resources to optimize student and school performance. Through professional development, our data analysis experts

collaborate with teachers to identify students in need of support and devise effective strategies to assist them. Currently in development: LHRIC's Instructional Technology department will be supporting professional development needs for Teacher Level Reports (See MTSS & Data Dashboard Solutions p.23).

RIC One Data Privacy & Security

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

The RIC One Data Privacy and Security Service is designed to provide data security and privacy tools and resources alongside expertise to support districts in the region in meeting their data privacy and security challenges. A major benefit of this service is the increased confidence of school boards, faculties, parents and students in their districts' ability to protect their data. The Data Privacy and Security Service supports districts' compliance with New York State's Common Core Reform Act, Education Law 2-d and Part 121 of the Commissioner's Regulations.

RIC One Data Privacy & Security Service CO-SER 611

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

Base Service Highlights

- Monthly user groups for training and guidance
- Annual statewide conference on data privacy and security
- Student Data Privacy Consortium (SDPC) resources for vendor data management
- Data Privacy Inventory Tool (DPIT) for software compliance
- Online security awareness modules to meet annual training requirements
- NIST Cybersecurity Framework Tool to track cybersecurity progress
- Digital newsletters and podcasts with timely updates and best practices
- Digital News Briefs: concise email updates for announcements
- Password-protected website resources

Data Protection Officer (DPO) Support and Mentoring Services

LHRIC collaborates with district data privacy teams, offering both support and mentoring services in addition to its core offerings. This includes weekly or bi-weekly DPO meetings and assistance with reporting requirements. While the administrator continues to hold the DPO title, LHRIC assists with audits, policy reviews, staff training, and reporting to NYSED, DHSES, and compliance with NY Tech Law 208.

Professional Development

District-based training ensures compliance with annual requirements and addresses specific needs around data privacy and cybersecurity.

Phishing and Security Awareness

LHRIC facilitates district-based phishing campaigns and follow-up security training through a third-party vendor.



LHRIC ADVISORY COMMITTEE

In an effort to improve services and deepen school consortium partnerships, the LHRIC organized the Advisory Committee. The charter of this committee is to act on behalf of the region's districts and provide input on the direction of the LHRIC and feedback on important consortium issues. Each BOCES region has selected representatives to participate on the committee.

Putnam Northern Westchester BOCES – Members

- Neil Boyle, District Superintendent, PNW BOCES
- Dr. Lynn Allen, Deputy Superintendent, PNW BOCES
- Jennifer Forsberg, Director of Technology, Yorktown CSD
- Dr. Jennifer Harriton-Wilson, Educational Technology Coordinator, PNW BOCES
- Dwayne Hoffmann, Director of Technology, Lakeland CSD
- Jamie Molina, Director of Technology, PNW BOCES
- Michael Tromblee, Superintendent, Hendrick Hudson SD

Rockland BOCES – Members

- Christopher D'Ambrese, District Superintendent, Rockland BOCES
- Scott Moffitt, Deputy Superintendent/Chief Operating Officer, Rockland BOCES
- George Brady, Director of Technology, South Orangetown CSD
- Ursula Carbone, Director of Technology, Nanuet UFSD
- Jamie Haug, Director of Technology, Pearl River SD
- Nicholas Rusiecki, Assistant Director of Technology, Rockland BOCES
- Mario Spagnuolo, Assistant Superintendent for Business, Nanuet UFSD

Southern Westchester BOCES – Members

- Dr. Harold Coles, District Superintendent, SWBOCES
- Dr. Brendan Lyons, Deputy Superintendent, SWBOCES
- Kevin Guidotti, Director of Technology and Professional Learning, Byram Hills CSD
- Noah Miller, Chief Information Officer, White Plains SD
- Margaret Modugno, Assistant Superintendent of Business Administration, Mount Pleasant CSD
- Victor Pineiro, Director of Technology, SWBOCES
- Carlos Ramirez, Director of Technology CIO/DPO, Mount Vernon CSD
- John Sebalos, Director of Technology, Pelham PS
- Kenneth Slentz, Superintendent, Dobbs Ferry SD
- Steve Tibbetts, Assistant Superintendent for Business, SWBOCES
- Charles Von Hollen, Director of Technology, Blind Brook UFSD
- Dr. Mary Elizabeth Wilson, Sr. Director of Professional Development and Instructional Technology, SWBOCES
- James Yap, Assistant Superintendent of Curriculum and Instruction, Technology and Certificated Personnel, Elmsford UFSD

Lower Hudson Regional Information Center – Facilitators

- Dr. Ellen J. McDonnell, Executive Director
- Christina K. Scalise, Assistant Director, Administrative & Management Services
- Dr. Madalyn L. Romano, Assistant Director, Strategic Planning
- Ilona Maskova, Manager, Customer Relations
- Jean Benitez, Account Manager
- Candice Cross, Account Manager
- Nicole Morandi, Account Manager

INDEX BY SERVICE TITLE

SERVICE	Page	SERVICE	Page
ACA Processing	14	Model Schools Core Plus	22
Access Control (Door Access) Security	13	MTSS & Data Dashboard Solutions	23
Account Managers	6	Network Support Services	8
Administrative Services	16	Nutrition Software	17
Administrative and Leadership Services	23	NYSITELL Exam Processing	28
Asset Management and Retirement	9	Online Courses & Tutoring	21
Collaborative Support Service	9	Paper-based Digital Student Resources Survey Service	28
Content Management Systems	25	Parchment	19
Curriculum Mapping	24	Parent Square (Unified Communication Platform)	16
Cybersecurity Services	13	Per Diem Customized Professional Development	22
Data Analysis	28	Physical Security Services	12
Data Analysis and Curriculum Reporting Services	28	Powerschool Enrollment OnLine Registration	19
Data Center Services	12	Procurement	7
Data Collection – State Reporting	27	Professional Development Services	21
Data Integration Service	18	Professional Growth & Employee Evaluation Mgmt.	24
DDA/CIO Mentoring	26	Regents In-District Scanning	27
DDA/CIO Shared Support (Customized CIO Support)	27	Remote Backup	12
Distance Ed. - Credit Bearing Courses and Tutoring	21	RIC One Data Privacy & Security Service	29
Document Management	16	School Dismissal Manager	19
EdTech Ecosystem Management	25	SchoolFront	15
Facilities Management	15	Score Report Printing/Web Hosting	27
Facilities Services	15	Server Hosting	12
FileBank (Records & Information Management)	15	Software as a Service	20
Finance Manager Support	15	State Data Validation (Certify)	26
Financial Support Services	14	State Reporting Data Services	26
Frontline Analytics (Forecast5)	15	State Test Processing K-12	27
Frontline Solutions	16	Strategic Technology Planning	23
Full-Service Scoring K-12	27	Student Information Systems	18
Global Compliance Network (GCN)	25	Teacher Level Reporting	28
Hardware Repair Services	9	Technology Leadership Institute (TLI)	23
Instructional Administrative Services	23	Technology Planning and Coordination (Shared Staff)	23
Internet Access Services	10	Technology Support Services	8
Internet Filtering	12	Telecommunication Carrier Services	11
IP Video Security	12	Testing Services (Scoring, Scanning, and Reporting)	27
K-12 Instructional Software	20	Unified Communications (UC) and Voice Services	10
Managed Email Security	13	Visitor Management	13
Managed Hybrid SOC Service	13	VoIP Service, LHRIC Hybrid	11
Managed IT Support Service	9	VoIP Service, LHRIC On-Prem	11
Mass Notifications & Alert Services	16	WAN Communication Data Circuits	
Messaging/Alert Services	16	(Managed Fiber Solutions)	10
Model Schools Core	21		

Customer Relations

Technology Support Services

Administrative & Financial Support Services

SIS & Student Data Services

Instructional Technology Services

Data Services



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