

Northeastern Regional Information Center

Boards of Cooperative Educational Services  
Regional Technology Plan  
Five-Year Plan for Technology Services

2023-2028 Plan  
December 2025 Update



**NERIC**

**Northeastern** Regional  
Information Center

A DIVISION OF CAPITAL REGION BOCES

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# Introduction

## Purpose of this Plan

Boards of Cooperative Educational Services (BOCES) are required by law and regulations to prepare a regional plan for providing technology services in the supervisory district. Plans must address the requirements outlined in Education Law 1950(4)(c) and the related Part 115.1 of the Commissioner's Regulations. In the Northeastern Regional Information Center (RIC) region, the NERIC, under the direction of the District Superintendents, is responsible for facilitating planning processes and plan development for the seven BOCES in this service region.

## Plan Leadership

Ms. Lauren Gemmell, District Superintendent  
Capital Region BOCES

Dr. Mark Davey, District Superintendent  
Champlain Valley Educational Services

Mr. Dale Breault, Jr., District Superintendent  
Franklin-Essex-Hamilton BOCES

Dr. David Ziskin, District Superintendent  
Hamilton-Fulton-Montgomery BOCES

Dr. Gladys Cruz, District Superintendent  
Questar III BOCES

Mr. Darin Saif, District Superintendent  
St. Lawrence-Lewis BOCES

Dr. Turina Parker, District Superintendent  
Washington-Saratoga-Warren-Hamilton-Essex BOCES

Dr. Mike Doughty, Assistant Superintendent  
Capital Region BOCES - Northeastern Regional Information Center

Mr. David Versocki, Chief Technology Officer  
Capital Region BOCES - Northeastern Regional Information Center

## NERIC Region

The NERIC Region Includes 136 school districts and seven BOCES:

- [Capital Region BOCES](#)
- [Champlain Valley Educational Services](#)
- [Franklin-Essex-Hamilton BOCES](#)
- [Hamilton-Fulton-Montgomery BOCES](#)
- [Questar III](#)
- [St. Lawrence-Lewis BOCES](#)
- [Washington-Saratoga-Warren-Hamilton-Essex BOCES](#)

## Focus of the Plan

The plan addresses the scope of work in the areas identified below:

- Technology Leadership - Technology Ecosystem
- Instructional Leadership - Instructional Technology
- Data Leadership - Data Ecosystem
- Data Privacy and Security - Security Posture

# Section 1 - Regional Technology Planning Process

## Regional Governance Overview

The seven BOCES regions served by the Northeastern Regional Information Center use a collaborative governance structure to prioritize needs, make decisions, and monitor progress related to technology and data.

## Committee Membership

The **793 Governance Committee** establishes the overall regional direction. It is made up of the seven BOCES District Superintendents and two component school district superintendents from each BOCES region as well as the NERIC Assistant Superintendent and appropriate NERIC leadership staff as needed. The Committee currently consists of the following members:

- Ms. Lauren Gemmill, District Superintendent, Capital Region BOCES
- Dr. Patrick McGrath, Jr., Superintendent, Burnt Hills-Ballston Lake Central School District
- Ms. Kim Ross, Superintendent, Green Island Union Free School District
- Dr. Mark Davey, District Superintendent, Champlain Valley Educational Services
- Mr. Justin Gardner, Superintendent, Willsboro Central School District
- Mr. Scott Osborne, Superintendent, Chazy Central Rural School
- Mr. Dale Breault, Jr., District Superintendent, Franklin-Essex-Hamilton BOCES
- Mr. Todd LaPage, Superintendent, Brushton-Moira Central School District
- Mr. Russ Bartlett, Superintendent, Tupper Lake Central School District
- Dr. David Ziskin, District Superintendent, Hamilton-Fulton-Montgomery BOCES
- Mr. Rich Ruberti, Superintendent, Greater Amsterdam School District
- Dr. Sarah Chauncey, Superintendent, Northville Central School District
- Dr. Gladys Cruz, District Superintendent, Questar III BOCES
- Mr. Joe Kardash, Superintendent, Rensselaer City School District
- Dr. Sal DeAngelo, Superintendent, Chatham Central School District
- Mr. Tom Burns, District Superintendent, St. Lawrence-Lewis BOCES
- Mr. Jim Nee, Superintendent, Colton-Pierrepont Central School District
- Mr. Jesse Coburn, Superintendent, Heuvelton Central School District
- Dr. Turina Parker, District Superintendent, Washington-Saratoga-Warren-Hamilton-Essex BOCES
- Dr. Mark Stratton, Superintendent, Corinth Central School District
- Mr. Mike Markwica, Superintendent, Johnsburg Central School District
- Dr. Mike Doughty, Assistant Superintendent, Northeastern Regional Information Center
- Mr. Dave Versocki, Chief Technology Officer, Northeastern Regional Information Center

## Committee Practices

To support regional planning, the 793 Governance Committee meets at least two times a year. During regional meetings, committee members provide feedback on current and potential new service offerings and provide input on the overall direction of the NERIC. Committee members are responsible for representing their respective BOCES region and the larger 136 district region. NERIC leaders prepare resources to support decision-making.

## Governance Communication

To support effective regional communication, the NERIC Assistant Superintendent participates regularly in the chief school officer meetings in each of the seven BOCES regions. There is also ongoing communication about regional priorities and activities through the weekly NERIC Regional Technology Leader meetings as well regular, timely email communication to regional school district superintendents, assistant superintendents, business officials, and technology leaders.

## Process and Timeline for Plan Design

- June 2022 - The NERIC Assistant Superintendent meets with regional technology leaders during the regular Wednesday meetings and uses those meetings to gather input to inform the planning process.
- Late June-Early July - Survey the region (superintendents, business officials, technology leaders) using ThoughtExchange.
- Mid-July 2022 - Initial committee meeting to set direction for the development of the plan
- July 26-27, 2022 - NERIC Executive Briefing in Saranac Lake - All superintendents in the region were invited and part of the agenda included gathering input about the 793 Plan.
- August 2022 - The NERIC Assistant Superintendent develops a draft of the plan.
- September 2022 - The committee met to review the draft of the plan
- October 2022 - The NERIC Assistant Superintendent and staff revised the plan based on feedback from the Committee
- Early November 2022 - The committee met to review and approve the final version of the plan.
- December 1 - The plan is due to NYSED.

## Stages of the Planning Process

Identify Needs	<b>Responsibilities</b> Instructional Administrative  <i>Example: Emerging Remote Instructional Needs</i>	<b>Requirements</b> Laws and Regulations State requirements  <i>Examples: Ed. Law 2-d and SIRS Data Reporting</i>	<b>Challenges</b> Education Sector Global, National, State  <i>Examples: Supply Chain Delays and Inflation</i>	<b>Risks</b> Cybersecurity Risks Environmental IT Risks  <i>Examples: Ransomware and Technology Availability</i>	<b>Examples</b> ThoughtExchange, tech director meetings, NERIC Executive Briefing
Prioritize Needs	<b>Importance</b>  Value of Addressing the Need	<b>Interest Level</b>  Level of Regional Interest	<b>Urgency</b>  Time Sensitivity, Feasibility, and Regional Readiness	<b>Resources</b>  Resource Availability and Value of a Regional Approach	tech director meetings, regional CSO meetings
Establish Direction	<b>Regional Priorities</b>  Identify and Prioritize Regional Needs	<b>Regional Plan</b>  Inform the Development of the Regional Plan	<b>RIC Regional Standards</b>  Evaluate and Adopt Standards for CTS/ITS Districts	<b>RIC Resources Allocation</b>  Make Fiscal Decisions Related to RIC Services	meetings with individual districts, tech director meetings
Develop Plans	<b>Goals</b>  One Goal Per Scope of Work (Four Total Goals)	<b>Objectives</b>  Objectives Aligned with the Goals and Scope of Work Subcategories	<b>Tasks</b>  Activities Supporting Objectives (Maintenance and Modernization)	<b>Measures</b>  New and Existing Services, Initiatives, and Technology Metrics	793 Committee, NERIC leadership



Implement Plans	<b>Leadership</b>  Manage New Services, Initiatives, and Implementations	<b>Support</b>  Provide Support for New Services, Initiatives, and Implementations	<b>Communication</b>  Communicate About Services, Initiatives, and Implementations Using a Variety of Modalities	<b>Partnership</b>  Engage with Partners to Support Implementation of Plans	Tech Director Meetings, regional CSO meetings, work with individual districts
Monitor and Refine Plans	<b>Analyze Impact</b>  Collect Data on Services Initiatives, and Technology	<b>Manage Budgets</b>  Manage Vendor Expenses and Impact on Regional Resources	<b>Manage Timelines</b>  Manage RIC and Vendor Project Plans, Including Schedules	<b>Adjust Plans</b>  Use Quantitative and Qualitative Data to Refine Plans	Supply chain issues may impact project timelines in many districts
Monitor and Evaluate Outcomes	<b>Service Metrics</b>  Review Data for New and Existing Services	<b>Initiatives Metrics</b>  Monitor Data Related to New Initiatives	<b>Technology Metrics</b>  Monitor Technology Implementations	<b>Ecosystem Metrics</b>  Review Data Related to the Health of the Ecosystem	LogRhythm, Internet usage

# Section 2 - Current Context

## Data Sources

Several sources of data were considered in the identification of regional priorities and needs. These included leading experts in the field of technology (e.g., Gartner, CoSN), an analysis of school district goals submitted to the New York State Education Department during the technology planning process, and a survey (i.e., ThoughtExchange) sent to the superintendents, assistant superintendents, business officials, and technology leaders in the region.

There is consistency among the outside experts we consult connected to the trends in K-12 education related to technology.

Gartner (2022) identified the Top Five Trends in K-12 Education:

### Top Five K-12 Education Trends 2022

 Trend 1	 Trend 2	 Trend 3	 Trend 4	 Trend 5
Digital Learning Environments	Learning Insights/ Analytics	Ransomware in K-12 Education	Education IT Staff Hiring/Retention Issues	Adaptive Learning

Source: Gartner  
761189\_C

**Gartner**

(Source: <https://www.gartner.com/document/4011175?ref=TypeAheadSearch>)

Similarly, The Consortium for School Networking or COSN (2022) Driving Innovation Report describes the hurdles, accelerators, and tech enablers in K-12:

## State of the World (context)

- COVID-19 Pandemic

### Hurdles (barriers)

1. Scaling Innovation & Inertia of Education Systems
2. Attracting & Retaining Educators and IT Professionals
3. Digital Equity



### Accelerators (mega-trends)

1. Personalization
2. Building the Human Capacity of Leaders
3. Social & Emotional Learning



### Tech Enablers (tools)

1. Digital Collaboration Environments
2. Untethered Broadband & Connectivity
3. Analytics & Adaptive Technologies



### Bridges (themes)

- Embrace this opportunity to change K-12 education for the better

(Source: <https://www.cosn.org/free-resources-to-help-you-drive-k-12-innovation/>)

Additionally, the New York State Education Department required school districts to update their technology plans, which were due to the Department in June 2022. Prior to submission to the Department, each plan was reviewed by NERIC staff. Themes similar to those articulated by Gartner and CoSN emerged. The word cloud below was created from the frequency of words appearing in the goals that the 134 districts in the NERIC Region that were required to submit described in their plans:



Finally, a ThoughtExchange survey was sent to 477 Superintendents, Assistant Superintendents for Instruction, Business Officials, and Technology Leaders in the NERIC Region with the following prompts:

- What are your primary area(s) of focus related to technology over the next five years?
- What can NERIC do to support your work in technology?

Below is a word cloud that resulted from the ThoughtExchange:



The size of the word indicates the frequency and prominence of the concepts that resulted from the responses and subsequent rating of those responses by participants in the ThoughtExchange.

Data from these sources informs all aspects of the planning process and the plan itself, which begins in Section 3 with a definition of the scope of the plan.

# Section 3 - Five-Year Regional Technology Plan

## Plan Scope

The scope of the NERIC Regional Technology Plan involves four major areas:

- Technology Leadership - This includes the technology ecosystem (e.g., cloud, network operating centers and the wide area network, local area networks, and student and staff homes)
- Instructional Leadership - This area focuses on instructional technology including teaching and learning systems and resources, teaching practices, and learning experiences for students.
- Data Leadership - This area focuses on the data ecosystem which includes information systems, data management, data analysis, and the system of accountability.
- Data Privacy and Security - This area is about our collective security posture which includes information security, information privacy, and cybersecurity.

## Goals, Objectives, Tasks, and Measures/Metrics

### Goal 1: Virtual Learning

Promote and implement expanded models of virtual learning and technology integration.

Alignment with NYSED Priorities - *Technology Integration*

- Technology-Enhanced Environments
- Technology-Proficient Educators
- Digital Learning Experiences

Objectives

- 1.1 - Support teachers in integrating technology.
- 1.2 - Provide technology support aligned with NYSED priorities.
- 1.3 - Provide support for instructional devices and software.
- 1.4 - Support the virtual learning needs of all stakeholders.

Tasks

- Implement new and emerging instructional technologies.
- Support new cloud-based solutions.
- Work with partners to increase professional learning opportunities for teachers and leaders.

Measures/Metrics

- Increase educator participation in professional learning related to technology integration and virtual learning.
- Breadth of offerings and participation in the use of high-quality technology-enhanced tools

## Goal 2: Cloud/Hybrid Cloud Presence

Establish cloud/hybrid cloud presence.

### Alignment with NYSED Priorities - *Digital Equity*

- Access to Devices and Internet in Schools
- Access to Devices and Internet in Homes

### Objectives

- 2.1 - Support cloud-informed planning.
- 2.2 - Support agencies with LAN maintenance and technology plan goals.
- 2.3 - Implement regional WAN and NOC enhancements.
- 2.4 - Support agencies anywhere learning and work needs.

### Tasks

- Research and deploy cloud-based tools to increase efficiency, quality, and cost-effectiveness.
- Evaluate the current network (WAN and LAN) and NOC architecture and develop recommendations for improvement.
- Redesign and reconstruct the network based on recommendations.
- Explore and implement strategies to support districts and BOCES with achieving 100% broadband access for all students at school and at home.

### Measures/Metrics

- Strategic plan for network redesign
- Student broadband connectivity at home

## Goal 3: Cybersecurity

Improve the overall cybersecurity posture of districts and BOCES in the NERIC Region.

### Alignment with NYSED Priorities - *Data Privacy and Security*

- Privacy and Security Controls
- Compliance with Laws and Regulations
- Cybersecurity Preparedness-Incident Response

### Objectives

- 3.1 - Support and increase local and regional data privacy and security expertise.
- 3.2 - Support agencies in complying with data protection laws.
- 3.3 - Support districts and BOCES to achieve mature technical and procedural controls.
- 3.4 - Monitor the cyberthreat landscape and maintain risk-based plans.
- 3.5 - Inform parallels and develop common language between School Safety plans, DRBC, and Cyber Response

### Tasks

- Provide increased in-person and virtual professional learning opportunities for school leaders related to data privacy and security.
- Expand the role of the NERIC Data Privacy and Security Team to meet the changing needs of districts.
- Continue to build and refine the NERIC Information Security Team to improve the overall security posture of the region.
- Work with partners to provide increased professional learning opportunities for technical staff in districts and BOCES.

#### Measures/Metrics

- School leader and staff participation in professional learning related to data privacy security best practices and incident response
- Technical staff participation in professional learning related to technical security processes and procedures
- Breadth of offerings in the areas of disaster recovery and business continuity

## Goal 4: Data Ecosystem

Modernize the data ecosystem to support instructional and administrative needs.

#### Alignment with NYSED Priorities - *Data-Driven Decision Making*

- Data Ecosystem (Including SIRS/Business Portal)
- Impact Instruction and Decision Making

#### Objectives

- 4.1 - Support districts and BOCES in implementing new/updated information systems.
- 4.2 - Provide relevant, rich, timely, and actionable data views.
- 4.3 - Support educators and staff with managing and analyzing data to make decisions.
- 4.4 - Provide ESSA accountability support and resources.

#### Tasks

- Support expanded offerings related to new and updated information systems.
- Expand the use and support of data visualization software in the region.
- Provided targeted professional learning opportunities for leaders and data users to increase regional capacity to use data to make decisions.

#### Measures/Metrics

- District and BOCES use of new and updated information systems
- Breadth of offerings in the areas of data visualization, analysis, and decision making

## Data and Metrics Development Plan

A subcommittee of the 793 Planning Governance Committee has been established to identify and refine additional sources of data and to guide the collection of data throughout the 2022-2023 school year. The goal is to identify baselines in each goal area with the aim of collecting and analyzing a broad set of data focusing on outcomes. This will inform the updating and development of the plan moving forward.

## Plan Value - Value of Shared Services and the Related Regional Collaborative Plan

Shared services and related regional collaborative planning processes increase the buying power of districts and support educational agencies in enhancing local capacity by facilitating access to specialized and trusted technology and data experts. In addition to leveraging economies of scale, new technology services are analyzed using a cost-benefit methodology. Additionally, existing services are analyzed using a cost-effectiveness methodology.

Planning is critical to ensuring regions have access to shared services aligned with current needs. Through collaborative planning processes, existing services are modernized and new services are developed. As the education sector generally has limited access to resources, planning supports essential prioritization of work and responsive allocation of regional resources. This planning supports continuous service improvement and effective provision of services.



# Results from Previous Plan

## Annual Summary of Prior Year (2024-2025) Accomplishments

### Student Systems

- With over 50,000 visits this school year, the eSchoolData and SchoolTool teams continue to promote their Online Support Center websites, providing documents, videos, release notes, and timely guidance to our districts.
- With three districts utilizing PowerSchool, the total number of NERIC Student Management Systems supported LEAs is 134 districts and six BOCES.
- Over 250 scheduled training sessions on Student Management Systems were provided by NERIC to our customers.
- Below is a summary of the number of districts participating in **Student Management Systems** over the previous three years:

SMS	22-23	23-24	24-25
SchoolTool	105	107	110
eSchoolData	32	32	30
PowerSchool	5	4	3
Synergy	4	4	4

- **Cafeteria POS** services has implemented 15 districts on our new web-based Point of Sale software, Titan. NERIC Cafeteria Services now supports a total of 113 LEAs utilizing a NERIC supported Point of Sale software.
- Below is a summary of the number of districts participating in **Cafeteria POS** services over the previous three years:

Cafeteria Service POS	22-23	23-24	24-25
NutriKids	66	54	41
Mosaic	5	5	7
Meals Plus	5	3	1
Titan	31	47	64

- Below is a summary of the number of districts participating in **Special Education Applications** support over the previous three years:

Special Education Application	22-23	23-24	24-25
Frontline	98	102	103
NERIC SpEd Support	22	37	46
Cleartrack	14	14	14

- NERIC began supporting a new MTSS product – eduCLIMBER by Renaissance. By adding eduCLIMBER, we now support 20 districts on MTSS products. Below is a summary of the number of districts participating in **MTSS Applications** support over the previous three years:

MTSS Application	22-23	23-24	24-25
MTSS Edge	8	11	12
Frontline MTSS	2	2	3
eduCLIMBER	NA	NA	5

- NERIC continues to provide new documentation and update **Data Warehouse and Testing** web sites with pertinent information. There are 205's LEAs utilizing the NERIC Data Warehouse service. The reduction of LEA's in the 2024-2025 year is due to closure of nonpublic institutions. 15 training sessions for our users were provided and recorded. Below is a summary of the number of districts served in the **Data Warehouse and Testing** Service.
- Continued expansion of our **Shared Data Assistance Coordinator** service which assists districts with reporting their data, interpretation of policy and gap analysis. Four districts began utilizing the Shared Data Assistance Coordinator service and a total of 46 districts are participating in this service during this time period.

Testing/Data Warehouse	21-22	22-23	23-24	24-25
Data Warehouse	209	216	216	205
Shared Data Assistance Coordinator	41	46	49	47
Testing	204	202	202	205

- NERIC has been significantly expanding its use of Data Analytics visualization tools and has fully launched a Tableau service for our districts, using data from the Level 1 and

Level 2 Data Warehouse. Schoolzilla was announced to sunset January 2026, and as a result support for districts ended in June 2025.

Data Analytics & Reporting	21-22	22-23	23-24	24-25
Tableau	23	24	66	84
Schoolzilla	11	10	10	0

- Financial Services provided training, support, and services across nine BOCES to over 100 districts related to Accounting, Payroll, HR, Budgeting, Negotiations, etc. Also successfully facilitated effective SED reporting and state and federal regulation compliance and reporting. Also added two new districts.
- Coordinated with NYSLRS to successfully assist 96 school districts to date to transition to Gold certification for ERS Enhanced Reporting.
- Collaborated with vendors to implement multi-factor authentication (MFA) solutions to further enhance security for supported products.
- Expanded service related to self-service portal capabilities further enhancing service delivery to best manage district user requests.
- Successfully collaborated with Allovue now PowerSchool to continue to provide assistance to districts with ESSA federal and NYS Transparency reporting. Provided our services to eight school districts.
- Assisted with creating automated extracts from financial softwares for over 30 districts to be used for imports into Onesync, School Messenger, Blackboard, Classlink & SchoolFront, etc.
- Created data flow extracts to assist with reporting staff data to NYSED for over 60 districts.
- Collaborated with our vendor to enable geofencing options enhancing security and accountability features for districts using a Timekeeping system via the web.
- Completed implementation and training of new Employee Self Service Web products, Accounting, Requisitions, Receivables, Budget and Timekeeping software in twelve districts.
- Successfully collaborated with vendors to add online shopping capabilities, allowing purchasing within the financial systems to punch out to Amazon, W.B. Mason, School Specialty etc, utilize their shopping carts and bring those purchases back into the respective software to create purchase orders. Ensuring seamless integration.

## Distance Learning and Model Schools

- Expanded Distance Learning, Video Conferencing, and Online & Blended Learning services through program offerings in 102 school districts, BOCES, and non-public schools in 2022-2023.
- Partnered with regional BOCES and local school districts to expand the models used for course sharing across the footprint, including new synchronous, asynchronous, and hybrid delivery of Distance Learning classes through full classrooms, smaller “huddle” rooms, and individual student & teacher devices.
- Now in its fifth year of operation, the Cooperative Virtual Learning Academy (CVLA) continues to serve as a statewide model for high-quality remote instruction. During the 2025–2026 academic year, 113 students representing 29 districts are enrolled in CVLA. The program is supported by 51 teachers from 9 contributing districts, collectively offering over 80 courses across grades K–12.

CVLA provides a comprehensive and rigorous academic experience that fulfills all New York State graduation requirements while integrating social-emotional learning (SEL) across all grade levels to promote the holistic development of students. In addition, the program introduced a new teacher support and professional development initiative designed to enhance instructional quality, strengthen collaboration, and advance best practices in virtual education.

Through its innovative district-community partnership model, CVLA continues to demonstrate the effectiveness of shared educational services in delivering equitable access to rigorous, relationship-centered virtual learning opportunities across New York State.

- Sponsored a Virtual Learning Forum with over 60 educators from across the region and state to highlight innovative instructional practices in virtual learning and facilitate a conversation about how districts can leverage virtual learning models to address growing district needs.

### Model Schools

- NERIC’s Model Schools service supports 48 districts within the FEH, CVES, Capital Region, HFM, and Questar III BOCES regions.
- In the 2024-2025 school year, NERIC's Model Schools Catalog offered 211 classes and accommodated for 2661 unique registrations from local educators..
- Some featured classes and topics included various book studies with a technology component, Google Gemini AI Masterclass series, Brisk AI, Canva, and Science of Reading. Model Schools focus event for 2025-2026 features Assistive Technology and

AI- Empower Every Learner. This event highlights the merits of AI working in tandem with Assistive Technology to support individualized learning.

- The most requested facet of Model Schools continues to be the Lending Library. It is a hands-on library that supports the innovation-systems change-building capacity philosophy.
- Some of the newest technologies offered this year includes Active Floor and the AI City Guardian kit using VR.
- The primary focus of the Model Schools program continues to be expanding the application of AI, Assistive Technology, Robots, Coding, STEAM events, and building capacity in the use of the SAMR Model for integrating technology into classrooms.
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## State Testing

- During the 2024-2025 school year, NERIC assisted non-public/charter/Diocese schools through quarterly meetings which provided building level administrators with the preparation and administration of NYS Testing responsibilities. Included in these trainings was a State Roadshow hosted at NERIC by NYSED providing insight into CBT testing and foreshadowing of the improvements and enhancements to the system, CBT Specific Training Webinars, and on-going phone & email support.
- NERIC processed nearly 137,311 Regents exams during the 24-25 school year. 3 new Regents were introduced in June 2025: Geometry, Earth & Space Science, and Life Science: Biology.
- For 3 - 8 exams, this was the final year of transition to CBT. The NERIC Region had 97% of the 203,486 processed records across ELA, Math and Science recorded as computer based. To support this transition, more training was provided at both the administrative and teacher level to assist with preparation of using the CBT platform by the students and the administration of the exams by the administrators.
- NERIC has also grown in the number of districts which subscribe to our Tableau Data Reports Services. Now we have collaboratives with four of our BOCES regions for a total of 84 districts, and over 600 licensed users viewing the reports to help their Districts, Schools, and students.
- Grew the Data Warehouse Repository to streamline and enhance the end-user experience and further developed supportive materials.
- Conducted sessions with district users, some aimed at the New User; others specific to the current reporting focus: Staff Data, Special Education BEDS Day and EOY, UPK, Preschool.
- Held District Data Coordinator Meetings to provide guidance, an overview of changes and the current reporting timeline, and to answer questions from the field.
- Continue to provide subject and audience specific guidance and detailed information through the Data Warehouse Listserv to all LEAs.

- Continue to develop the DW newsletter to provide a digest version of the information they need. Provide a comprehensive EOY Checklist by template to help users through that process. Continued to work on improvements to customer service across the board.

## Information Security

- Onboarded two new districts in the NERIC region and two new districts and one BOCES in other RIC regions into SOC services. Continued to provide world class service and support to a total of 66 districts in the NERIC region, three outside.
- Worked to enhance the value of Vulnerability Scanning and Autonomous Penetration Testing in all supported districts helping to further reduce the attack surface in these K12 learning environments.
- Migrated our Security Information and Events Management (SIEM) tool used in our comprehensive cyber security offerings to a new tool that is providing the established, tailor-made MDR SOC services for K12 districts, with additional value at a reduced cost.
- Continued participating in a multi-RIC cyber security awareness group, focused on sharing threat intelligence specific to RICs, BOCES, and K12 districts across NYS.
- Continued participating in multi-RIC vendor operations collaborative workgroup focused on vendor management efficiencies through reduced required interactions for each individual district across the state.
- Continued focusing on multi-RIC collaboration through the RIC Directors Technical committee to establish baselines and areas of interest around the many facets of security controls. Led collaborative conversations amongst the RICs specifically focused on advancing collaboratively through this technical committee.

## Data Privacy

- Moderate regional Data Privacy Officer chats on a monthly basis to educate districts on various ED Law 2-d regulations. This forum encourages collaboration amongst districts on Data Privacy and Security best practices. Will start focusing on recently released CISA CPGs to help districts get to their NIST CSF goals. Inviting various “experts” from within NERIC to speak to topics from the CPGs. This will serve as a good opportunity for districts to see “cross collaboration” amongst NERIC and give exposure to the NERIC teams on what districts are currently needing from us.
- Added additional Data Privacy Officer working sessions to include Incident Response Planning dedicated workshops for district teams to develop their plans.
- Created and published to YouTube a “Back to School” video which has over 1,000 views. Data Protection Officers utilize this video to provide required annual ED Law 2-d and Cyber Security training for educators and staff.
- Continued expansion of our Data Privacy Coaching service to include coordinating the data share agreement process with vendors on behalf of districts we serve.

- 15 Districts participate in our Data Privacy Agreement Coordination service. The service includes project management of data privacy agreements with software vendors and managing the district's Inventory Tool. Since the service's inception in 2022, there have been over 400 agreements received for the subscribing districts. Implemented a Phishing Awareness and Testing service for districts to obtain for monthly cyber-security training.
- Collaboration with OutThink to develop NERIC Cyber IQ phishing, education, and analytics platform for component districts and other BOCES/RICS. Pilot of the program taking place in 2025-2026.
- Participated in NERIC Incident Response Tabletop Series, providing template information for use at districts. Helping districts to understand what an Incident Response Plan (IRP) includes and when to invoke. Facilitating conversation through scenarios to test district IRPs. In conjunction with InfoSec, developed and conducted Table Top sessions with six districts focusing further on Disaster Recovery and Business Continuity as it relates to the Cyber Incident Response Plan. Worked with RIC One DPSS to create an ED Law 2-d training video for parents. This will be utilized by districts to inform parents on the importance of ED Law 2-d.
- Through our DPO Coaching service and kiosk services, we conducted NIST CSF self-assessments with 20 districts and created or revised Incident Response Plans for 15 districts.
- Worked with other BOCES and RICS across the state to organize the Third Annual Data Privacy and Security User Group. The DPO Conference is the only conference dedicated to NY State DPO's and is growing in notoriety. 2023 conference was attended and keynoted by many state and federal agency employees. 2024 will be Keynoted by the National Cybersecurity Alliance Director.
- 203 administrative support personnel from 19 districts, within all seven BOCES, participated in a NERIC/CYNRIC/SCRIC collaboration. The regional training included topics such as the techniques and tactics that cyber attackers use against educational institutions, and how to spot these attacks. We focused on that Cybersecurity is a community mission and not a technical responsibility, and to embrace their role in that mission.
- Led the way in our RIC One DPSS in creating a method of data classification, and a disaster recovery plan template for our districts state-wide.
- Implemented and continue to support RIC One DPA Structure. This structure provides centralized, standardized, cost-effective, and sustainable processes to obtain vendor DPAs on behalf of districts. As part of the ongoing implementation of the RIC One DPA Structure, a total of 213 individuals have been trained, ensuring widespread understanding and adoption of student data privacy best practices. 106 districts are now actively participating, with 99 districts successfully onboarded into the SDPC system, reflecting strong statewide engagement and a commitment to safeguarding student data.



## Cooperative Technology Services

CTS is the comprehensive technology service NERIC offers that includes consultation, planning, implementation, oversight, and ongoing support for standardized technology in accordance with the NERIC Chapter 793 plan. Each district that subscribes has a technical account manager and field technician(s). Central NERIC staff are involved in the active monitoring of supported servers, systems, and networks as part of the comprehensive technology inventory of the district. CTS provides customer-focused information technology resources and management to support the district's technology infrastructure. NERIC works to standardize the set of methodologies ensuring a high level of delivery of services. Services include strategic planning and technology consultation, IT governance, inventory control and lifecycle management, budget development and management, procurement services, technology project consultation and coordination along with onsite staffing. Service Now ticketing system is used.

*Additional utilization of NERIC services generated (at least in part) to Cooperative Technology Services (CTS) subscription:*

- Access to the NERIC Remote Help Desk to all CTS Districts.
- Provided all CTS Districts with back up internet by providing each with a cellular Verizon Gateway.
- Adopted and implemented the Kaseya VSA10 agent to 26 school districts for more efficient and effective remote access.

## Network and Technology Services

- Expanded Regional WAN connectivity and Internet Access connectivity due to the need to support revised teaching and learning models the district implemented due to COVID-19 related changes. Expanded WAN connectivity for schools included upgrades in service speed offerings due to additional bandwidth requirements, and increased Internet connectivity speeds for the NERIC region were upgraded centrally due to increased service needs from the districts. Expanded regional WAN redundancy and resiliency through the implementation of a fiber ring technology through the RFB 18-013 the CRB BOCES and NERIC developed for all the schools in the region.
- Continued the implementation of the new service offerings and speeds for the school districts looking to improve connectivity and to take advantage of reduced telecom service rates due to this RFP. Increased Internet bandwidth speeds for most schools in the region due to COVID-19 needs for supporting the new learning models the districts have implemented. Reviewed and made recommendations on internal network design changes needed for the increased demand, and in order to maintain the same level of security practices and bandwidth offerings that support the regional needs. Will



continue to make design recommendations and increase bandwidth needs for all districts attached to the NERIC Regional WAN.

- Offsite Backups. Provided Offsite backup target to all CTS districts and five non-CTS districts.
- Provides districts with an offsite backup of district data that is segregated from the district physical infrastructure and district accounts.
- Backup Software. Standardized Veeam VCSP licensing for CTS and non-CTS districts. VCSP licensing allows districts to backup to local and cloud repositories.
- Backup device. Provided all CTS districts and three non-CTS districts with Synology NAS devices.
- Continued implementation of cloud infrastructure. Created tenants for all districts with NERIC hosted DNS in AWS Route 53. Continued plan to migrate DNS to route 53.
- Developing cloud storage offerings to offer districts long term archival storage for school districts.
- Worked with HPE and Dell to develop baseline server architecture for districts. Have implemented new servers based on reference architectures with seven districts. New servers and storage have also given the districts increased server availability.

## 10. Appendix A - Regulatory Requirements Summary

*Please indicate the page number(s) where the Regional Technology (793) Plan addresses the following required elements:*

Required Element	Page(s)
1. A description of the regional collaborative planning process.	6
2. A description of how the regional technology plan supports efficient and effective provision of technology services, which includes a description of major challenges to be addressed by the plan;	10
3. A description of how the regional technology plan addresses the technology and data priorities and needs of the state, and how such plan will increase school district access to technology and assist school districts in developing and maintaining robust information privacy, information security, and cybersecurity controls;	30
<ul style="list-style-type: none"><li>State Priority 1: Improving digital equity, including increasing student and teacher access to devices and broadband internet both in school buildings and in place(s) of residence;</li></ul>	30
<ul style="list-style-type: none"><li>State Priority 2: Increasing access to technology-enhanced, culturally- and linguistically-responsive learning environments to support improved teaching and learning;</li></ul>	30
<ul style="list-style-type: none"><li>State Priority 3: Increasing access to high-quality instruction, courses, and learning experiences through digital technology;</li></ul>	30
<ul style="list-style-type: none"><li>State Priority 4: Providing access to relevant and rigorous professional development to ensure educators and leaders are proficient in technology for both instructional and administrative purposes;</li></ul>	30
<ul style="list-style-type: none"><li>State Priority 5: Utilize, maintain, and continue to enhance a robust data environment, including but not limited to the multiple data collection points within the Student Information Repository System (SIRS) and all data applications within the New York State Business Application Portal, to positively impact instruction and decision-making;</li></ul>	31

Required Element	Page(s)
<ul style="list-style-type: none"> <li>State Priority 6: Implementing and maintaining data privacy and security controls ensuring compliance with all applicable privacy laws and regulations including, but not limited to, New York Education Law 2-d.</li> </ul>	31
4. A list of regional priorities and needs that the regional technology plan will address;	13
5. A description of the methods used to identify and prioritize needs in the region, which shall include engagement with key stakeholder groups;	10
6. A list of quantifiable goals and a description of how the goals will directly address the regional technology needs and improve service delivery over the next five years;	13
7. Performance objectives for the first two years of the plan;	17
8. A description of the procedures which will be put in place to monitor the plan's implementation;	16
9. An evaluation of the performance objectives for the previous two years; and	13
10. Appendix A	26
11. Appendix B	28

# 11. Appendix B - Cooperative Planning Assurances

The BOCES District Superintendents within the service delivery area (the NERIC Region) are responsible for approving the regional planning process and certifying the assurances outlined below.

## District Superintendent Signatures

- I approve the regional collaborative planning process used to develop and maintain our regional technology plan.
- I assure that my BOCES participated fully in the development of this regional plan.
- I assure that users, as defined in guidance, were substantially involved in the development of this plan.
- I assure that all technology services offered by my BOCES and the Regional Information Center are cost-effective.

<u>Lauren J Gemmill</u>	<u>Nov 1, 2025</u>
District Superintendent Signature	Date

<u>Ms. Lauren Gemmill</u>	<u>Capital Region BOCES</u>
District Superintendent Name	BOCES

<u>Mark C. Davey, Ed.D.</u>	<u>Nov 13, 2025</u>
District Superintendent Signature	Date

<u>Dr. Mark Davey</u>	<u>Champlain Valley Educational Services</u>
District Superintendent Name	BOCES

<u>Dale L. Breault Jr</u>	<u>Nov 17, 2025</u>
District Superintendent Signature	Date

<u>Mr. Dale Breault, Jr.</u>	<u>Franklin-Essex-Hamilton BOCES</u>
District Superintendent	BOCES

<u>David Ziskin</u>	<u>Nov 24, 2025</u>
District Superintendent Signature	Date

<u>Dr. David Ziskin</u>	<u>Hamilton-Fulton-Montgomery BOCES</u>
District Superintendent	BOCES

<u>Gladys I. Cruz</u>	<u>Dec 2, 2025</u>
District Superintendent Signature	Date

<u>Dr. Gladys Cruz</u>	<u>Questar III BOCES</u>
District Superintendent	BOCES

<u>Darin Saiff</u>	<u>Dec 3, 2025</u>
District Superintendent Signature	Date

<u>Mr. Darin Saif</u>	<u>St. Lawrence-Lewis BOCES</u>
District Superintendent	BOCES

<u>Turina Parker</u>	<u>Dec 3, 2025</u>	TP
District Superintendent Signature	Date	

<u>Dr. Turina Parker</u>	<u>Washington-Saratoga-Warren-Hamilton-Essex BOCES</u>
District Superintendent	BOCES

### 3. Addressing NYSED Technology and Data Priorities<sup>1</sup>

#### State Priority 1: Improving Digital Equity

Improving digital equity, including increasing student and teacher access to devices and broadband internet both in school buildings and in place(s) of residence.

##### Examples and Areas of Focus

- **Technology Leadership**
  - District Technology Plans
  - Data Centers and WANs
  - Broadband and Connectivity
  - LAN Support
  - Multi-Modal Instructional Strategies
- **Data Leadership**
  - Data Elements and Flow
  - Data Management (State Reporting)
  - Data Analytics and Views

#### State Priority 2: Expanding Access to Technology-Enhanced Learning

Increasing access to technology-enhanced, culturally- and linguistically-responsive learning environments to support improved teaching and learning.

##### Examples and Areas of Focus

- **Technology Leadership**
  - District Technology Plans that promote blended and personalized learning
  - Broadband and Connectivity initiatives to support digital curriculum delivery
  - Integration of Multi-Modal Instructional Strategies
- **Data Leadership**
  - Data Analytics and Views to inform differentiated instruction and track student progress

#### State Priority 3: Promoting Equitable Access to High-Quality Instruction

Increasing access to high-quality instruction, courses, and learning experiences through digital technology.

##### Examples and Areas of Focus

- **Technology Leadership**
  - Broadband and Connectivity expansion to rural and high-needs districts
  - District Technology Plans aligned with equity and access goals
- **Organizational Leadership**
  - Regional 793 Technology Plans
  - 12 RICs Shared Priorities and Plans

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<sup>1</sup> (New York State Education Department, 2025)

## State Priority 4: Supporting Professional Development in Technology

Providing access to relevant and rigorous professional development to ensure educators and leaders are proficient in technology for both instructional and administrative purposes;

### Examples and Areas of Focus

- **Organizational Leadership**
  - Service Excellence initiatives to enhance staff capabilities
  - Employee Engagement strategies to promote innovation and collaboration
  - Operational Excellence frameworks for ongoing professional growth
- **Technology Leadership**
  - Multi-Modal Instructional Strategies training for educators

## State Priority 5: Enhancing Data Systems for Instruction and Decision-Making

Utilize, maintain, and continue to enhance a robust data environment, including but not limited to the multiple data collection points within the Student Information Repository System (SIRS) and all data applications within the New York State Business Application Portal, to positively impact instruction and decision-making.

### Examples and Areas of Focus

- **Data Leadership**
  - ESSA and Accountability
  - Data Management (State Reporting)
  - Data Elements and Flow
  - Data Analytics and Views
  - Administrative Systems
  - Leadership, assistance, and resources to enhance district data ecosystems

## State Priority 6: Ensuring Data Privacy and Security

Implementing and maintaining data privacy and security controls ensuring compliance with all applicable privacy laws and regulations including, but not limited to, New York Education Law 2-d.

### Examples and Areas of Focus

- **Data Privacy and Security Leadership**
  - State and Federal Laws compliance
  - Data Protection Controls and Plans
  - Contractor Management oversight
  - Cyber Threat Landscape awareness and mitigation
  - Intelligence Sharing among regional and state partners

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