MONROE RIC
Chapter 793 Plan

Monroe One BOCES and Monroe 2-Orleans BOCES
Regional Plan for Technology Services

2026-2031

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REGIONAL INFORMATION CENTER

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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. The Monroe Regional Information Center (RIC), under the direction of the District Superintendents, is responsible for facilitating the process and plan development for the two BOCES within our service region.

MONROE RIC REGION

Monroe One BOCES

- Brighton
- East Irondequoit
- East Rochester
- Fairport
- Honeoye Falls-Lima
- Penfield
- Pittsford
- Rush-Henrietta
- Webster
- West Irondequoit

Monroe 2-Orleans BOCES

- Brockport
- Churchville-Chili
- Gates Chili
- Greece
- Hilton
- Holley
- Kendall
- Spencerport
- Wheatland-Chili

FOCUS OF THE PLAN

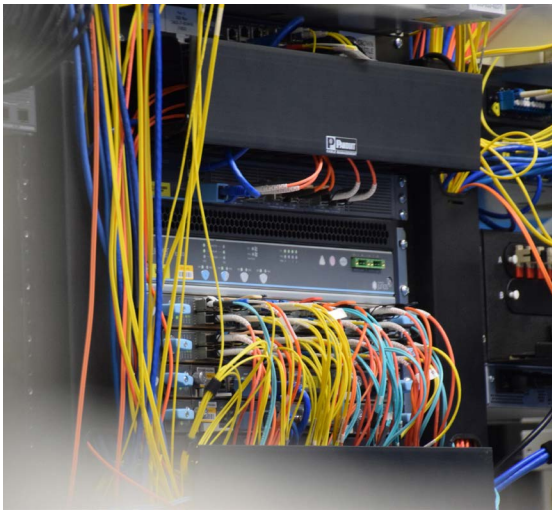
This plan addresses the scope of work in the following areas:

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

SECTION 1: REGIONAL TECHNOLOGY PLANNING PROCESS

The plan is collaboratively developed with input from various stakeholders within our component districts and BOCES. This is accomplished through surveys, sub-group discussions, district and BOCES meetings, and the review of component district technology plans to evaluate common needs and goals. Members of RIC leadership have regularly scheduled meetings with District Superintendents, Assistant Superintendents for Instruction, School Business Officials, Directors of Technology, Data Protection Officers, and the Regional Information Center Regional Advisory Committee (RICRAC).

Participation in statewide groups and committees provides additional information that is also a factor in the planning process. These groups include the SED CBT work group, DATAG, RIC Directors group meetings, RIC One committees, NYSCATE, and SLSA.



Identify Needs → **Prioritize Needs** → **Develop Plan** → **Implement Plan** → **Monitor and Adjust Plan** → **Evaluate Outcomes**

TWO PRIMARY COMMITTEES

RIC Strategic Planning Team

A multi-disciplinary technical team that meets monthly. The strategic team is focused on state and regional priorities to achieve organizational goals. The members represent the following services: Data Reporting, Data Integration and Analytics, eCommunications, Finance and HR systems, Infrastructure and Facilities, Project Management and Purchasing, and Instructional Technology.

RIC Regional Advisory Committee (RICRAC)

An advisory team made up of leaders from districts and BOCES that meets quarterly. The team advises the RIC on day-to-day and long-term operations and service offerings. Membership is represented as follows:

- District Superintendent, Monroe One BOCES
- District Superintendent, Monroe 2-Orleans BOCES
- Assistant Superintendent for Instruction and Technology, Monroe One BOCES
- Assistant Superintendent for Accountability, Technology, and Regional Services, Monroe 2-Orleans BOCES
- Assistant Superintendent for Finance & Operations, Monroe One BOCES
- School District Superintendents (2)
- School District Assistant Superintendents for Instruction (2)
- School District Technology Directors (2)
- School District Business Officials (2)
- Director of Monroe RIC (1)
- Assistant Director of Monroe RIC (1)
- Supervising Manager of Communication & Technology Services (CaTS), Monroe 2-Orleans BOCES
- MAARS Coordinator, Monroe 2-Orleans BOCES
- Infrastructure Manager of Monroe RIC

PLAN SCOPE

Technology

- NOC/WAN
- LANs
- Cloud
- Communication/ Collaboration

Instructional

- Professional Learning
- Student Learning
- NYS Computer Science and Digital Fluency Standards; NYS Professional Learning Standards
- Emerging Technology Resources

Data

- Information Systems
- Data Management
- Data Analytics
- Accountability

Data Privacy and Security

- Access Control
- Risk Assessment
- Data Security
- Vendor Management

REGIONAL PRIORITIES AND NEEDS

Technology

- Standard Systems and Responsibilities
- Best Practices and Operating Procedures
- Cloud Efficiencies and Security
- Contingency Planning

Instructional

- Enhanced teaching and learning aligned to Portrait of a Graduate
- Emerging technology integration with systems and processes
- NYS Computer Science and Digital Fluency Standards; NYS Professional Learning Standards
- Purposeful integration of safe instructional resources

Data

- Data-Informed Educators and Staff
- Enhanced Data Quality
- Actionable Data Analysis and Presentation
- Mindful Integration of AI tools

Data Privacy and Security

- Protected Technology
- Mature Cybersecurity Program
- Protected Data
- Vendor Management

TECHNOLOGY LEADERSHIP

Regional Priorities

NOC/WAN, Cloud, LAN, Communication and Collaboration

Goal	Objectives	Metric/Measure
Provide cost-effective and reliable enterprise-level internet service to districts	• Continue alignment of regional network topology to hub-and-spoke model for standardized management, enhanced security, and cost efficiency	• % of districts with centralized network topology • Network availability, mean time between failure (MTBF), mean time to repair (MTTR) • Development of standardized tools and disaster recovery procedures
	• Develop network and system performance monitoring tools that provide rapid actionable data to enhance network security, performance, and reliability	• Monitoring platforms in place across arenas of security, performance, and reliability by district
	• Identify and implement secure and cost-effective cloud-based resources that provide enhanced flexibility and performance	• Number of systems, tools, and resources effectively migrated to cloud-hosted platforms • Reduction in locally hosted systems and associated hardware refresh expenses
	• Implement standard base templates, configurations, access levels, operation systems, and firewall rules for district infrastructure	• Number of districts adopting standard base template
	• Assist districts in the selection and integration of compliant platforms for parent, student, and internal communications	• Number of integrations and implementations. • RIC involvement and support in the selection process

NYSED Aligned Priority

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

INSTRUCTIONAL LEADERSHIP

Regional Priorities

Professional Learning, Student Learning, NYSED CSDF Standards, Technology Resources

Goal	Objectives	Metric/Measure
Engage students in the effective use of technology to obtain college and career readiness skills, knowledge and dispositions	• Design and deliver high-quality professional learning experiences for PreK-12 teachers, instructional leaders/administrators and support staff. Research-based best practices will be utilized including specific technology embedded strategies for supporting all learners	• Attendance data for PD and regional meetings; district feedback
	• Assist districts in the evaluation and integration of diverse technologies to enhance classroom practices and student learning as evidenced by student proficiency	• District survey
	• Provide synchronous and asynchronous professional development aligned to NYSCSDF Standards and Media Literacy Skills to enhance teaching and learning for all students	• Attendance data for PD and regional meetings; Documentation of articulated curriculum guidance materials
	• Explore, curate and communicate with districts high-quality technology tools and resources for safe and ethical integration into instruction and curriculum	• Attendance at PD and regional meetings; RIC-wide database of technology teaching tools

NYSED Aligned Priority

- Increasing access to technology-enhanced, culturally- and linguistically responsive, differentiated, and personalized learning environments to support improved teaching and learning for all students, including students with disabilities and English language learners (ELLs)
- Increasing equitable access to high-quality instruction, courses, and multi-modal learning experiences through digital technology, including but not limited to advanced courses, for all districts, including small, rural, and/or high-needs districts
- Providing access to relevant and rigorous professional development to ensure educators and leaders are proficient in technology for both instructional and administrative purposes

DATA LEADERSHIP

Regional Priorities

Information Systems, Data Management, Data Analytics, Accountability

Goal	Objectives	Metric/Measure
Increase the sophisticated use of data to improve fiscal efficiency, instructional effectiveness and student learning	• Support districts in the investigation of emerging data technologies and implementation of information systems	• Analysis of districts implementing and utilizing new primary and ancillary systems and system features, including AI
	• Foster an organized system to effectively manage and ensure clean, consistent, and accurate data	• Analysis of district teams and processes for managing and verifying data integrity • Participation of districts in professional development
	• Provide tools to manage, view, and analyze data sources to produce actionable information for data-informed decision making	• Review of districts with access to online dashboards and analytical tools
	• Provide ESSA and State reporting guidance and resources to ensure data quality	• Reduction in instances of inaccurately reported data • Hours of targeted ESSA support
	• Participate in collaboration with regional colleagues to review and develop data reports and visualizations based on field feedback	• District surveys; Level 1 data views established

NYSED Aligned Priority

- Providing access to relevant and rigorous professional development to ensure educators and leaders are proficient in technology for both instructional and administrative purposes
- Utilizing, maintaining, and continuing 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

DATA PRIVACY AND SECURITY LEADERSHIP

Regional Priorities

Access Control, Risk Assessment, Data Security, Vendor Management

Goal	Objectives	Metric/Measure
Improve operational best practices for protected data access and usage	• Utilize target profile trends and released K-12 Cybersecurity Best Practices from the federal government to identify risk and maintain a multi-year roadmap for RIC and regional cybersecurity priorities	• Annual cybersecurity program development, adoption, and accountability • Vulnerability tracking and remediation reports (internal)
	• Develop and implement NIST CSF 2.0-aligned cyber practices that are documented and shared	• Publication of organizational Written Information Security Plan • Cybersecurity reviews aligned to federal standards such as CPGs, NIST 2.0, and CIS
	• Provide training to support best practices for information security aligned to practical K-12 environments	• Participation in professional development opportunities
	• Effectively manage vendor relationships in order to mitigate risks and support compliance with data protection laws	• RIC One Risk Operations Center (ROC) District / BOCES adoption • RIC One ROC DPAs available to districts
	• Participate in collaborative efforts with 12 RICs to enhance cybersecurity program and event support	• Participation and leadership in RIC One teams including ROC, Cyber Intelligence Task Force (CITF), Directors Technology Committee (DTC), and Data Privacy and Security Service (DPSS)

NYSED Aligned Priority

- 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

SECTION 4: PLAN VALUE

Shared services provided by Monroe One BOCES and Monroe 2-Orleans BOCES increase opportunities to enhance operational efficiencies and cost effectiveness for our districts with standards and collaborative planning. Service pricing is reviewed annually with a maximum targeted 2% increase, apart from any services that are going through a cost increase due to changes in the industry standard. These rates are shared with our districts prior to approval. Individual district meetings occur to understand how existing services are being utilized and can be modernized, as well as to discuss opportunities for new service development.

The nature of the public education sector often limits the ability for schools to find and access technology-based resources. The Monroe Regional Technology Plan supports essential prioritization of work and responsive allocation of resources. The plan will increase school district access to technology and assist school districts in developing and maintaining robust information privacy, information security, and cybersecurity controls. Page 5 depicts our current needs and priorities and pages 6–9 outline the Monroe One regional 5-year plan.

Goal	Objectives	Metric/Measure
Explore opportunities to enhance operational efficiencies and cost effectiveness using standards and shared service models	• Identify service enhancements and potential cost savings for each district based on feedback and modify services as needed	• Data shared annually at district-level meetings • Identified service models shared with RICRAC, Directors of Technology, and School Business Officials • Implement CRM tool to organize, manage and enhance service requests and delivery
	• Identify tools and resources for establishing and monitoring business intelligence and IT metrics	• List of tools and resources providing business intelligence and IT metrics shared with Directors of Technology

SECTION 5: RESULTS FROM PREVIOUS PLAN

DATA

- Conducted an overview of ESSA for all districts and provided district-specific deep dives into ESSA data including historical proficiency tracking
- Provided professional development focused on understanding and accurate reporting of SIRS data
- Developed and distributed a set of regional reports with aggregate state testing data broken down by subgroups for component district ASIs
- Collaborated with districts to develop district data teams and associated policies and procedures for data verification
- Assisted District Business Departments with review and restructuring of financial data and accounts for ESSA and financial reporting
- Provided increased professional development and best practices assistance to District Business Departments due to high staff turnover and vacancies
- Implementation of timekeeping modules to increase efficiencies within District Payroll offices
- Increased direct support and training to participating districts for management of employee benefits in an online enrollment system including implementation of Employee Self Service module with increased HR staff productivity
- Developed a regional bank of assessments for districts, including cluster banks for easy access to state-released questions

NETWORK AND DATA CENTER INFRASTRUCTURE

- Completed development and documented repository of operationalized NIST CSF 2.0-aligned cybersecurity control department standards
- Refined Security Operations Center (SOC) functionality informed by Security Information and Event Management (SIEM) systems monitoring network traffic, applications, and access controls
- Upgraded network operations center core switching functionality for enhanced bandwidth support, future flexibility, and improved security
- Upgraded core firewall systems configured to enhance support, monitoring, and reliability with automated on-the-fly patching capability
- Rebuilt enterprise-level internet access platform to provide higher bandwidth, increased reliability, simplified maintenance, and future flexibility to component districts
- Partnered with sister RIC to pilot shared SIEM, SOC, and DNS security suite with component district aligned to district environment and targeted regional needs
- Development of ground-up rewrite of network and data center disaster recovery plans aligned to best practice contingency planning protocols

DATA PRIVACY AND SECURITY

- Refinement of Cybersecurity Incident Response Plans aligned to district, vendor, and law enforcement collaboration
- Cybersecurity workshops and related exercises aligned to identified district needs through cohort progression model
- Development and operationalization of cybersecurity practices aligned to NIST CSF 2.0 through Data Governance team
- Development and publication of Written Information Security Plan (WISP) aligned to annual organizational Cybersecurity Program
- Supported migration of district student management systems to vendor-managed cloud platforms
- Conducted NIST CSF 2.0 assessment
- Developed and tested incident-specific cyber response playbooks
- Participated in and facilitated tabletop cybersecurity and disaster recovery drills
- Supported implementation of enhanced productivity suite cybersecurity tools

SECTION 5: RESULTS FROM PREVIOUS PLAN

DIGITAL CONTENT/CURRICULUM

- Migration of locally hosted JAMF instances to cloud-hosted model for improved long-term sustainability and cost effectiveness
- Transition of library management systems to modern cloud-hosted platforms
- Expansion of media resources including curated resource guides, audio books, eBooks, and videos aligned to communicated instructional needs including thousands of resources in languages other than English
- Implemented and supported 21st Century Learning with technology such as MakerSpaces, Spheros, Minecraft Edu, BreakOut Edu, LittleBits, and coding robots
- Provided asynchronous as well as live webinar professional development in hybrid learning environments relevant to Culturally Responsive Education, Social-Emotional Learning, Family Engagement, Technology Integration, and meeting the needs of Multilanguage Learners/English Language Learners and Students with Disabilities
- Engaged thousands of students on specific STEAM topics through hundreds of video conferences at the Challenger Learning Center, which has received the Pinnacle Award from the Center for Interactive Learning Collaboration 14 years running
- Provided asynchronous and live webinar professional development to align instructional technology to state initiatives and Portrait of a Graduate

VENDOR RISK MANAGEMENT

- RIC One Risk Operations Center (ROC) rollout supporting collaborative DPA development across the state
- Collaborative tabletop exercises with Districts, RIC, law enforcement, and 3rd party vendors to better understand roles, responsibilities, and challenges of shared cyber events
- Integration of RIC One ROC and supported statewide workgroups into incident response planning
- Development of priority collaborative vendor incident response playbooks
- Enhanced process for collaboratively developing third-party vendor contracts that maximize district value while maintaining high information security and performance standards

INTEGRATION OF TECHNOLOGY INTO INSTRUCTION AND CURRICULUM

- Facilitated regional conferences and training sessions on implementation strategies, safe use, and best practices in Artificial Intelligence
- Provided professional development and 1:1 coaching related to purposeful integration of technology to enhance instruction and media literacy, including accessibility features
- Trained administrative and teaching staff throughout the county on Office 365, OneNote, Classroom OneNote and Sharepoint for implementation in the classroom
- Trained districts on integrating Google Classroom into classroom instruction
- Trained and supported districts with the use of video conferencing in support of effective remote learning
- Professional development for instructors designed to optimize use of digital tools for creation of formative assessments that accurately measure student understanding
- Supported user groups and blended learning course development with the use of learning management systems and college and career readiness platforms

COST EFFECTIVENESS AND OPERATIONAL EFFICIENCIES

- Detailed review and reconfiguration of eCommunications and instructional technology repair service pricing and budgets aligned to district needs and required sources
- Development of clarified network service menu with competitive pricing and support aligned to variety of individual districts' needs
- Refinement of project management protocols to enhance focus on up-front planning to reduce project change orders and increase on-time, on-budget delivery
- Audit all purchasing to ensure any funds not used are credited back to the districts in a timely manner
- Development of project management tools for streamlined communication and workflow optimization

APPENDIX A: REGULATORY REQUIREMENTS SUMMARY

NYSED APPENDIX A

All plans must include Appendix A, which identifies the pages of the plan that addressed the required regulatory elements. Please indicate the page number(s) where the Regional Technology Plan addresses the following required elements:

Required Element	Page(s)
1. A description of the regional collaborative planning process.	4
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;	5, 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;	6–9
• 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;	6
• State Priority 2: Increasing access to technology-enhanced, culturally- and linguistically-responsive, differentiated, and personalized learning environments to support improved teaching and learning for all students, including students with disabilities and English language learners (ELLs);	7
• State Priority 3: Increasing equitable access to high-quality instruction, courses, and multi-modal learning experiences through digital technology, including but not limited to advanced courses, for all districts, including small, rural, and/or high-needs districts;	7
• 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;	7, 8
• 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;	8
• 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.	9
4. A list of regional priorities and needs that the regional technology plan will address;	5
5. A description of the methods used to identify and prioritize needs in the region, which shall include engagement with key stakeholder groups;	4
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;	6–9
7. Performance objectives for the first two years of the plan;	6–9
8. A description of the procedures which will be put in place to monitor the plan's implementation;	6–9
9. An evaluation of the performance objectives for the previous two years; and	11, 12
10. Appendix A	13
11. Appendix B	14
12. Appendix C	separate
13. Appendix D	15

APPENDIX B

The BOCES District Superintendents within the service delivery area 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 substantively involved in the development of this plan.
- I assure that all technology services offered by my BOCES and Regional Information Center are cost-effective.

Cathy Hauber

District Superintendent Name

Monroe One BOCES

BOCES

Cathy Hauber

District Superintendent Signature

11-4-25

Date

Thomas K. Putnam, Ed. D.

District Superintendent Name

Monroe 2-Orleans BOCES

BOCES

Thomas K. Putnam

District Superintendent Signature

11/4/2025

Date

APPENDIX D: NYSED AND 12 RIC PRIORITIES

NYSED PRIORITIES

Below is a list of state priorities that impact the regional technology plan.

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
Tech-Enhanced Environments	Increasing access to technology-enhanced, culturally- and linguistically-responsive, differentiated, and personalized learning environments to support improved teaching and learning for all students, including students with disabilities and English language learners (ELLs)
Digital Learning Experiences	Increasing equitable access to high-quality instruction, courses, and multi-modal learning experiences through digital technology, including but not limited to advanced courses, for all districts, including small, rural, and/or high-needs districts
Tech Proficient Educators	Providing access to relevant and rigorous professional development to ensure educators and leaders are proficient in technology for both instructional and administrative purposes
Data Decision Making	Utilizing, maintaining, and continuing 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
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

12 RIC PRIORITIES

Below is a list of common RIC priorities to support collaborative solutions, partnerships, and communications.

Data Leadership	Provide leadership, assistance, and resources to enhance districts' data ecosystems in support of local, regional, and state priorities
Data Privacy and Security	Provide leadership, assistance, and resources to enhance districts' security posture in support of local, regional, and state priorities
Technology Leadership	Provide leadership, assistance, and resources to enhance districts' technology ecosystems in support of local, regional, and state priorities
Vendor Management	Establish, manage, monitor, and evaluate vendor relationships to reduce risks and drive innovation in support of local, regional, and state priorities

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