

IN THIS ISSUE:

- [Promotions & New Faces](#)
- [Looking at RIC Communications](#)
- [Summer Event Update](#)
- [RIC Employees Getting Rave Reviews](#)

Job Opportunities

PC/LAN Tech (continuous recruitment)
[Click here for more information](#)
Or [Contact Ashleen Speen](#)



Manager Meeting Minutes Posted

To help us improve internal communication, the monthly Managers Meeting minutes are now being posted in the shared drive.

Minutes can be found by going to:

"H:\RIC Staff\Manager Meeting Minutes"

Upcoming RIC-Wide WebEx



The next RIC-Wide WebEx:
Wednesday, February 14
Starts at 2:45 p.m., ends at 3:15 p.m.

[Click here to join the WebEx meeting:](#)

News & Notes

Service Now Changes Set For February 20

We're rolling out several ServiceNow enhancements this month, in line with recommendations from the ServiceNow Advisory Group. One new feature is already online: field techs can customize email notifications that they receive by school district. For more information about this development, [click here](#). (Be sure to log into ServiceNow first.)

These four ServiceNow enhancements will be available February 20:

1. TRIAGE TRIM: A customer comment is no longer required for triage. Tickets will still need to be assigned, but now the customer will receive an automated reply. You won't have to type one anymore.

2. NEW CONFERENCE/TRAINING REQUESTS: A new conference/training request item will be available this month, as well. If you would like to attend a conference or training, you will be able to submit a request via the ServiceNow service catalog. You can find more information by [clicking here](#). (Again, be sure to log into ServiceNow first.)

3. CUSTOMIZED DATA REQUESTS: Customers will be able to submit requests for customized data integrations and reports via ServiceNow. The new process will be piloted at Binghamton Schools this month.

4. SIMPLE FIREWALL/VPN REQUESTS: Old paper-based forms will be retired and replaced with new requests in the service catalog, as the RIC will simplify and automate firewall and VPN requests in ServiceNow. More information on this enhancement will be available later in February.

"We're excited to progress the development of the RIC's service catalog and 'go live' with several new items that originated from our strategic planning sessions. #NoFizzle!" said Sean Walsh, manager, services, design and development.

BOCES Business Office Visits the RIC



<https://scric.webex.com/join/aspeen>

Access code: 641 090 631

To join from video conferencing system or app, dial:
aspeen@scric.webex.com

To join by phone:
+1-415-655-0002 U.S. toll
Access code: 641 090 631

WebEx dates through this June:
(All start at 2:45 p.m.) March 21;
April 18; May 23; and, June 20.

Missed the January 17 WebEx?
No worries.
Click [here](#) to check out the recording.

June 28 RIC-Wide Summer Session Update

As you know, plans are well under way looking toward the 2nd Annual RIC-Wide Summer Event, scheduled for June 28 at the DoubleTree Hotel in downtown Binghamton.

Members of the event committee met in late January and worked to tighten a survey to be distributed to all RIC employees soon. The survey will look to gauge interest in various session possibilities. From the survey results, the committee will then dial up a plan for session offerings for June.

"Our goal is to provide the best experience for everyone," said Dan Myers, RIC director. "Whether they're interested in planning for their retirement, looking at health and wellness approaches, or exploring stress management habits, our hope is that everyone comes away with a positive experience."

Look for an event session survey coming soon, as well as more information as this fun event continues to take shape. Don't forget to save the date.

Cheers for Peers

In this section of the monthly RIC Report, we take a look at submitted kudos over the past few weeks. Congratulations, everyone. Nicely done.

For: Greg Bleir

From: Cathy Clark, Tioga Hills K-2
Short description: "Reset password."
Cheers:

"Greg, thanks for your help with this.

It made for 10 happy children in the computer lab!"

For: Dan Dundon

From: Debora Hadden, Theodore Roosevelt Elementary (library)
Short description: "Getting out to internet, monitor screen, others."
Cheers:
(Original message included all caps, multiple exclamation points and a smiley face.) "Thank you so much!

You guys are the best!
We are spoiled!"



Dan Myers, RIC director, is shown here in early January offering a quick tour of the NOC to BT-BOCES business office employees. That day, members of the RIC and the business office shared overviews of what the others do in their departments, followed by brief tours of each other's work areas.

RIC Promotions & New Employees



Aaron Wasson



David Aiello

Please welcome and congratulate Aaron Wasson and David Aiello as network specialists at the RIC starting February 5.

As a PC/LAN technician, Aiello has been integral in the installation and support of district networks over the past many years.

Wasson comes to us from Chenango Valley as a PC/LAN technician and will join the operations team. He will make a slow transition over the next month or so in order for Tim Miller to make sure a replacement is set and CV's needs are met.

For: Mike Howard

From: Laura McKissick, Otselic Valley (main office)

Short description: "Set up phone for new principal."

Cheers:

"Mike (Howard)

is wonderful as always.

Fast, efficient and ready with a smile to help, and to answer all smart and stupid questions." (Followed up with a smiley face.)

For: Eric Bunker

From: Jon Nale, Binghamton High School

Short Description: "The lab computers in the back run Data Studio for lab work and communicating with our equipment. I'm trying to run a virtual lab I've run every year."

Cheers:

"Great job Eric (Bunker)!

Thanks for much for solving this issue and solving it with time to spare!"

For: Alan Slocum

From: Deb Card, Binghamton Schools

Cheers: "Hi Chrissy (Choi). Do you know who Alan reports to? I need to let them know how awesome he is. I mean, I know quite a bit about SchoolTool, but since Dawn left, (Alan) really has helped me through a couple of things I needed corrected

in regard to SchoolTool and report cards and home teaching. I wanted to let someone know. We always hear about the things we don't do, but I always like to let people know when they do great things and how much I appreciate them.

Even when we know it's still part of our job, it's still good to know we're appreciated."

For: Tonia Hollen

From: Lisa Sackett, Downsville Schools

Short Description: "The errors on my DIBELS account per student reading passage, which are highlighted in red, are not being printed. Is this background color?"

Cheers: Tonia wrote, "Lisa, I made changes to how the DIBELS will print. The backgrounds will now print for you," to which Lisa responded, "Again, thank you so very much

You don't know how much easier you make my job!"

For: Tracy Lawrence

From: Stephanie Gill, Stamford Schools

Short Description: The following students need their passwords reset so they can log in and do the required Indigo Assessment today.

Cheers:

"Thanks so much for your time and help in getting those student accounts reset."

For: Jim Dunne

From: Cindy Runyon, Norwich Schools

Short Description: The bulb on the SmartBoard projector blew out.

Cheers: "Jim, thank you so very much! It is working great and it is wonderful to have a bright screen again.

"I'm really looking forward to coming up to the hill and working with the folks on the operations team," said Wasson.

"I like the pressures of arriving at a site, getting into an issue, taking care of it, and when I leave, everyone's happy," said Aiello.

"Taking on more challenging projects is another aspect I look forward to," Aiello added. "And while the title may be new, the familiarity with the work, as well as the teamwork we have here ... nothing changes there, and that's a nice bonus."



Stephanie Mohamed

Please welcome our newest SCRIC employee, Stephanie Mohamed. She came aboard as a software support specialist January 22.

Stephanie Mohamed joined the SCRIC in late January at DAS in Endicott. She said she'll be concentrating initially on support with ClearTrack.

"So if any staff have issues with ClearTrack, just contact us (there are two other such support specialists at DAS)," she said.

Mohamed comes to the RIC after working as a customer service trainer with Charter Communications (Spectrum). Before that, she was a high school math teacher.

When she's not working, Mohamed said she enjoys golfing, and other times hiking with her two dogs, Duke and Dash (they do not golf, to be clear). Mohamed has three children, one at home and in high school, two away at college.

Also, I appreciate the quick service."

For: Pam Van Vorce

From: Julie Mroz, BT-BOCES
(Instructional Support Center)

Short description: "Adding a code to a field."

Cheers: "Thanks for your guidance. I was able to find someone in the Business Office with Access and we are all set. Thanks so much.

You rock!"

BOCES Students Tour the RIC



In early January, Steve Andrus, assistant director, took part in an overview and tour for BT-BOCES students in the PTECH class (shown here looking at the NOC at the RIC). During their visit, the students got an overview of the RIC: what it is, what happens here, all with an eye on future course work possibilities, and even career opportunities. This is the type of outreach we've been doing as a result of our Strategic Plan.

RIC Hosts Computer-Based Testing (CBT) Workshop



Hi all. Stephen Jensen here.

Since coming aboard as the new SCRIC public information coordinator January 2, I've attended a slew of meetings and have met numerous RIC team members, as well as others throughout the BT-BOCES operation. It's been interesting, if not mind-boggling, learning how things operate at the RIC these first few weeks on board. Still, I'm just now getting a surface idea.

Working at the RIC provides a nice challenge for me. I held a similar position (public info) as a BT-BOCES employee working at Owego Apalachin Schools for the last 13-plus years, so while this is a slight departure from spending time directly in the schools, my hope is to mold this position into one that will efficiently bring my RIC co-workers, as well as many in school districts availing themselves of RIC services, regular and useful information, in a growing variety of ways. I also hope to expand that scope to bring folks what I'll try to make useful and sometimes entertaining pieces about our people and programs.

The RIC Report will be one such vehicle, of course, and for now will remain in the format you're accustomed to, with tweaks and adds. Other ways I may work to bring info to folks: adding photography (possible galleries) and short photo features ... revamping pieces of the RIC website (namely, the staff news section, as a start) ... helping to provide updates and progress reports on strategic plan initiatives ... contributing to the RIC monthly WebEx ... exploring intranet communication possibilities for our employees ... various email blurbs, and more.

We're really just getting started toward opening what I believe will be a wide avenue of communications for, and within, the SCRIC.

If you have story ideas, questions or suggestions, send me an e-mail at sjensen@btboces.org, or text/call at 607.743.0582.

+++

I also wanted to mention that if any RIC employees would like their e-mail profile photo taken, or re-taken, let me know. I'll also take them at the June RIC event, but can make arrangements to take them any time between now and then, too.

On The Service Desk





School administrators from our 50-district region attended the CBT workshop at the Holiday Inn, downtown Binghamton, on February 1. Pictured: (top, left to right) Kelly Twitchell and Chrissy Choi; (center, left to right) Jamie Pane, Jeff Smith and Chris White; and (bottom) an overview of the afternoon session at the workshop.



Angelo DePersiis, shown above, is one of six people at the Service Desk supporting our users. The screen shown above monitors cyber-threats from around the globe.

The Service Desk supports 50 school districts, 24 of which are MITS districts (meaning, BT-BOCES supplies them with total network and application support. There are as many as 27,000 users and 47,000 devices (computers, printers, switches, etc. which fall under the Help Desk's purview, said DePersiis. He added that last year alone, the Help Desk touched 50,000-plus service tickets.

"On the Help Desk, we do everything from create new accounts, re-set passwords, essentially providing Level I support," said DePersiis. "We monitor those 50 school districts in one fashion or another - all their servers, switches, desktop computers, iPads, ChromeBooks, web pages, then the actual network infrastructures of the districts too.

"We get calls about everything from student management systems, to financial packages," DePersiis added, "as well as the business information side of things. And we watch the ServiceNow side of things, the main one being the Triage aspect (work tickets that come in and have not yet been seen by a technician)."

South Central Regional Information Center, 435 Glenwood Rd, Binghamton, NY 13905

Copyright © 2017. All Rights Reserved.