



DRC INSIGHT Technology Training


Wisconsin Forward Exam

Video 4: Central Office Services (COS) and Service Devices (COS-SD)
Overview, Installation, Configuration, and Management

November 2023

Technology Training Overview

Technology Training is broken into separate shorter videos:

1. Key Dates and Key Changes
2. DRC INSIGHT System & Network Requirements
3. DRC INSIGHT Solution Overview
-  4. **Central Office Services (COS) and Service Devices (COS-SD)**
Installing, Configuring, and Managing COS
5. Testing Device Preparation Recommendations
6. Support and Troubleshooting Resources

Accessing these presentations:

The recorded presentations are posted to YouTube:

<https://www.youtube.com/@wiprojectmanagement3061/videos>

Links to each video and a PDF of associated slides can be found in the DRC INSIGHT Portal (General Information > Documents), or at the WI DPI website here:

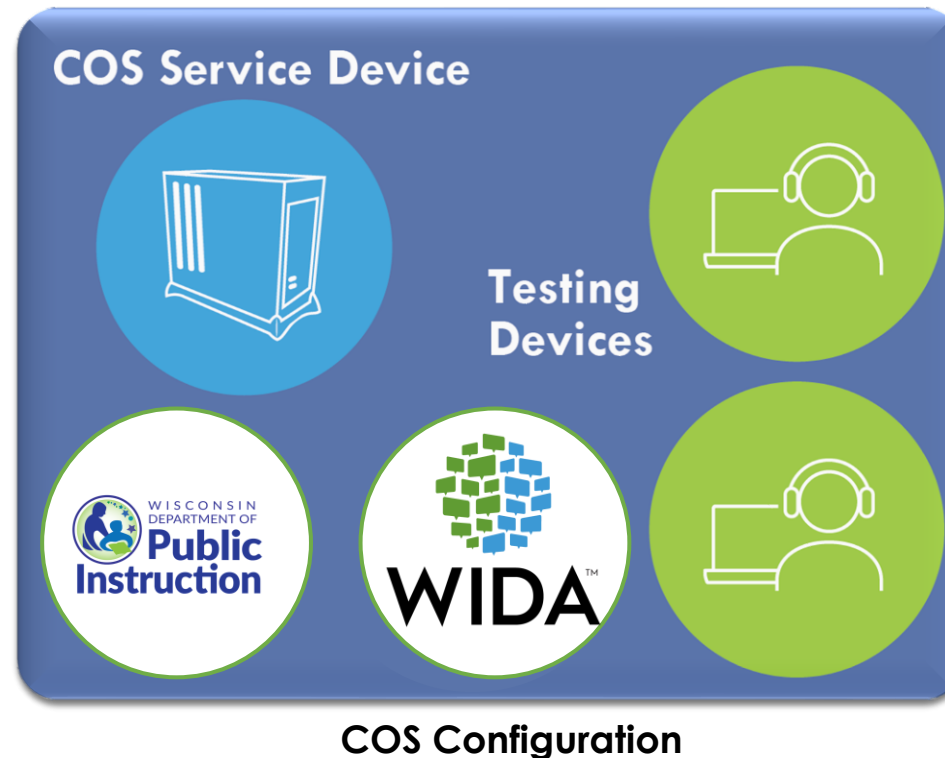
<https://dpi.wi.gov/assessment/forward/technology#tech%20trainings>

Central Office Services (COS) Application

- Use COS to create, monitor and maintain COS Configurations
- COS Configurations establish for **testing devices** the association of available **testing programs** and **where testing devices get test content**

COS Service Devices **provide** local content hosting services to the COS Configuration

If COS Service Device is not included or is unavailable for more than 4 hours, content comes from DRC.



Devices with a DRC INSIGHT Secure Application are **registered** to the COS Configuration

COS Service Device Overview

- Content Hosting service
- Installers are on DRC INSIGHT Portal (My Applications > General Information > Downloads)
- Auto-updates to new version
- Pool of COS Service Device delivers basic load balancing
- Supports content hosting of multiple DRC INSIGHT testing programs
(e.g. Forward Exam & WIDA)

Benefits of Using a COS Service Device

- Provides additional test security
 - Requires testing devices to be on the same network as the Service Device during the assessment
- Hosts testing content closer to the student
- Reduces wide-area network and/or Internet bandwidth
- Offers more consistent experience across sites
 - Especially for assessments with audio, images, and video
- Addresses equity concerns around delivering equivalent student experiences

DRC INSIGHT Technology Setup

Activity 1

Activity 1:

COS Service Device
Install and Configuration

Activity 2

Activity 2:

Testing Device Setup

Activity 3

Activity 3:

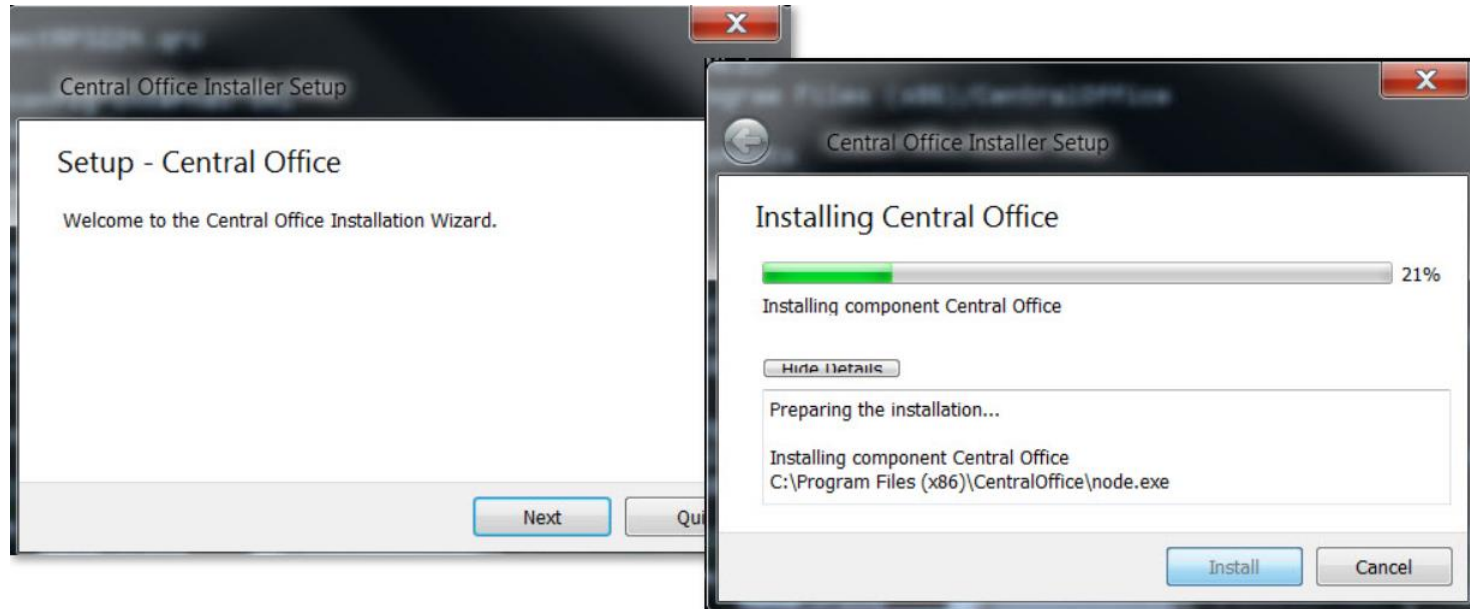
Managing COS Configurations

Activity 1

Install a New COS
Service Device



1. Installing a New COS Service Device

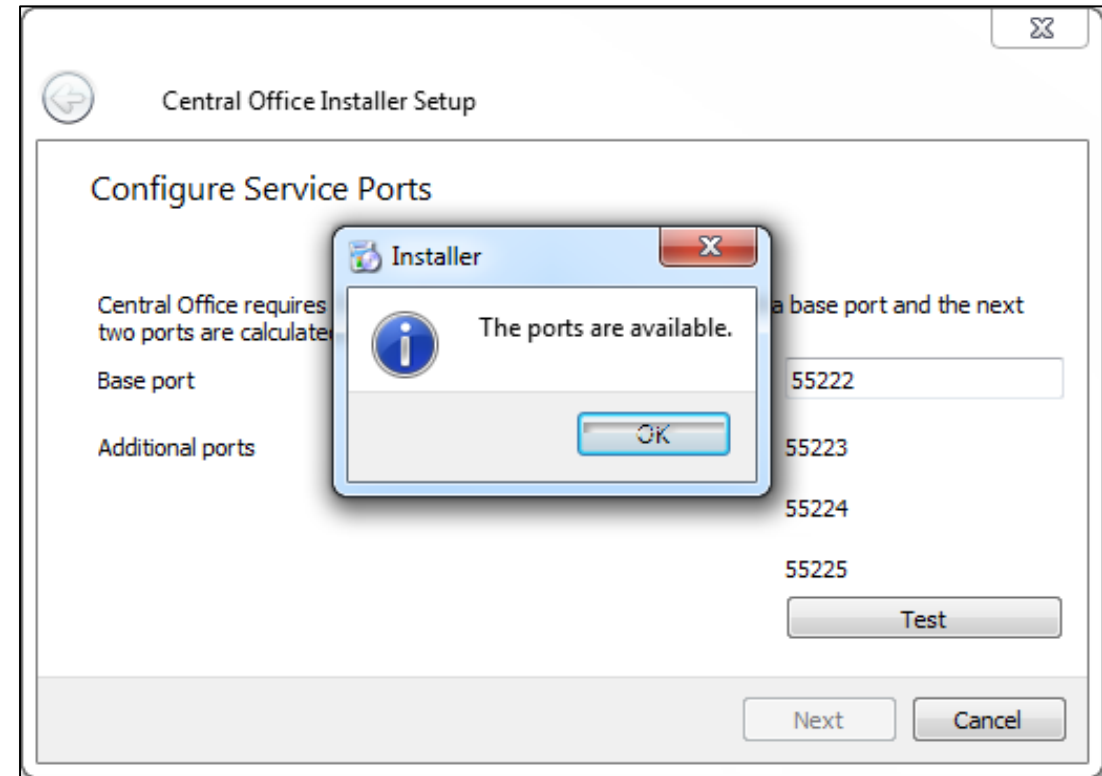


- Identify a device with a supported operating system
- DRC recommends a dedicated device for improved scalability
- Download and launch the installer to begin the wizard install process
- When prompted, it is recommended to use the default locations

2. Installing a New COS Service Device

- Configure Service Ports
 - Specify the base port (usually the default value of 55222 will work)
 - After entering the base port, the install automatically selects consecutively numbered ports

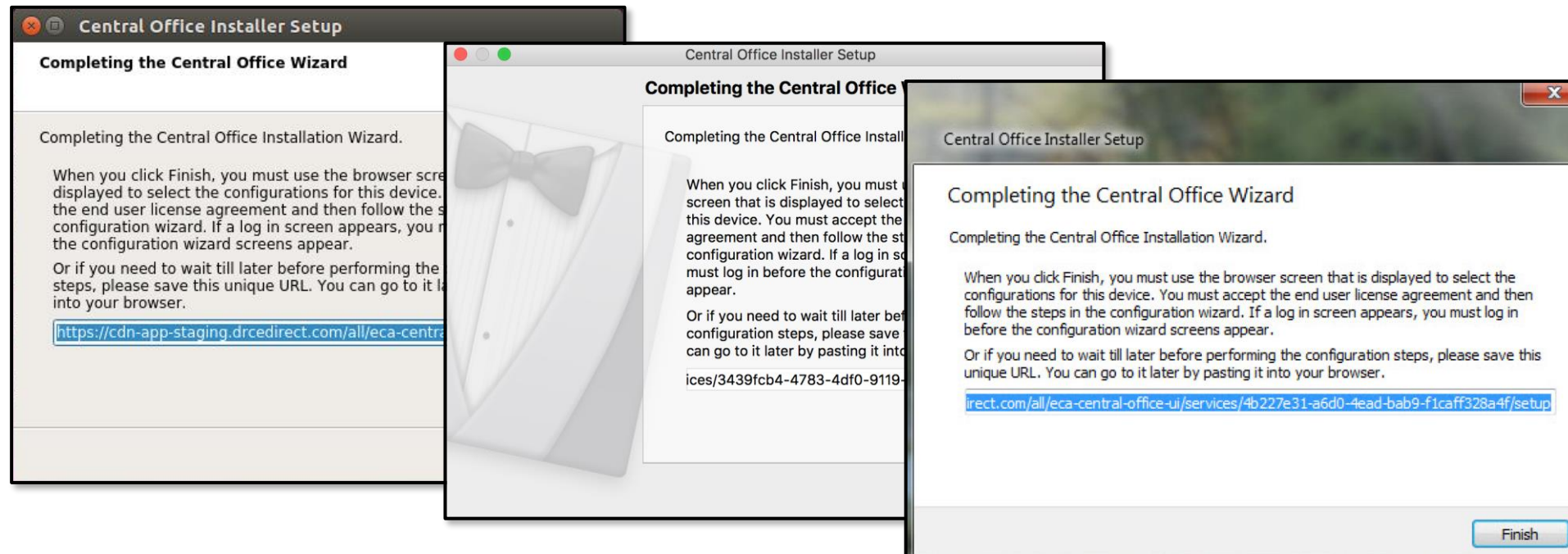
- Test Service Ports
 - Click “Test” to verify port availability
 - Click “OK” and “Next” (or “Cancel” to exit the installation)



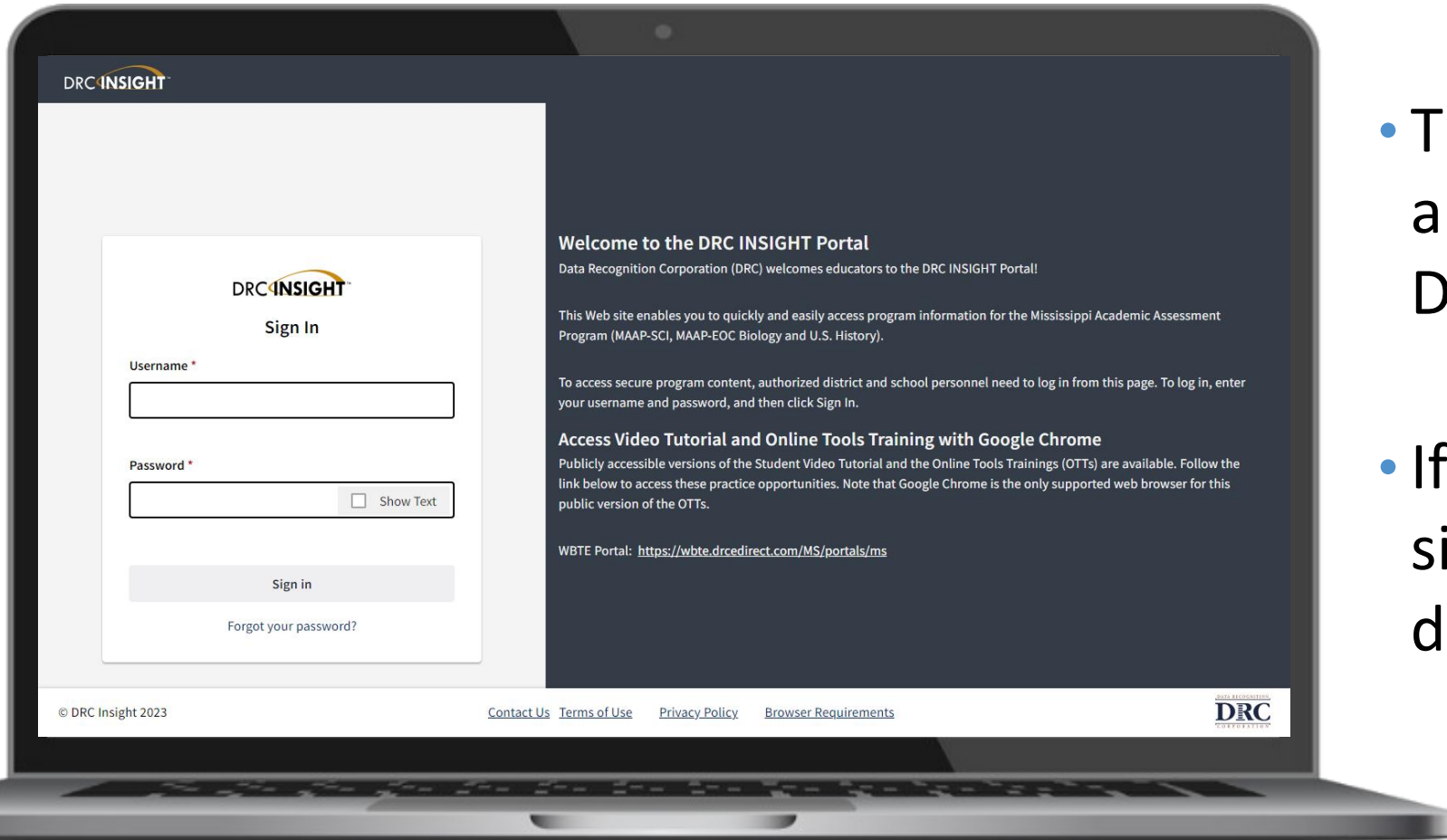
3. Installing a New COS Service Device

The “Completing the Central Office Wizard” window appears

- Save the URL that displays in this window
- The URL can be used to resume the process, if necessary, without re-installing the COS Service Device



4. Installing a New COS Service Device



- The installation wizard will automatically launch the DRC INSIGHT Portal
- If you are not already signed in, the login window displays

5. Installing a New COS Service Device

Device: 16813120-d5bf-4d05-b20c-2a00e2839baa

Configure Central Office Service

Step 1

Service Device Name

Service Device Configuration
 Use Existing Configuration?

Step 2

Configuration Name*

Testing Devices Configuration
 Enable Auto Updates for testing devices
 Use Proxy Host

Step 3

Testing Programs (0)

Testing Program: Select Testing P... Site: Select a Site ... Remove

Location

Step 4

Content Management
 Enable Content Management

<input type="checkbox"/> Admin	TTS/HVA	VSL
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Step 5

Content Hosting
 Enable Content Hosting
 Content Hosting is currently not available. Turn on Content Management to allow activation.

Complete

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The configuration wizard defaults to the 5-step process for creating a *new* COS Configuration.

If you have an existing configuration, **Check** the “Use Existing Configuration” checkbox and it will change to a 2-step process.

6. Installing a New COS Service Device

Device: 16813120-d5bf-4d05-b20c-2a00e2839baa

Configure Central Office Service

Step 1

Service Device Name **1**

Service Device Configuration
 Use Existing Configuration? Yes

Step 2

Link Device to Existing Configuration

2 Testing Program: Select Testing P... **3** Site: Select a Site ...

Searching In:

Search... **4**

Selected Configuration:

Name:
 Org Unit Id:

5 Complete

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- Step 1: Naming the new COS Service Device**
1. Give the new COS Service Device a name (3-50 characters)
- Step 2: Find the existing COS Configuration to which we want to associate the new COS-SD**
2. Select the Testing Program
 3. Search for the Site (School or District)
 4. Search for the existing COS Configuration
 5. Verify the name and Org Unit ID and then click “Complete” to complete the configuration wizard

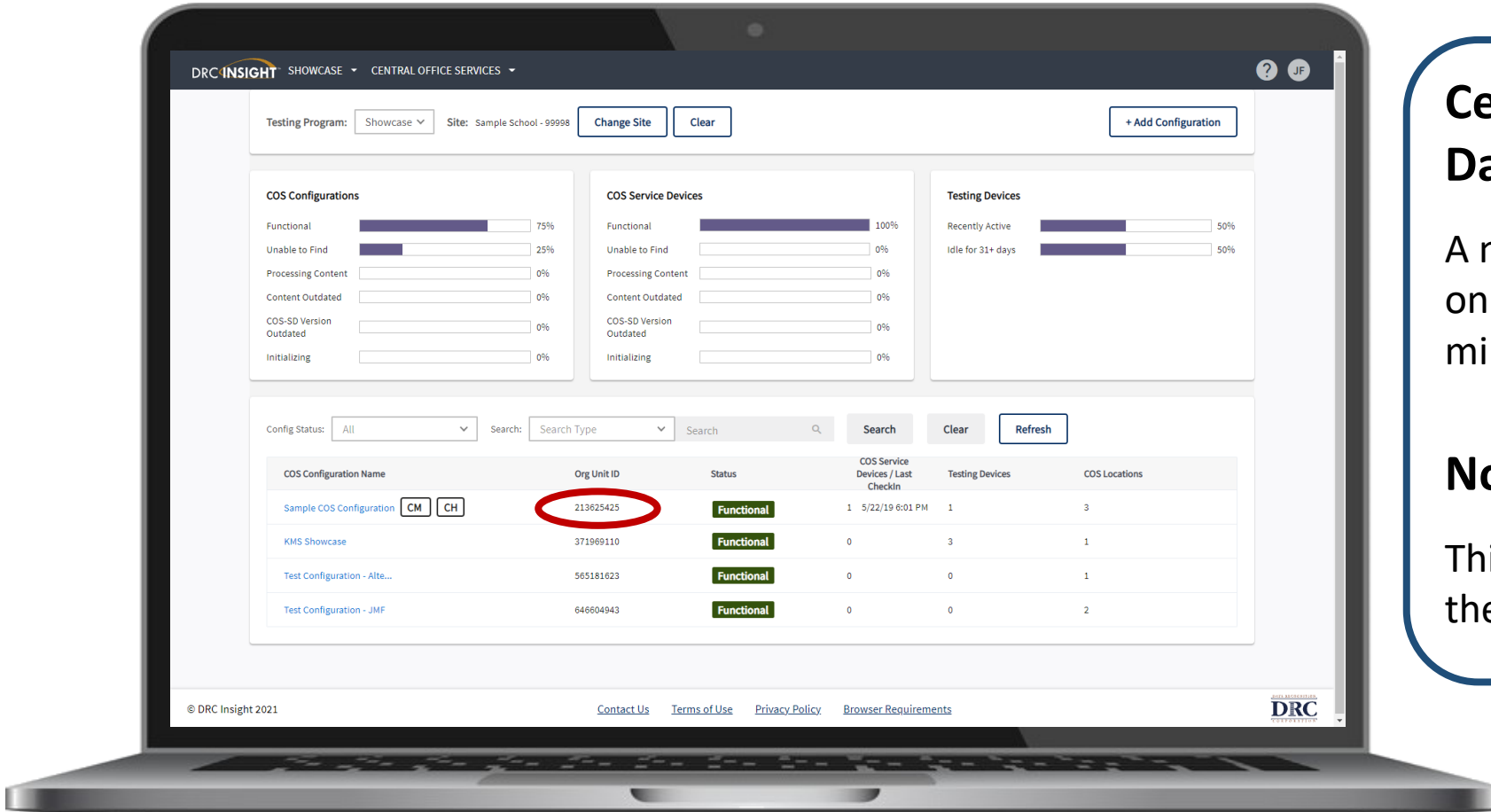
COS Dashboard

Central Office Services Dashboard

A new COS Configuration will appear on the COS Dashboard after about 3-5 minutes

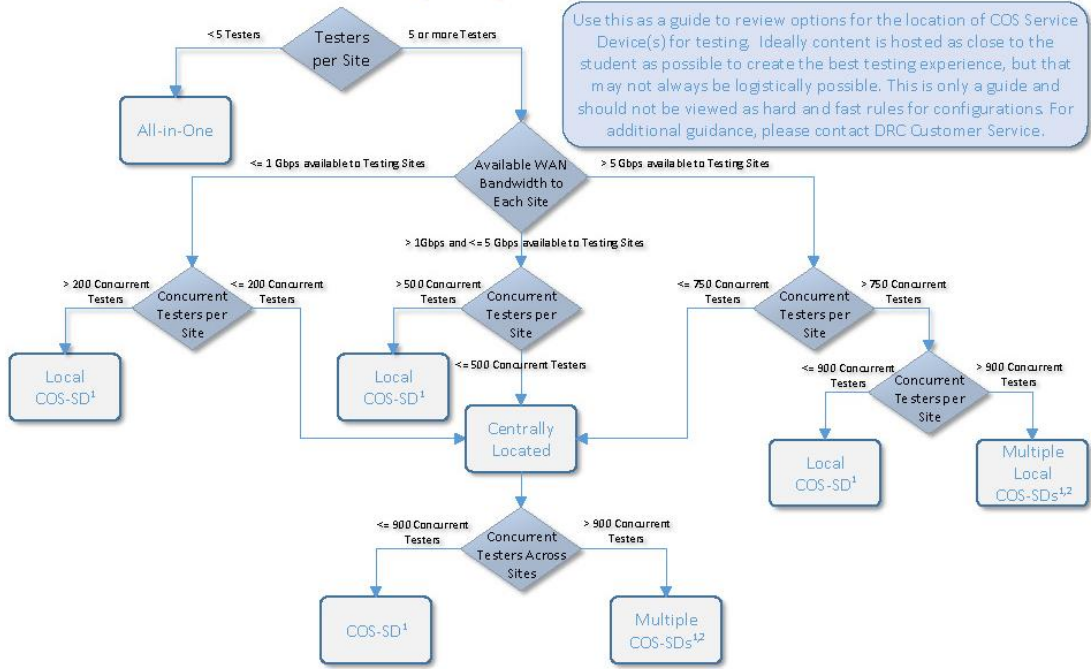
Note the COS Org Unit ID

This will be used for manual installs of the DRC INSIGHT Secure Applications



COS Service Device Decision Guide

Central Office Services (COS) Service Device Decision Guide



Helps answer:
“Where should the COS Service Device be located?”

Location *guidance* based on testing population and available network capacity.

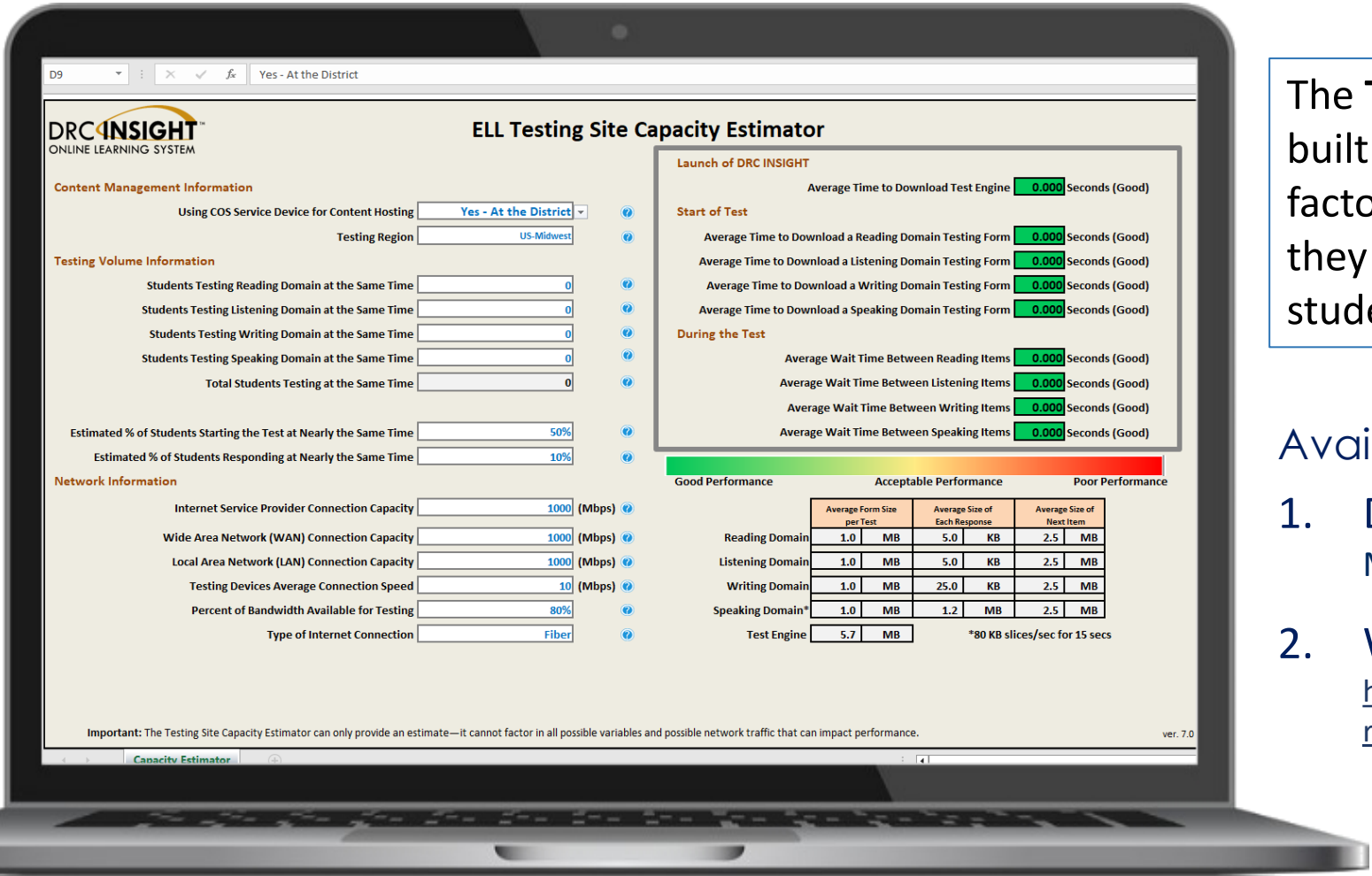
¹ The number of concurrent Testers the COS Service Device can support will vary depending upon the hardware configuration. See Supported System Requirements for details.
² Multiple COS Service Devices can be configured using the default COS round robin load balancing or can be configured behind a locally supported hardware load balancer. Rev 2.0

Testing Site Capacity Estimator

The **Testing Site Capacity Estimator** is a tool built in Excel that assists site planning by factoring in site variables and showing how they may impact performance and students' testing experience.

Available in 2 locations:

1. **DRC INSIGHT Portal**
My Applications → General Information → Downloads
2. **WI DPI Website:**
<https://dpi.wi.gov/assessment/forward/technology#requirements>



Activity 2

Testing Device Setup

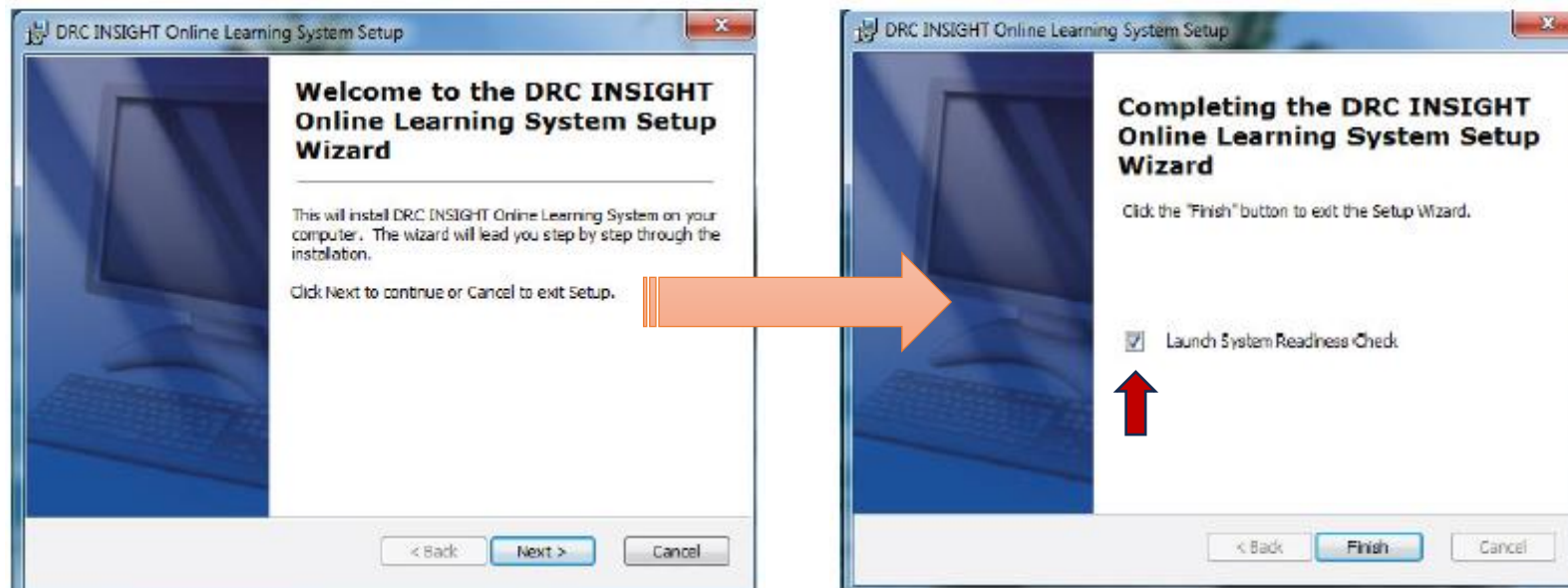


Installing DRC INSIGHT Secure Applications

Activity 2

DRC INSIGHT Secure Applications are installed on each testing device

This software can be manually installed on each testing device or mass distribution solutions can be used to install on a group of testing devices



DRC INSIGHT System Readiness Check

Activity 2

System Information

Client Version	Configuration Source	Installation Directory	
10.2.0	Device Toolkit	C:\Program Files (x86)\DRC INSIGHT Online Assessments	
Machine Name	User Name	Operating System Level	OS Version
DRC28237	LVethe	Microsoft (build 18362), 64-bit	10.0
Testing Device ID	Service Device ID	Content Hosting	HTTPS Proxy
CAB2F0BC-BA62-48F6-B3E7-C0BF45A1352B	E4404BBF-B243-43F9-9406-7B82A5D9D463	Yes	
COS Configuration Name	COS Org Unit ID	Location	
Luke	2089187281	Drc Use Only - Sample District N/A	

Required Test List

Status	Test Name	Details
✓	Audio Capability	Details
✓	Client Version	Details
✓	Internet Connection	Details
✓	Operating System Level	Details
✓	RAM	Details
✓	Screen Resolution	Details
✓	Service Device Connection	Details
✓	User Agent	Details

Load Results Execute Tests Test

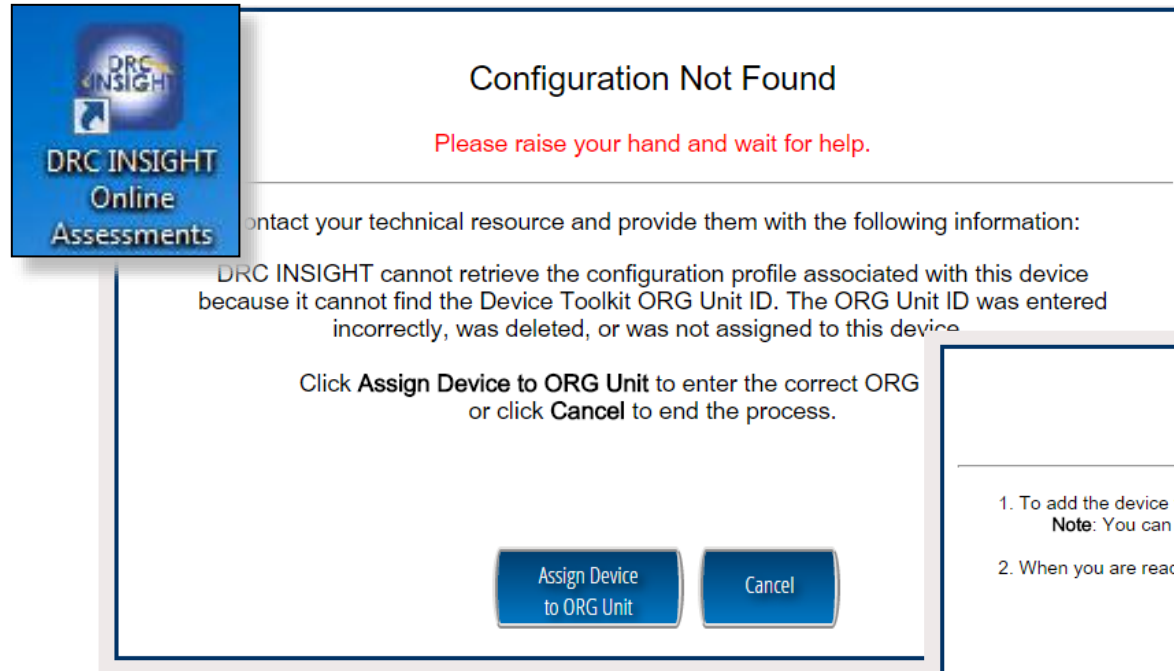
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- **Verifies that each testing device meets the minimum system requirements for testing**
- Ensures testing device is operating properly prior to testing
- Limits delays on the day of testing
- Want to see green checkmarks
 - If yellow, click Details to see warning and resolve
 - If red, the device cannot be used for testing. Issues must be resolved.

- To perform manually from a testing device, launch the INSIGHT Secure Application and click faint checkmark in bottom left corner
 - Enter **7745**

Installing DRC INSIGHT Secure Applications

Activity 2



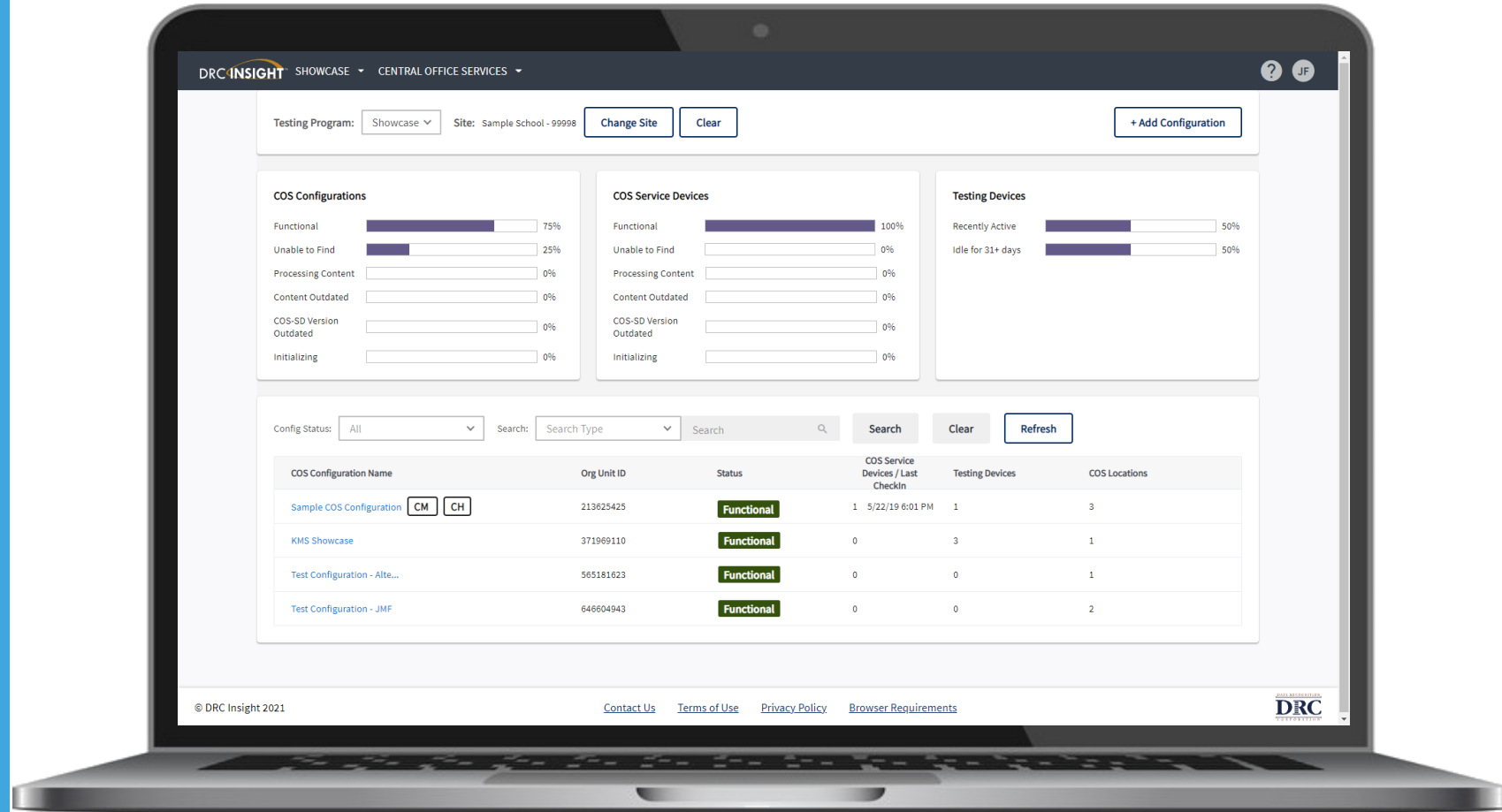
1. Launch DRC INSIGHT
2. Register with a COS Configuration by selecting “Assign Device to ORG Unit”



3. Add the ORG Unit ID from Activity 1
4. Then, select “Register”

Activity 3

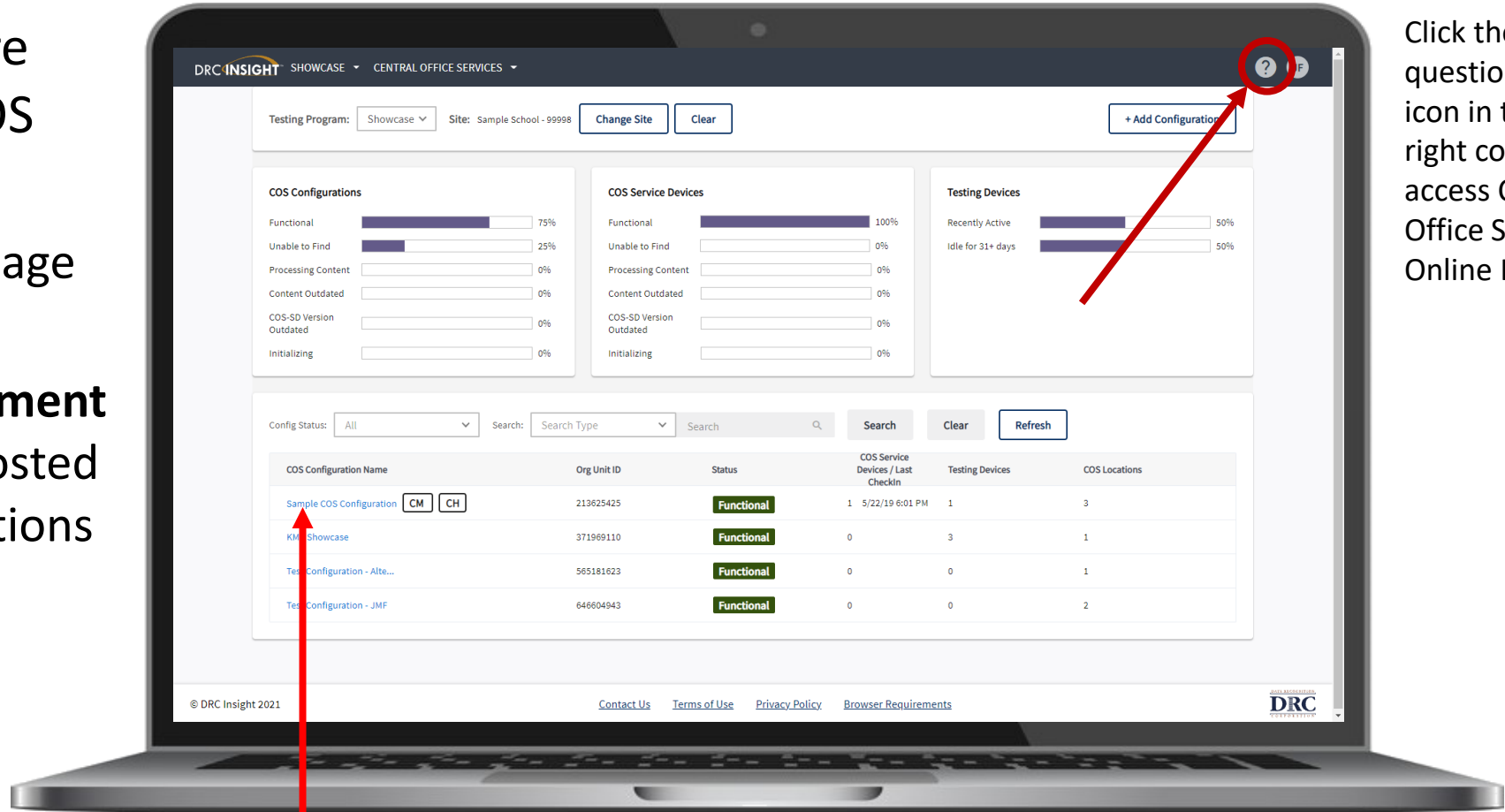
Managing COS Configurations



Managing COS Configurations

COS Configurations are managed from the COS Dashboard

- Use **Locations** to manage testing program
- Use **Content Management** to manage content hosted by the COS Configurations
- Manage Devices in COS Configurations



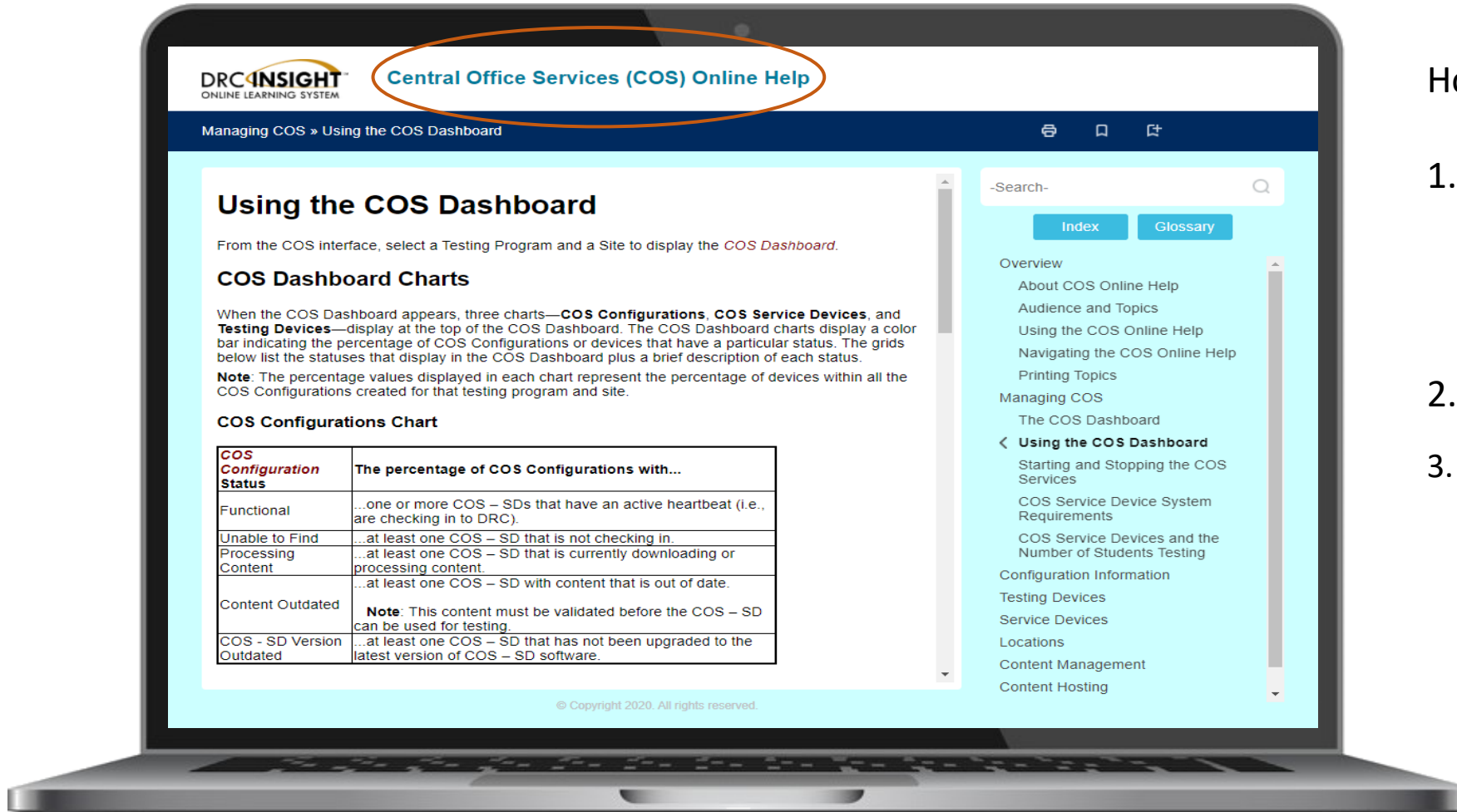
Click the question mark icon in top right corner to access Central Office Services Online Help

Select COS Configuration name

Central Office Services Embedded Online Help

How to access:

1. DRC INSIGHT Portal > Central Office Services
 (Click question mark icon in top right corner)
2. [Direct link](#)
3. The link can also be found in the Technology User Guide (Volume I, page 12), and is referenced multiple times in the Technology FAQ document:
<https://dpi.wi.gov/assessment/forward/technology#FAQs>

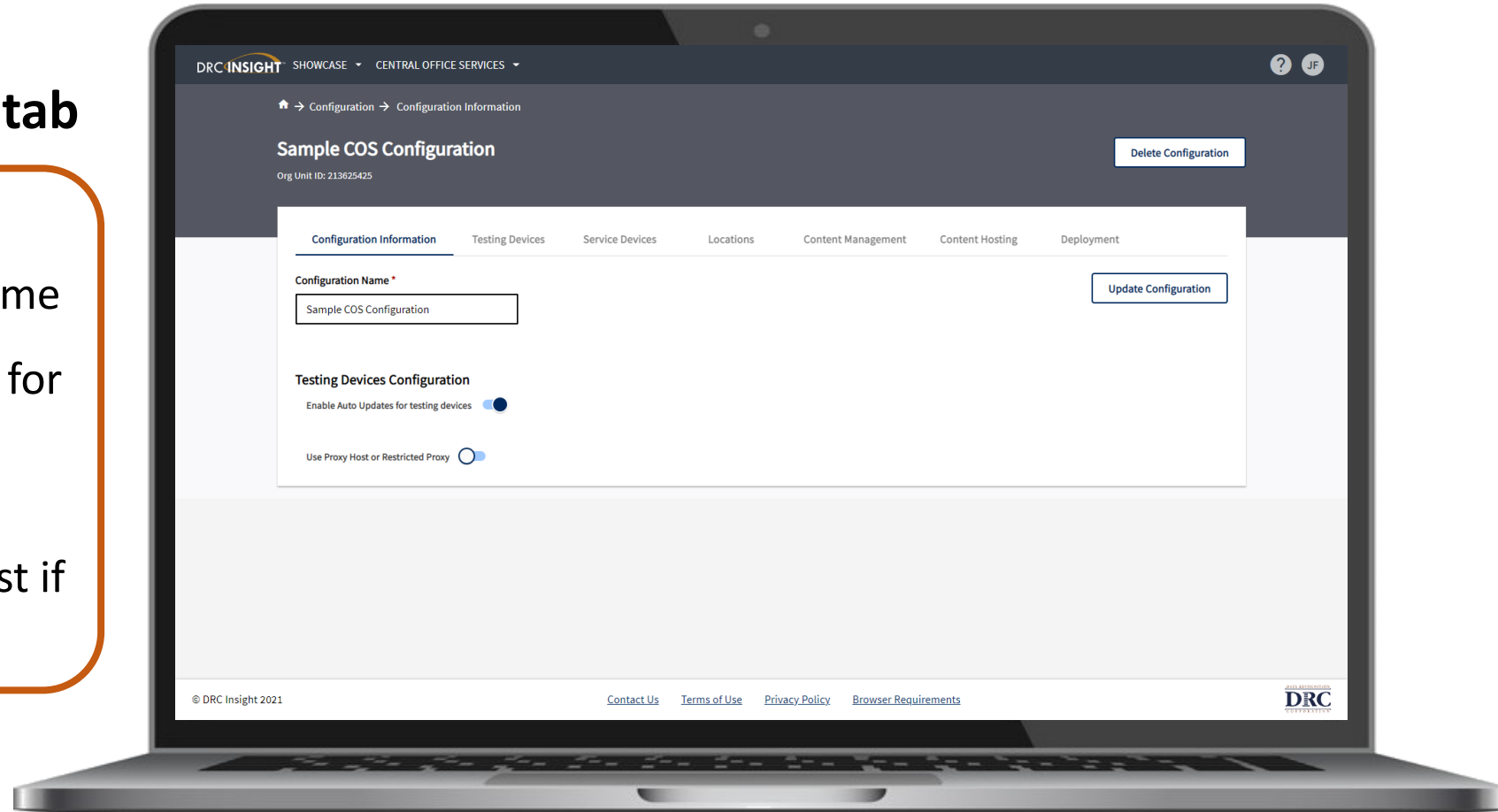


1. Managing COS Configurations

Configuration Information tab

Ability to:

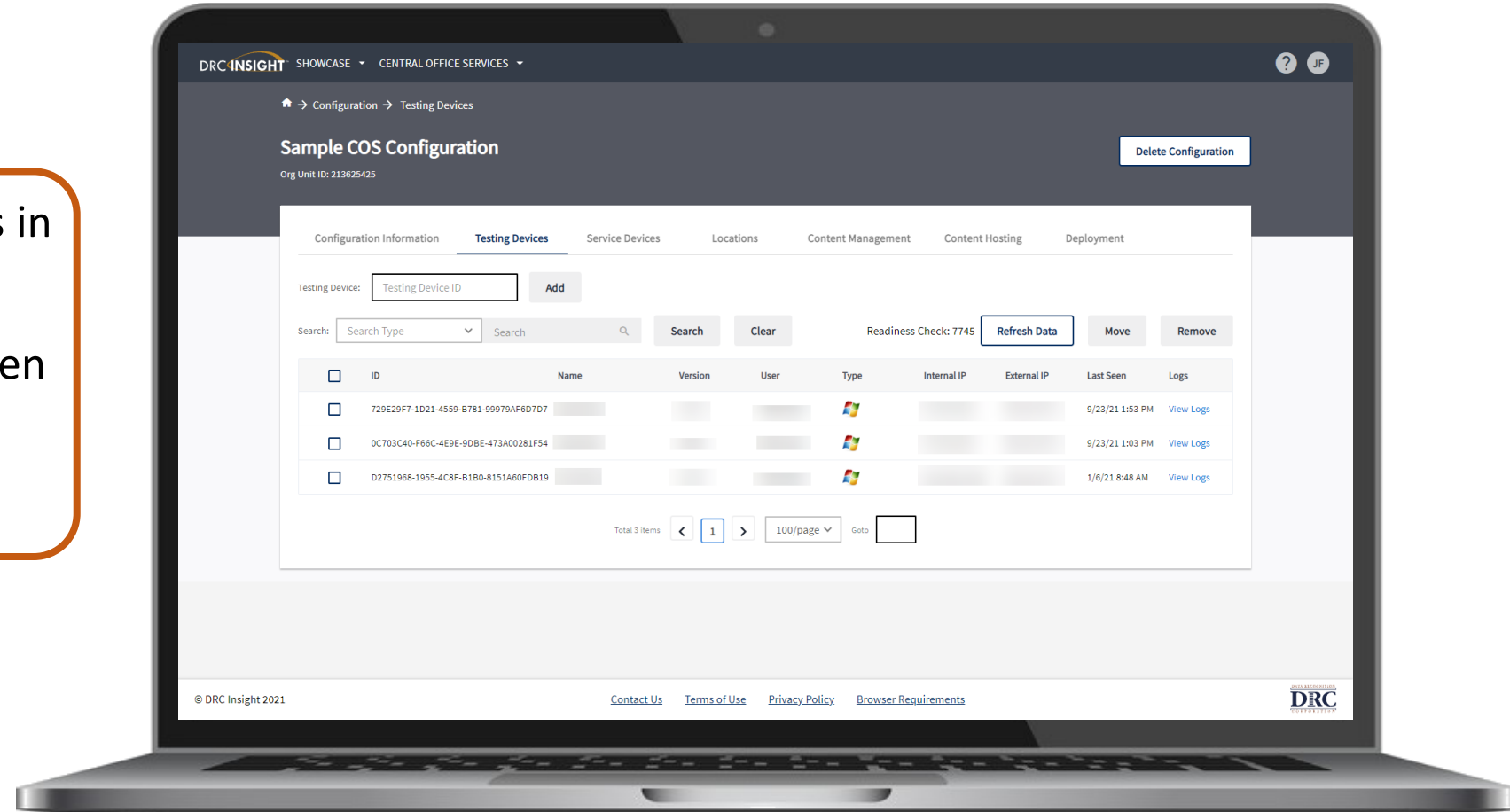
- Update COS Configuration name
- Change Enable Auto Updates for Windows, macOS, and Linux testing devices
- Change the use of a proxy host if required



2. Managing COS Configurations

Testing Devices tab

- Verify testing devices' status in the COS Configuration
- Move testing devices between COS Configurations
- Remove testing devices

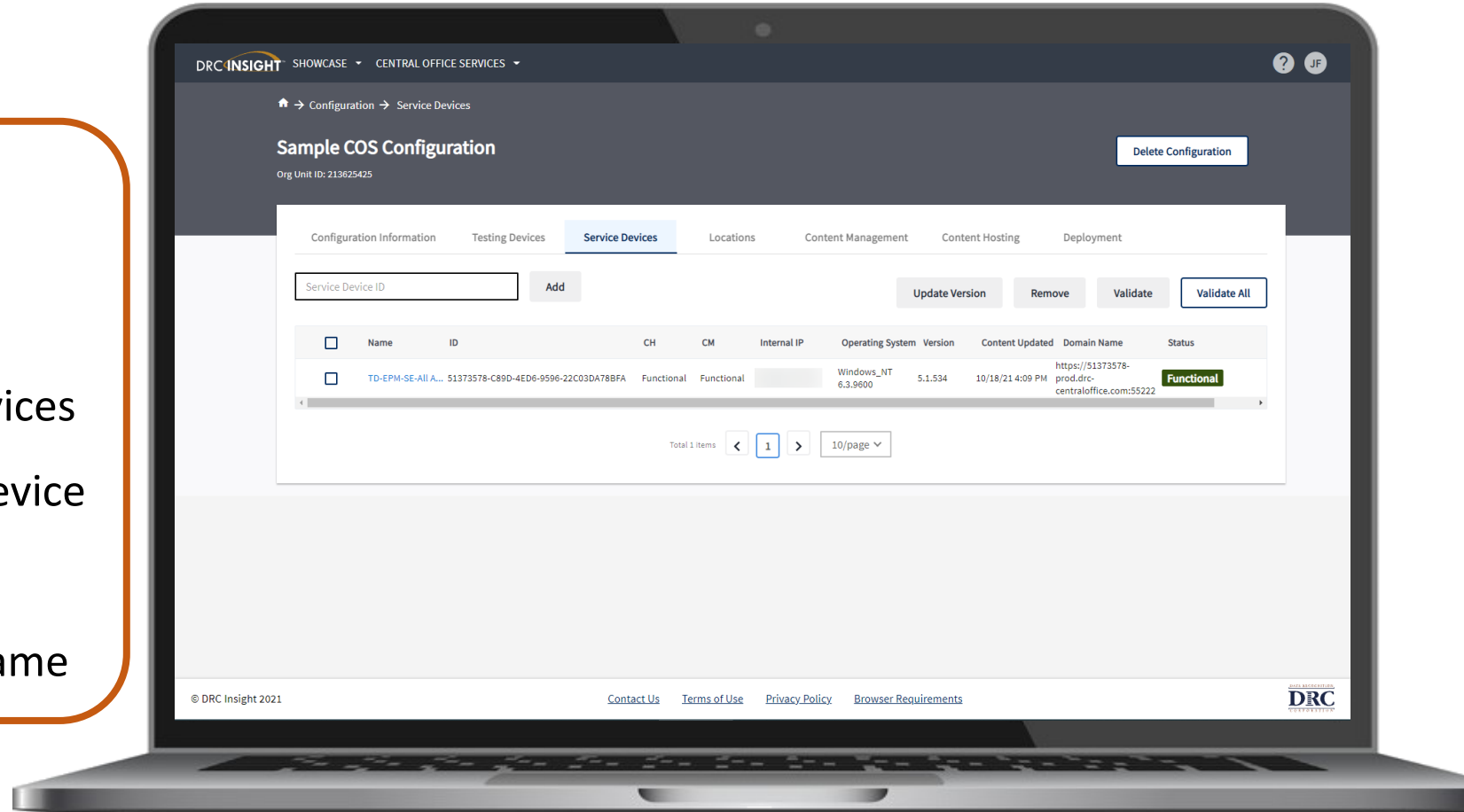


3. Managing COS Configurations

Service Devices tab

Ability to:

- Verify status of the COS Service Devices in the COS Configuration
- Add and Remove COS Service Devices
- Update software version of the device
- Validate device content
- Change the COS Service Device name

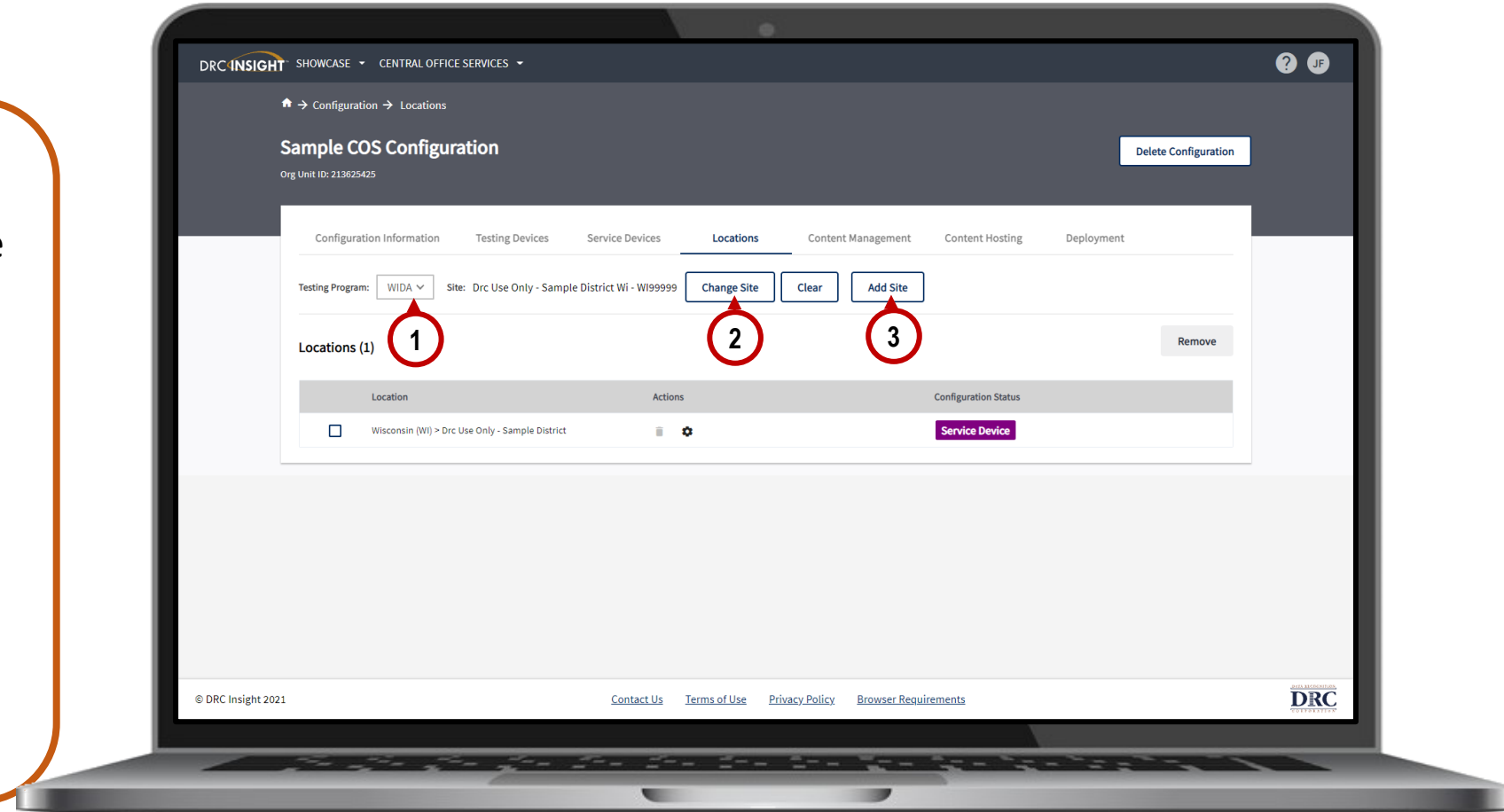


4. Managing COS Configurations

Locations tab

Ability to:

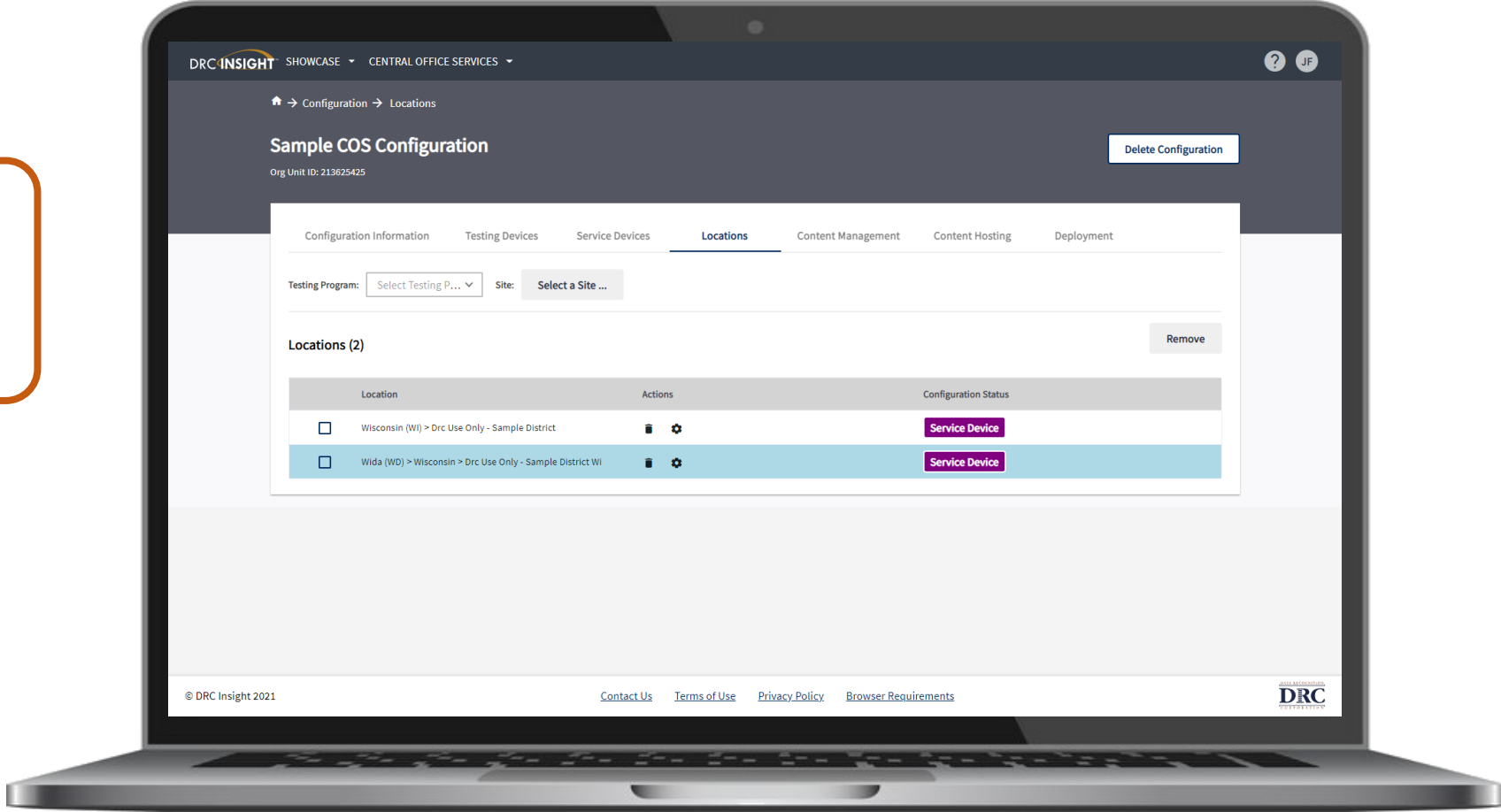
- Manage the testing programs the COS Configuration supports
- Add or remove testing programs:
 1. Select a Testing Program from the dropdown list
 2. Select a Site and find the site or district using the name or site code
 3. Select Add Site to add the testing program location



5. Managing COS Configurations

Locations tab

Both assessments can now be hosted on this COS Configuration



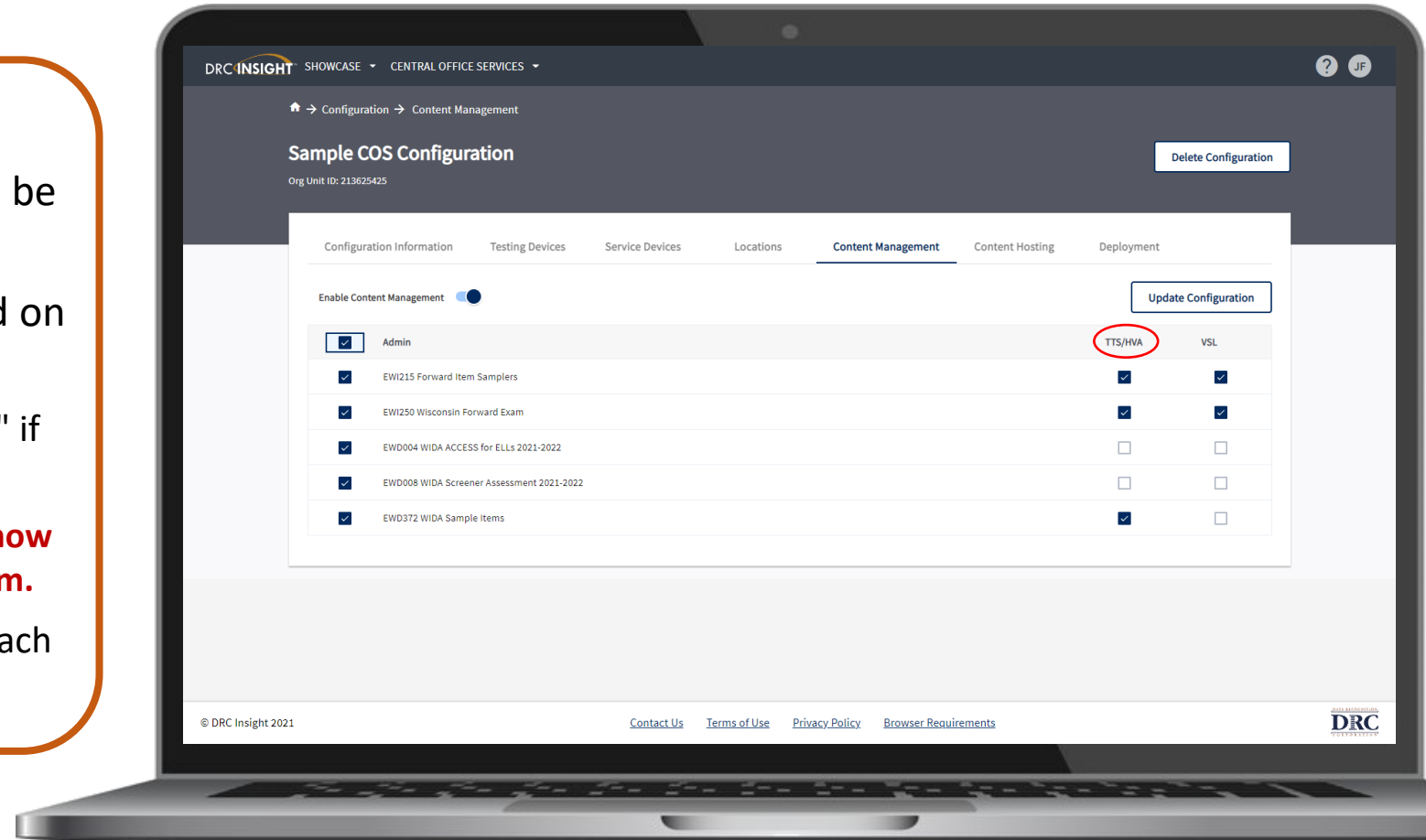
6. Managing COS Configurations

Content Management tab

Ability to:

- Select the appropriate testing content to be hosted on the COS Service Device
- Select any accommodations to be hosted on the COS Service Device
 - TTS/HVA accommodations will be "checked" if they were selected in the prior year
 - **Please ensure TTS is checked since it is now a universal support for the Forward Exam.**
- VSL accommodation needs to be selected each year, if applicable

IMPORTANT – Before testing starts, verify active administration content and accommodations are selected and downloaded

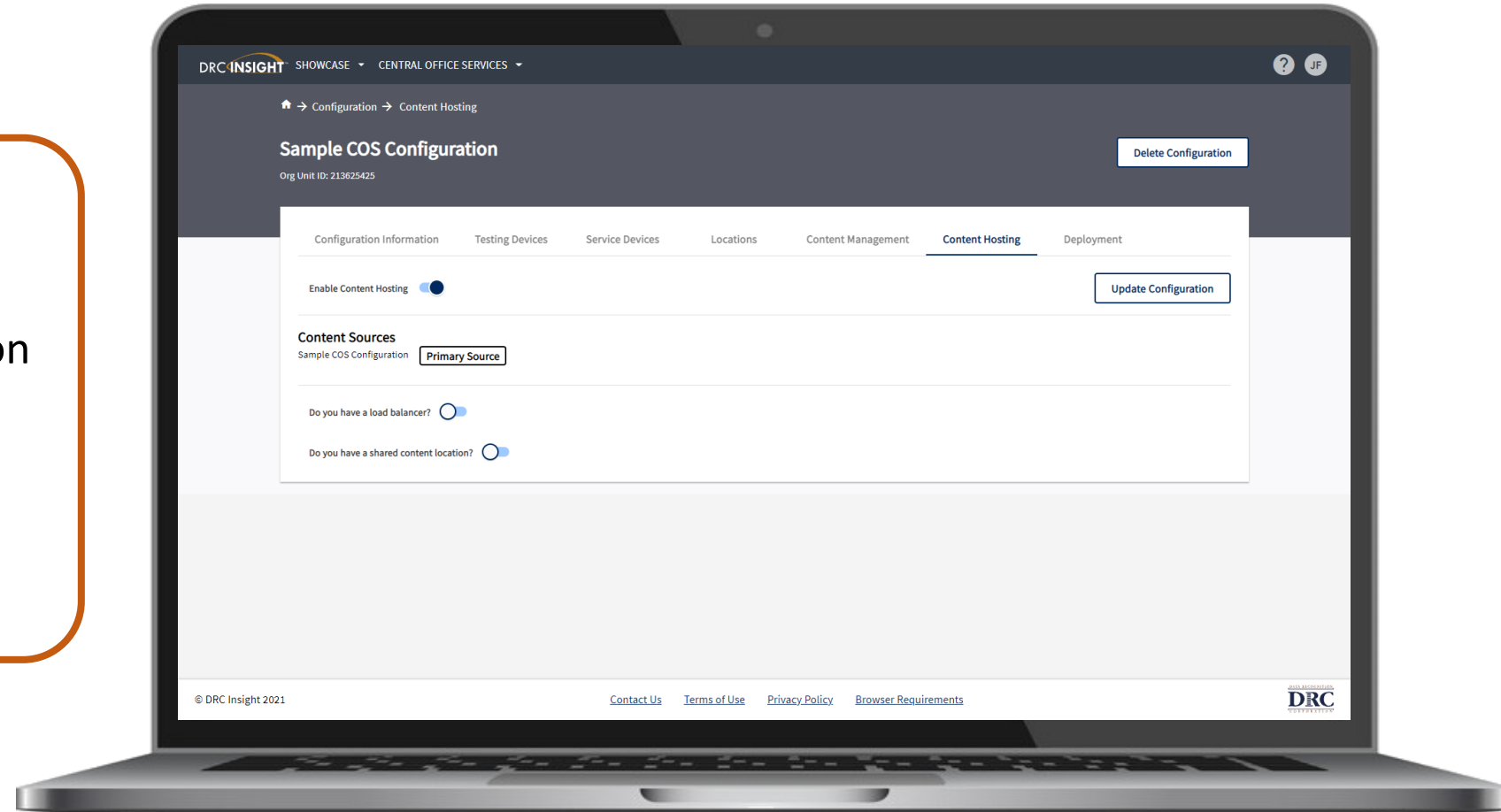


7. Managing COS Configurations

Content Hosting tab

Ability to:

- Enable or disable Content Hosting by COS Configuration
- Manage Hardware Load Balancers
- Manage Shared Content



Assign Testing Devices to a COS Configuration

Two methods to assign testing devices:

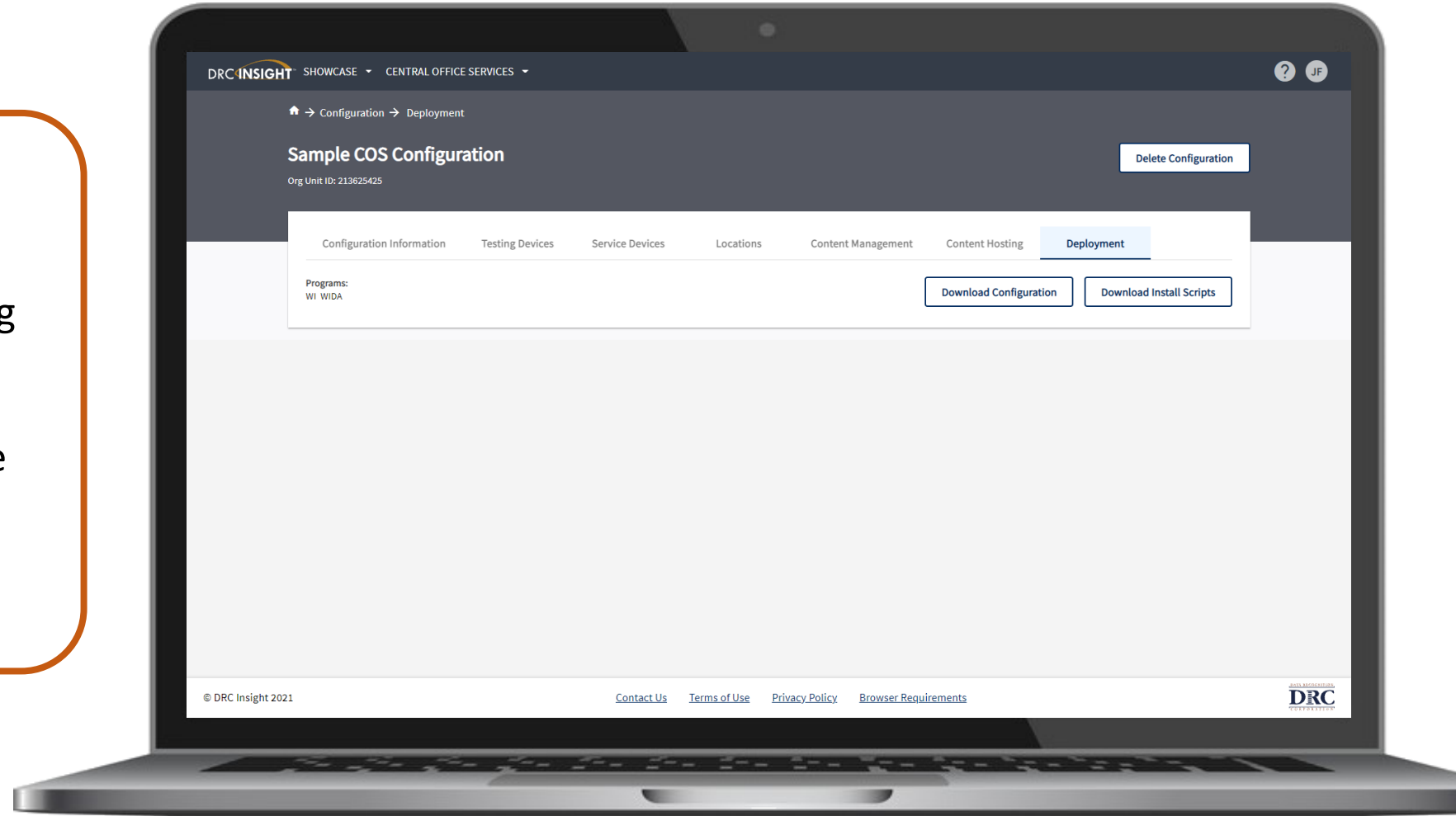
1. Manually assign COS ORG Unit ID to testing devices (Activity 2)
2. Within COS, create configuration script for deployment to testing devices

Create Configuration Script for Deployment to Testing Devices

Deployment tab

Ability to:

- Create COS Configuration distribution files for Testing Devices
- Save and distribute the file to testing devices
(See Technology User Guide Volume III: DRC INSIGHT)



DRC INSIGHT Technology Training

Next video is:

Video 5: Testing Device Preparation Recommendations