

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: <u>https://www.youtube.com/@wiprojectmanage</u> <u>ment3061/videos</u>

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

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.



COS Configuration

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

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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

Install 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

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)

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

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Completing the Central Office Wizard	• • •	Central Office Installer Setup	
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Completing the Central Office Installation Wizard. When you click Finish, you must use the browser scre displayed to select the configurations for this device. the end user license agreement and then follow the s configuration wizard. If a log in screen appears, you r the configuration wizard screens appear. Or if you need to wait till later before performing the steps, please save this unique URL. You can go to it la into your browser. Inttps://cdn-app-staging.drcedirect.com/all/eca-centre		Completing the Central Office Install When you click Finish, you must i screen that is displayed to select this device. You must accept the agreement and then follow the st configuration wizard. If a log in so must log in before the configurat appear. Or if you need to wait till later bet configuration steps, please save can go to it later by pasting it into ices/3439fcb4-4783-4df0-9119-	Central Office Installer Setup Completing the Central Office Wizard Completing the Central Office Installation Wizard. When you dick Finish, you must use the browser screen that is displayed to select the configurations for this device. You must accept the end user license agreement and then follow the steps in the configuration wizard. If a log in screen appears, you must log in before the configuration wizard screens appear. Or if you need to wait till later before performing the configuration steps, please save this unique URL. You can go to it later by pasting it into your browser. Irrect.com/all/eca-central-office-ul/services/4b227e31-a6d0-4ead-bab9-f1caff328a4f/setup
			Finish

 The installation wizard will automatically launch the DRC INSIGHT Portal

Activity 1

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 If you are not already signed in, the login window displays

Device: 16813120-d5bf-4d05-b20c-2a00e2839baa Configure Central Office Service Step 1 Service Device Name	The configuration wizard	defaults
Service Device Configuration Use Existing Configuration? Step 2 Configuration Name*	a <i>new</i> COS Configuration.	reating
Testing Devices Configuration Enable Auto Updates for testing devices Use Proxy Host Step 3 Testing Programs (0) Testing Program: Select Testing P V Site: Select a Site Location	If you have an existing config Check the "Use Existing Configuration" checkbox and change to a 2-step process	guration, d it will
Step 4 Content Management Enable Content Management Admin TTS/HVA VSL	change to a 2 step process.	
Step 5 Content Hosting Enable Content Hosting Content Hosting Content Hosting Is currently not available. Turn on Content Management to allow activation. Complete		
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Activity 1

DRC INSIGHT SHOWCASE - MY APPLICATIONS -	
Device: 16813120-d5bf-4d05-b20c-2a00e2839baa	
Configure Central Office Service Step 1 Service Device Name 1	Step 1: Naming the new COS Service Device 1. Give the new COS Service Device a name (3-50 characters)
Service Device Configuration Use Existing Configuration? Ves Step 2	Step 2: Find the existing COS Configuration to which we want to associate the new COS-SD
Link Device to Existing Configuration Testing Program: Select Testing P V Searching In: Search Selected Configuration: Name: Org Unit Id:	 Select the Testing Program Search for the Site (School or District) Search for the existing COS Configuration Verify the name and Org Unit ID and then click "Complete" to complete the configuration wizard
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COS Dashboard

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Activity 1

COS Service Device Decision Guide

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

Location <u>guidance</u> based on testing population and available network capacity.

Testing Site Capacity Estimator

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		Good Performance Acceptable Performance Poor Performance
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(Mbps)		Per Test Each Response Next Item Reading Domain 1.0 MB 5.0 KB 2.5 MB
(Mbps)		Listening Domain 1.0 MB 5.0 KB 2.5 MB
(Mbps)		Writing Domain 1.0 MB 25.0 KB 2.5 MB
×	0	Speaking Domain* 1.0 MB 1.2 MB 2.5 MB
-		Test Engine 5.7 MB *80 KB slices/sec for 15 secs
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	o (Mbps) o (Mbps) o (Mbps) o (Mbps) o (Mbps)	(Mbps) @ (mthese of the second sec

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 \rightarrow General Information \rightarrow Downloads

2. WI DPI Website:

https://dpi.wi.gov/assessment/forward/technology# requirements

Activity 2

Testing Device Setup

Installing DRC INSIGHT Secure Applications

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

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Activity 2

DRC INSIGHT System Readiness Check

		System mormation			
Client Version	Configuration Source		nstallation Directory		
10.2.0	Device Toolkit	C:\Program Files (x8	6)\DRC INSIGHT (Online Assessments	
Machine Name	User Name	Operating Syste	m Level	(OS Version
DRC28237	LVethe	Microsoft (build 18	362), 64-bit		10.0
Testin	g Device ID	Service Device ID		Content Hosting	HTTPS Proxy
B2F0BC-BA62-48F6	-B3E7-C0BF45A1352B	E4404BBF-B243-43F9-9406-7B82	2A5D9D463	Yes	
COS Configurati	on Name	COS Org Unit ID	Loc	cation	_
Luke		2089187281	Drc Use Only - S	Sample District N/A	
		Required Test List			
Status		Test Name			Details
O	Audio Capability				Details
0	Client Version				Details
0	Internet Connection				Details
O	Operating System Lev	vel			Details
0	RAM				Details
S	Screen Resolution				Details
0	Service Device Conne	ection			Details
0	User Agent				Details
		(C	Public Instruction	r or ON	
	Lose	l Results Execute Tests Test	WISCONSIN FORWARD EXAM	PRACTICE TEST	

 Verifies that each testing device meets the minimum system requirements for testing

Activity 2

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- 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**

3.

4.

Installing DRC INSIGHT Secure Applications

Launch DRC INSIGHT **Configuration Not Found** Please raise your hand and wait for help. DRC INSIGHT Register with a COS Configuration by 2. Online ontact your technical resource and provide them with the following information: Assessments selecting "Assign Device to ORG Unit" DRC INSIGHT cannot retrieve the configuration profile associated with this device because it cannot find the Device Toolkit ORG Unit ID. The ORG Unit ID was entered incorrectly, was deleted, or was not assigned to this device Click Assign Device to ORG Unit to enter the correct ORG or click Cancel to end the process. **Device Registration** 1. To add the device to a Device Toolkit ORG Unit, enter the ORG Unit ID (or copy and paste it) and click Add Note: You can repeat this step if you want to access more than one testing program from this device. 2. When you are ready, click Register to register the device or Cancel to cancel the process. Assign Device Cancel to ORG Unit 213625425 Add Add the ORG Unit ID from Activity 1 Then, select "Register" Cancel

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Activity 3

Managing COS Configurations

	oner sumpresenter soor	Change Site Clear			+ Add Configuration	- 1
с	OS Configurations	COS Service Devices		Testing Devices		- 8
F	unctional 75%	Functional	100%	Recently Active	50%	
U	nable to Find 25%	Unable to Find	0%	Idle for 31+ days	50%	
P	rocessing Content 0%	Processing Content	0%			
c	ontent Outdated 0%	Content Outdated	096			
c	OS-SD Version 0%	COS-SD Version Outdated	096			
Ir	nitializing 0%	Initializing	0%			
	COS Configuration Name	Org Unit ID Status	COS Service Devices / Last CheckIn	Testing Devices	COS Locations	- 1
	Sample COS Configuration CM CH	213625425 Functional	1 5/22/19 6:01 PM	1	3	
	KMS Showcase	371969110 Functional	0	3	1	
	Test Configuration - Alte	565181623 Functional	0	0	1	
	Test Configuration - JMF	646604943 Functional	0	0	2	

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

DRC INSIG	Testing Program: Showcase Site: Sample Schoo	L- 99998 Change Site Clear		+ Add Configuration	Click the question mar icon in top right corner t
	COS Configurations Functional Unable to Find Processing Content Cost-sD Version Outdated Initializing	COS Service Devices 75% Functional 25% Unable to Find 0% Processing Content 0% Content Outdated 0% COS-SD Version 0uddated Outdated 0% Initializing	100% Recently Active 0% Idle for 31+ days 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	50%	access Centra Office Service Online Help
	Config Status: All Search: COS Configuration Name Sample COS Configuration CM CH KM Showcase Tes Configuration - Alte Tes Configuration - JMF	Search Type Search Q Org Unit ID Status 213625425 Functional 371969110 Functional 666604943 Functional	Search Clear Refresh COS Service Devices / Last Checkin Testing Devices 1 5/22/19 6:01 PM 1 0 3 0 0 0 0	COS Locations 3 1 1 2	
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Select COS Configuration name

Central Office Services Embedded Online Help

How to access:

 DRC INSIGHT Portal > Central Office Services (Click question mark icon ? in top right corner)

Activity 3

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2. Direct link

 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

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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

		0 🗊
$\hat{\mathbf{r}}$ \rightarrow Configuration \rightarrow Configuration Information		
Sample COS Configuration Org Unit 10: 213625425		Delete Configuration
Configuration Information Testing Devices	Service Devices Locations Content Management Conter	nt Hosting Deployment
Configuration Name * Sample COS Configuration		Update Configuration
Testing Devices Configuration Enable Auto Updates for testing devices		
Use Proxy Host or Restricted Proxy		
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2. Managing COS Configurations

Testing Devices tab

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

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$^{♠}$ → Configuration → Testing Devices			
Sample COS Configuration		Delete Configuration	
Org Unit ID: 213625425			
Configuration Information Testing Devices Service Devices Location	ontant Management Contant Host	ing Deployment	
	S Content Management Content Host	ng beployment	
Testing Device: Testing Device ID Add			
Search Type V Search Q Search (Clear Readiness Check: 7745 Re	fresh Data Move Remove	
D Name Version	User Type Internal IP E	External IP Last Seen Logs	
729E29F7-1D21-4559-B781-99979AF607D7	<i>N</i> 7	9/23/21 1:53 PM View Logs	
0C703C40-F66C-4E9E-9DBE-473A00281F54	A 7	9/23/21 1:03 PM View Logs	
D2751968-1955-4C8F-B1B0-8151A60FDB19	A7	1/6/21 8:48 AM View Logs	
Total 3 items	100/page Y Goto		
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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

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\uparrow \rightarrow Configuration \rightarrow Service Devices	
Sample COS Configuration Delete Configuration	
Org Unit ID: 213625425	
Configuration Information Testing Devices Service Devices Locations Content Management Content Hosting Deployment	
Service Device ID Add Update Version Remove Validate All	
Name ID CH CM Internal IP Operating System Version Content Updated Domain Name Status	
TD-EPM-SE-All A 51373578-C89D-4ED6-9596-22C03DA78BFA Functional Windows_NT 6.3.9600 5.1.534 10/18/21 4:09 PM Pmrctional	
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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

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ightarrow ightarrow Configuration $ ightarrow$ Locations				
Sample COS Configuration			Delete Configuration	
Org Unit ID: 213625425				
Configuration Information Testing Dev	ces Service Devices Locations Conte	ent Management Content Hosting Deplo	yment	
Testing Program: WIDA V Site: Drc Use Only	- Sample District Wi - W199999 Change Site			
Locations (1)	(2)	3	Remove	
Location	Actions	Configuration Status		
Wisconsin (WI) > Drc Use Only - Sample	District 📋 🏚	Service Device		
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Locations tab

Both assessments can now be hosted on this COS Configuration

	$\hat{\mathbf{n}} \rightarrow \text{Configuration} \rightarrow \text{Locations}$				
	Sample COS Configuration			Delete Configuration	
	Ung Unit ID: 213023425				
	Configuration Information Testing Devices	Service Devices Locations	Content Management Content Hosting	Deployment	
	Testing Program: Select Testing P V Site: Select a	Site			_
	Locations (2)			Remove	_
	Location	Actions	Configuration Status		_
	□ Wisconsin (WI) > Drc Use Only - Sample District	i ¢	Service Device		
	Wida (WD) > Wisconsin > Drc Use Only - Sample Dist	rict Wi 🔋 🌣	Service Device		_
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Activity 3

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

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† -	→ Configuration → Content Management							
Sa	mple COS Configuration						elete Configuration	
Org U	Jnit ID: 213625425							
	Configuration Information Testing Devices	Service Devices	Locations	Content Management	Content Hosting	Deployment		
	Enable Content Management					Upda	te Configuration	
	Admin					TTS/HVA	VSL	
	EWI215 Forward Item Samplers					~	~	
	EWI250 Wisconsin Forward Exam					\checkmark	~	
	EWD004 WIDA ACCESS for ELLs 2021-2022							
	EWD008 WIDA Screener Assessment 2021-2022							
	EWD372 WIDA Sample Items					\checkmark		
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Content Hosting tab

Ability to:

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

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igitarrow $ ightarrow$ Configuration $ ightarrow$ Content Hosting		
Sample COS Configuration		Delete Configuration
Org Unit ID: 213625425		
Configuration Information Testing Devices	Service Devices Locations Content Management	nt Hosting Deployment
Enable Content Hosting		Update Configuration
Content Sources Sample COS Configuration Primary Source		
Do you have a load balancer?		
Do you have a shared content location?		
		DBC
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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)

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	$\hat{}$ \rightarrow Configuration \rightarrow Deployment							
	Sample COS Configur Org Unit ID: 213625425	ation					Delete Configuration	
	Configuration Information	Testing Devices	Service Devices	Locations	Content Management	Content Hosting Deplo	yment	-
	Programs: WI WIDA					Download Configuration	Download Install Scripts	
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Activity 3

DRC INSIGHT Technology Training

Next video is:

Video 5: Testing Device Preparation Recommendations