



DRC INSIGHT™ Technology Training

November 2019

Topics

- Key Dates
- Terminology
- What's Changing and What's Not Changing in 2020
- DRC INSIGHT System and Network Requirements
- DRC INSIGHT Solution Overview
- DRC INSIGHT Technology Setup
- Support Resources

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Key Dates



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Key Technology Dates

| Event | Date |
|---|------------------------|
| Technology Readiness Resources Available | November 14, 2019 |
| DTC Training Presentations Available | November 21, 2019 |
| DTC Training/Q&A Session (webinar) | January 15, 2020 |
| State Student Data Pull to DRC INSIGHT Portal (eDIRECT) | January 22, 2020 |
| Training/Q&A Session (webinar) | February 12, 2020 |
| Training/Q&A Session (webinar) | March 11, 2020 |
| Forward Exam Testing Window | March 23 – May 1, 2020 |

For a complete and up-to-date timeline check the [Forward Exam Calendar webpage](#) regularly

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Terminology



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Terminology

- DRC INSIGHT Secure Applications
 - DRC INSIGHT Secure Browsers (Windows, macOS, Linux)
 - DRC INSIGHT Secure Apps (ChromeOS, iOS, iPadOS, Windows 10 in S mode)
- DRC INSIGHT Test Engine
- DRC INSIGHT Portal, formerly known as eDIRECT
- Central Office Services (COS)
 - COS Configurations
 - COS Service Device (COS-SD)
 - Content Hosting

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What's Changing and What's Not Changing in 2020



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What's Changing and What's Not Changing in 2020

What's Changing

- COS Service Device replaces the TSM in COS Configurations
- Extended Retries replaces Response Caching

What's Being Updated

- DRC INSIGHT Secure Applications updated to version 10.x
- COS Service Device updated to version 3.x

What's Not Changing

- Use the same COS Configurations and COS Org Unit ID
- Testing Devices in existing COS Configurations
- Supported Testing Device platforms – Windows, Mac, Linux, iPad and Chrome

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DRC INSIGHT
System Requirements



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System Requirements

Check DRC INSIGHT Portal (eDIRECT) for Most Current Information

- Detailed system requirements for DRC INSIGHT Online Testing
- Updated three times during the testing year
 - June** – Specifications for upcoming year
 - October** – Operating System (OS) updates
 - February** – Additional OS updates before Spring testing and updates for next year

See DRC INSIGHT Portal (eDIRECT) for Official System Requirements
My Applications -- General Information -- Downloads

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System Requirements – DRC INSIGHT Applications

Check DRC INSIGHT Portal (eDIRECT) for Most Current Information

- DRC INSIGHT Secure Applications are supported on Windows, macOS, Linux, iOS, iPadOS, and ChromeOS Operating Systems

See DRC INSIGHT Portal (eDIRECT) for Official System Requirements
My Applications -- General Information -- Downloads

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System Requirements – COS Service Device

Check DRC INSIGHT Portal (eDIRECT) for Most Current Information

- COS Service Devices are supported on dedicated Windows, macOS, and Linux devices
- Note: Any testing device OS can connect to any COS Service Device OS and vice versa; the two OSs do not need to match
- Includes example Hardware Configurations for guidance on COS Service Devices scalability
- Now using CPU benchmark ratings for easier comparison of our CPU performance to the example configurations
https://www.cpubenchmark.net/cpu_list.php

See DRC INSIGHT Portal (eDIRECT) for Official System Requirements
My Applications -- General Information -- Downloads

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System Requirements – DRC Support Policy



- **Phases 1 and 3: Best Effort Support**
 - Assistance troubleshooting issues as best we can without a guaranteed resolution
- **Phase 2: Fully Supported**
 - DRC has fully tested and certified our solutions to work on this OS version and will address any issues uncovered
- **Phase 4: End of Support**
 - DRC cannot offer any level of support for our software on this version and may restrict its use



System Requirements – OS Version Support

| Operating System | Level | Operating System | | | Operating System | |
|--------------------|---------------|------------------------------|--------------------------|------------------------------|-------------------------|--|
| | | Phase 1: Best Effort Support | Phase 2: Fully Supported | Phase 3: Best Effort Support | Phase 4: End of Support | |
| Windows | Windows 7 SP1 | | | | | |
| | Windows 8 | | | | | |
| | Windows 8.1 | | | | | |
| | Windows 10 | | | | | |
| Mac OS X and Linux | Mac OS X | | | | | |
| | Linux | | | | | |
| Android | Android 4.0 | | | | | |
| | Android 5.0 | | | | | |
| iOS | iOS 9.0 | | | | | |
| | iOS 10.0 | | | | | |
| Chrome OS | Chrome OS | | | | | |
| | Chrome OS | | | | | |

Check DRC INSIGHT Portal (eDIRECT) for Most Current Information

See DRC INSIGHT Portal (eDIRECT) for Official System Requirements My Applications -- General Information -- Downloads



System Requirements – DRC Device Support Policy

- Full Support of DRC software on vendor-supported devices that meet device and supported operating system requirements
- Once vendor ends support for a device, DRC provides Best Effort Support for a short period before ending support
 - Apple bases iPad model support on whether the model supports the latest operating system update
 - Google bases ChromeOS device support on the model's first production date, not the date the device was purchased; typically 6 years after the model's first production release
- Sites should consider purchasing devices with the most recent first manufacturing date that they can afford



ChromeOS Devices Support Levels for 2019–2020

- ChromeOS devices have an Auto Update Expiration (AUE) date
- Google sets AUE dates at 5-6 years after the device's first production date, not the date of purchase
- Before reaching AUE date, devices receive OS updates from Google automatically
- When a device reaches its AUE date:
 - Updates from Google are no longer guaranteed
 - Device may not receive necessary security and functionality upgrades
 - Google suspends the ability to use Google Management Console to manage the device
- Google's Auto Update policy and the list of Chrome devices with AUE dates: <https://support.google.com/chrome/a/answer/6220366>
- DRC offers Best Effort Support for unmanaged Chrome devices (the DRC INSIGHT Secure Chrome App was manually installed) that meet the system device and supported operating system requirements

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Accessing DRC System Requirements

Select My Applications → General Information → Downloads

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DRC INSIGHT Testing Network Traffic

- When the COS Service delivers the Content Material to the testing device.
- When a student selects a test, the test content is automatically loaded from the DRC servers to the testing device.
- When students log in to the test, their login is verified by servers at DRC and their test sessions are returned to the testing device.
- When students select the test and a COS Service Device is configured, the COS Service Device delivers the test content to their testing devices, reducing the startup time for these tests. All of the test content is encrypted for security.
- When students select the test in situations where no COS Service Device is configured or available, the test content is delivered directly from the DRC servers to the testing devices.
- During testing, test responses (labeled Response Data) go directly to the DRC server. DRC confirms receipt before the student moves to the next question.

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What is DRC INSIGHT Portal (eDIRECT)?

- DRC INSIGHT Portal (eDIRECT) is the website for the Wisconsin Forward Exam
- For Technology
 - Download DRC INSIGHT Secure Applications and COS Service Device installers
 - Access technical documentation, checklists, and links to set up testing environment
 - Setup and manage Central Office Service Configurations
- For Test Administration
 - Setup and manage student information and test sessions
 - Manage and monitor testing
 - Access results and reports

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DRC INSIGHT Portal (eDIRECT)

<https://wi.drcdirect.com>

DRC **WISCONSIN PUBLIC INSTRUCTION**

Overview of Central Office Services

- Central Office Services (COS) is used to monitor and maintain COS Configurations and the management of COS Service Devices and Testing Devices

COS Service Devices provide test content hosting services for the COS Configuration

Each testing device with DRC INSIGHT Secure Application is registered to a COS Configuration

- COS Service Device software supports Windows, macOS, and Linux
- DRC INSIGHT Secure Application software supports Windows, macOS, Linux, iOS/iPadOS, and ChromeOS testing devices

DRC **WISCONSIN PUBLIC INSTRUCTION**

COS Service Device Overview

Four Node-based Web Services

- **Content Hosting:** responds to content requests from student machines
- **Content Management:** manages testing content download
- **Relay:** Manages configuration via communications with Central Office Services
- **Restricted Proxy (optional):** Manages a controlled connection to the Internet

| Name | Status | Startup Type | Log On As |
|--------------------------------|---------|--------------|--------------|
| CentralOfficeContentHost | Started | Automatic | Local System |
| CentralOfficeContentManagement | Started | Automatic | Local System |
| CentralOfficeRelay | Started | Automatic | Local System |
| CentralOfficeRestrictedProxy | Started | Automatic | Local System |

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**DRC INSIGHT
Technology Setup**



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DRC INSIGHT Technology Setup

- Activity 1:** Installing the COS Service Device software
- Activity 2:** Modifying an Existing COS Configuration
- Activity 3:** Monitoring COS Configurations
- Activity 4:** Managing COS Configurations

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Activity 1: Installing the COS Service Device Software



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CENTRAL OFFICE PERFORMANCE SYSTEMS

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Installation of COS Service Device



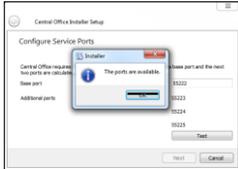
Activity 1

- Prepare a dedicated (preferred) host machine (physical or virtual) on a supported OS
- Download and launch the installer to begin the wizard install process
- When prompted, it is recommended to use the default location for COS Service Device software and for the test content
- If required by your Network Administrator, enter the optional Proxy Host information

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Installation of 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)



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Installation of COS Service Device

Activity 1

- The "Completing the Central Office Wizard" window appears
 - Highlight, copy, and save the URL that displays in this window. This URL can be used to resume the process, if necessary, without re-installing the COS Service Device



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Association with a COS Configuration

Activity 1

- After a COS Service Device is installed, associate it with a COS Configuration
- Methods for associating a COS Service Device with a COS Configuration:
 - Complete 2-step wizard process to associate new COS Service Device to an existing COS Configuration (Activity 2)
 - Complete 5-step wizard process at the end of COS installation to create a new COS Configuration (See Technology User Guide Volume II: Central Office Services)

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Activity 2:

Modifying an Existing COS Configuration



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Modifying an Existing COS Configuration

- Navigate to the Locations page
- Select Testing Program(s) and Site

Activity 2

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Sample COS Configuration
Org Unit ID: 213025425

Configuration Information Testing Devices Service Devices Locations Content Management Content Hosting Deployment

Testing Program: Select Testing Program Site: Select Site

Locations (2)

| Location |
|--|
| <input type="checkbox"/> Wiscasset (M) - Site Only - Sample District |
| <input type="checkbox"/> WMA (M) - Wiscasset - Site Only - Sample District M |

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Modifying an Existing COS Configuration

- Navigate to the Content Management page
- Toggle Enable Content Management to On
- Verify the necessary administrations and accommodations are selected
- Click "Update Configuration"

Activity 2

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Sample COS Configuration
Org Unit ID: 213025425

Configuration Information Testing Devices Service Devices Locations Content Management Content Hosting Deployment

Enable Content Management

| Admin | ITL/MAK | VIL |
|--|-------------------------------------|-------------------------------------|
| <input checked="" type="checkbox"/> EMO21 Forward from Samples | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> EMO20 Wiscasset Forward Exam | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

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Activity 3:

Monitoring COS Configurations

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Monitoring COS Configurations

Centralized COS Dashboard has real-time status information

Activity 3

The screenshot displays a dashboard with several sections:

- Configuration Summary:** A grid of progress bars for 'Configuration', 'Configuration', 'Configuration', and 'Configuration', each with a percentage indicator.
- Configuration Details:** A table listing configurations with columns for 'Configuration', 'Status', 'Configuration', 'Configuration', and 'Configuration'.

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Monitoring COS Configurations

Central Office Services using Embedded Help

Activity 3

The screenshot shows a help window titled 'Central Office Services (COS) Help' with a sidebar menu and a main content area. The main content area is titled 'COS Dashboard' and contains the following text:

The COS Dashboard allows you to monitor the configuration and settings of your Training Services using the COS Dashboard.

The COS Dashboard displays the COS Configuration for each user. The COS Dashboard displays the status information about the COS Configuration as well as links to information about the COS Configuration and the status, Training Services or COS. COS associated with each COS Configuration.

- The Training Services display status information about existing programs.
- The COS Dashboard provides the ability to search for the Training Services. When you have selected a Training Program or Site, the COS Dashboard displays information about the COS Configuration, COS, and Training Services within the site.
- The COS Configuration Author allows you to create a COS Configuration for a group of Training Services.
- The COS Dashboard lists all the Training Services links including the status of the COS Configuration within the site.
- The COS Dashboard provides the ability to search for the status of the COS Configuration within the site.
- The Training Services view of the Dashboard displays links including the status of the Training Services within the site.

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Activity 4:

Managing COS Configurations

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Managing COS Configurations

COS Configurations are managed from the COS Dashboard

- Use Locations to manage testing program
- Use Content Management to manage content hosted within COS Configurations
- Manage Testing Devices in COS Configurations



To manage a COS Configuration, click on the name

Activity 4

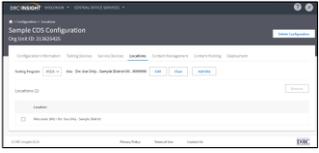
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Managing COS Configurations

Wisconsin Forward and WIDA content are both hosted by this COS Configuration

Add Testing Programs under Locations within Central Office Services



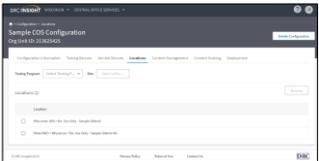
Activity 4

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Managing COS Configurations

Wisconsin Forward and WIDA can now both be hosted on this COS Configuration



Activity 4

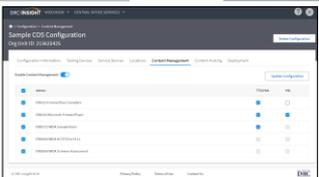
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Managing COS Configurations

Under Content Management, select the appropriate testing content and accommodations to be hosted on the COS Service Device

Before testing starts, verify active administration content is selected and downloaded



Activity 4

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Assign Testing Devices to a COS Configuration

Three methods to assign testing devices:

1. Within COS, move testing devices between COS Configurations
2. Within COS, create configuration script for deployment to testing devices
3. Manually assign COS ORG Unit ID to testing devices

Activity 4

DRC

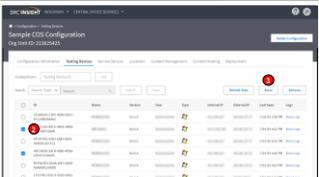
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Move Testing Devices Between COS Configurations

Move testing devices between COS Configurations under Testing Devices within Central Office Services

1. Note the COS Org Unit ID for the target COS Configuration
2. Select the devices from the existing COS Configuration
3. Select Move Devices in the Action Menu



Activity 4

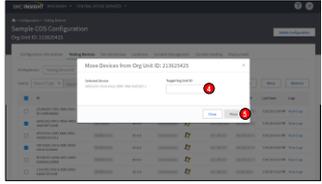
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Activity 4 Move Testing Devices Between COS Configurations

4. Add the COS Org Unit ID for the target COS Configuration
 5. Click the "Move" button to initiate the move



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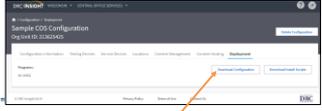
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Activity 4 Create Configuration Script for Deployment to Testing Devices

Under Deployment within Central Office Services, create COS Configuration distribution files for Testing Devices

Select "Download Configuration" and Click "Save" to create the file

Distribute the file to testing devices (See *Technical User Guide Volume III: DRC INSIGHT*)



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Activity 4 Manually Assign COS ORG Unit ID to Testing Devices

To manually assign Testing Devices to a COS Configuration:

- Install DRC INSIGHT
- Launch DRC INSIGHT
- Because it is not yet registered with a COS Configuration, "Configuration Not Found" is displayed
- Click "Assign Device to ORG Unit"
- Added the COS ORG Unit ID
- Click "Add"
- Click "Register"



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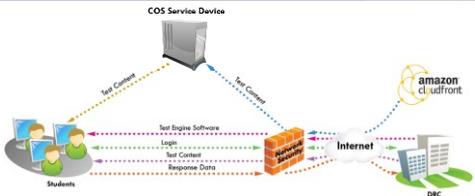


COS Service Device Configuration Options

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Standalone COS Service Device

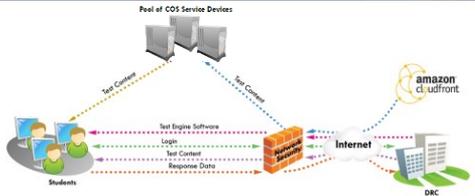


Standalone—This method connects students to a single COS Service Device set up in the COS Configuration. This is commonly used for hosting the COS Service Device at each testing site.

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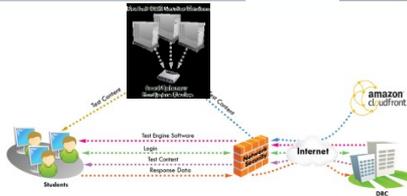

Multiple COS Service Devices



Software-based load balancing—This method allows round-robin persistent client connections based on the total count of COS Service Devices that are set up in the COS Configuration.

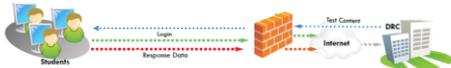
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COS Service Devices - Behind a Hardware Load Balancer



Hardware-based load balancing – This method leverages a hardware-based load balancer hosted at the local site that is configured to a single load balancer IP address in the COS Configuration.

No COS Service Device



This COS Configuration only contains testing devices. There is no COS Service Device configured. This COS Configuration can only be used for students who do not use TTS/HVA (Text to Speech/Human Voice Audio), or VSL (Video Sign Language) accommodations or who are taking the WIDA ELL assessment.

Support Resources



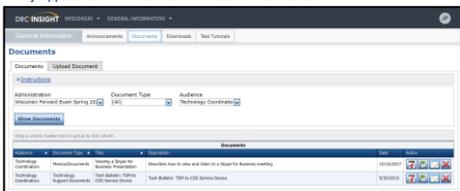
DRC Online Readiness Documents and Tools

| | |
|--|--|
| SITE READINESS OVERVIEW | Comprehensive overview of the approach to site readiness to deliver online testing |
| SYSTEM REQUIREMENTS | Detailed information on supported devices and operating systems |
| TECHNOLOGY USER GUIDES | Comprehensive, user-friendly set of manuals for school and district users |
| SITE TECHNOLOGY READINESS CHECKLIST | Reference checklist and planning tool for sites administering assessments online |
| SITE CAPACITY ESTIMATOR | Estimates response times based on site-specific factors |
| ONLINE TESTING NETWORK EVALUATION CHECKLIST | Reference checklist and planning tool for sites to assess the site's network readiness |
| COS SERVICE DEVICE DECISION GUIDE | Guide to help determine the best configuration for site content management |
| TECH BULLETIN: EXTENDED RETRIES | Describes Extended Retries feature to address testing device connection issues |

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Accessing DRC Online Readiness Documents and Tools

- WI Forward Exam Technology Requirements Website
<https://dpi.wi.gov/assessment/forward/technology>
- Select My Applications → General Information → Documents



The screenshot shows the 'Documents' section of the DRC INSIGHT portal. It includes an 'Upload Document' button, a table with columns for 'Document Name', 'Document Type', and 'Audience', and a 'Documents' table with columns for 'Document Name', 'Document Type', 'Audience', 'Created Date', and 'Last Modified'. The table contains several entries, including 'General Information - Spring 2022' and 'Tech Bulletin: TBT on COS Service Device'.

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Technical User Guides

| Title | Content Summary |
|--|--|
| Volume I: Introduction to Online Testing | Provides overview of the DRC INSIGHT technical components |
| Volume II: Central Office Services (COS) | Details on Central Office System, including the COS Service Device |
| Volume III: DRC INSIGHT | Detailed instructions for installing and using DRC INSIGHT |
| Volume IV: Troubleshooting | Solutions for most common issues |

See DRC INSIGHT Portal (eDIRECT) for Updated Documents
 My Applications → General Information → Documents

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Online Tools Training (OTT)

<https://wbte.drcedirect.com/WI/portals/wi>
(Requires Google Chrome Browser)

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Online Testing System Status

<https://status.drcedirect.com/WI>

Status of each system, as well as additional details when issues are identified

| SERVICE | STATUS |
|--|-------------------|
| DRC INSIGHT Online Testing | Normal Operations |
| Online Testing | Normal Operations |
| DRC INSIGHT Portal / ADMISCT Test Setup, Administration and Reporting | Normal Operations |

DRC provides current information on system availability. If you need additional assistance, please contact DRC Customer Service: WIHelpDesk@datarecognition.com or 1-888-458-6530.

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Support

DRC Customer Service

Technology Related Questions
 (800) 459-6530
 7:00am-5:00pm CT
WIHelpDesk@datarecognition.com

A Smooth Testing Experience
 DPI and DRC are committed to ensuring a smooth testing experience for district and school technology staff, test administrators, teachers, and, most importantly, students. Should you encounter any issues before or during testing, please don't hesitate to reach out to the DRC Customer Service and/or DPI.

DPI Office of Student Assessment

General Assessment and Policy Questions
 Alison O'Hara
 Forward Program Manager
 (608) 266-5162
Alison.ohara@dpi.wi.gov

Jennifer Teasdale
 Education Program Specialist
 (608) 266-5193
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