



DRC INSIGHT™ Technology Review

Wisconsin Forward Exam Q&A Session

January 2020



Connecting to Audio

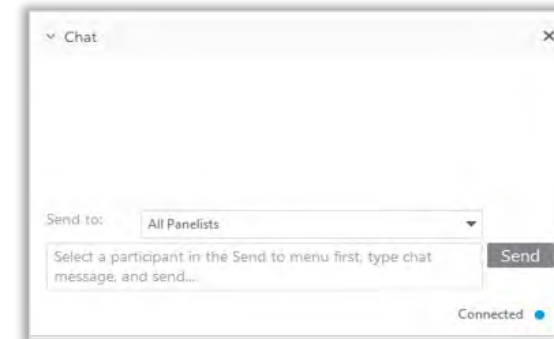
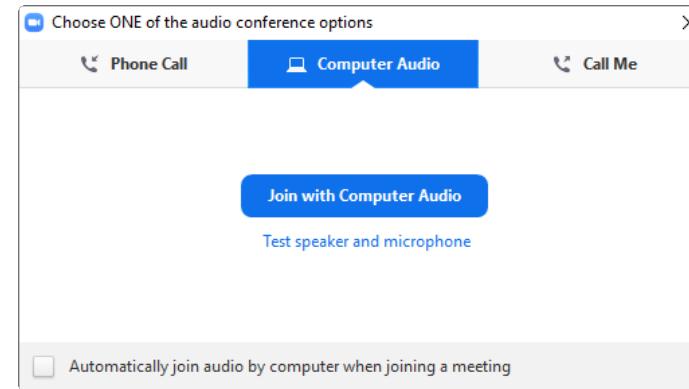
- Call in using your computer audio (preferred) or have Zoom call you
- Please MUTE your audio

Asking Questions

- Use chat for questions
- Send them to “Everyone”
- We will pause during the presentation to answer questions and there is time for additional questions during the Q&A at the end of the presentation

Accessing This Presentation

- A recording of this session will be posted on the DRC INSIGHT Portal (eDIRECT)



● ● ● Prerequisites for Session



- Session for District Technology Coordinators (DTC) and School Technology Coordinator (STC)
- Prior to participating in this session you should have:
 - Viewed either of the DTC Training Presentations posted on the DRC INSIGHT Portal (eDIRECT)
 - Experienced District Technology Coordinators
 - New District Technology Coordinators
 - Reviewed the Technology User Guide



● ● ● Prioritization



- We will take questions in the order they appear in the chat box.
- We will focus on answering more general questions that would be relevant to others in the session.
- Specific questions related to your district or situation will be addressed if there is time at the end or you may be asked to send your question to osamail@dpi.wi.gov or WIHelpdesk@datarecognitioncorp.com

● ● ● Examples of Possible Questions



- What new or changing for 2020?
- Have the System Requirements changed?
- What is Google's policy on supporting older Chrome devices?
- Are COS Service Devices required?
- Where is the best place to locate a COS Service Device?
- What's different about the COS application in the DRC INSIGHT Portal?



● ● ● Questions and Answers





Wisconsin Forward Help Desk

Technology Related Questions

DRC Customer Service
(800) 459-6530
7:00am-5:00pm CT

WIHelpdesk@datarecognitioncorp.com

● ● ● DPI Contact Information



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If you are not receiving the assistance you need from the helpdesk please contact DPI - (Alison or Jennifer) - so we may help get your situation resolved.



Please send questions
you may have after
viewing this video to
Alison or Jennifer, or to
osamail@dpi.wi.gov



QUESTIONS?



Appendix



● ● ● 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



DRC INSIGHT

System and Network Requirements



● ● ● System Requirements



Supported System Requirements

This document describes the current system requirements for the DRC INSIGHT Online Learning System, including student-testing devices and Central Office Services (COS) Service Devices. These requirements cover the following items:

- Hardware devices
- Accessories and peripherals
- Operating systems and levels
- Processor, disk space, and memory
- Screen size and resolution
- Certain testing accommodations

DRC aggressively seeks out, validates, and adopts new technology to offer the best testing solutions to our customers while keeping pace with constantly changing and evolving technology standards. In general, DRC software applications offer Best Effort Support of new versions of a supported operating system within one month of public availability of the new version and Full Support within three months of public availability of the new version, or by the next release date of the DRC application, whichever duration is greater.

This document is updated three times each calendar year.

- 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

●●● System Requirements – DRC INSIGHT Applications



Fully Supported Devices	Processor	Available Memory	Unused Disk Space	Screen Size	Resolution
Windows Both touch-screen and non-touch-screen devices that meet the requirements in this table	Minimum Intel 4th Generation Core i3 4005U (or equivalent)	Minimum 2 GB RAM	Minimum 10 GB	Minimum 9.5"	Minimum 1024 x 768
Mac (OS X and macOS) and Linux Non-touch-screen devices only	Minimum Intel 5th Generation Celeron N3050 (or equivalent)	Recommended 4 GB RAM	Recommended 20 GB or more		
Chrome OS Both touch-screen and non-touch-screen devices that meet the requirements in this table	Minimum Intel 4th Generation Celeron 2955U (or equivalent)	Minimum 2 GB RAM or more	NA—See the Important Notes that follow the table.		
Apple iOS iPad 5 th Generation iPad 6 th Generation iPad Air devices iPad Pro Devices: 9.7", 10.5", and 12.9"	Recommended Intel 6th generation product family or greater (or equivalent)	Recommended 4 GB RAM or more			
Apple iPadOS iPad 5 th Generation iPad 6 th Generation iPad Pro Devices: 9.7", 10.5", 11", and 12.9"	Minimum Intel 4th Generation Celeron 2955U (or equivalent)	Minimum 2 GB RAM or more	NA—See the Important Notes that follow the table.	Minimum 9.7" or greater	

Note: iPad mini devices **are not** supported.

- 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

●●● System Requirements – COS Service Device



DRC COS Service Device Requirements

Base Hardware Requirements

Processor	CPU benchmark rating of 3000 or higher (see the footnote at the bottom of the page for a description of benchmark rating)
Available Memory	4 GB RAM or higher
Available Disk Space	20 GB or more recommended; 10 GB minimum
Network	A COS Service Device should be connected to the network through a wired connection.

Operating System Requirements

- COS Service Device software is supported on the following operating systems:
 - 64-bit Windows
 - 64-bit macOS
 - 64-bit Linux
- COS Service Device software **cannot** be installed on an iOS, iPadOS, or ChromeOS device.
Note: iOS, iPadOS, and ChromeOS testing devices that have the DRC INSIGHT Secure App installed on them can be associated with any COS Service Device, regardless of its operating system. For example, an iPad or Chromebook testing device can connect to a Windows, Mac, or Linux COS Service Device.

Examples of COS Service Device Configurations

The table that follows shows examples of device processor and memory configurations required for a COS Service Device based on the number of concurrent testers. Note that testing sites are not limited to these configurations—they are listed to provide guidance regarding the scalability of COS Service Devices. The table also lists the available shared network bandwidth required based on the number of concurrent testers. Shared bandwidth includes the LAN, WAN, and Internet Service Provider (ISP) bandwidth. *Each of these bandwidths should meet or exceed the minimum bandwidth listed. Shared bandwidth does not include the minimum bandwidth from the testing device to the network because that bandwidth is shared by other testing devices. The minimum bandwidth from the testing device to the network is about 3-5 Mbps.*

Number of Concurrent Testers	Processor	Available Memory	Minimum Available Shared Network Bandwidth
Up to 100	A CPU benchmark rating of 3000 or higher	4 GB RAM	100 Mbps
Up to 200	A CPU benchmark rating of 4000 or higher	4 GB RAM	150 Mbps
Up to 300	A CPU benchmark rating of 6000 or higher	4 GB RAM	200 Mbps
Up to 500	A CPU benchmark rating of 8000 or higher	4 GB RAM	400 Mbps
Up to 750	A CPU benchmark rating of 12000 or higher	8 GB RAM	600 Mbps

- *A processor's CPU benchmark rating is based on a common set of factors used to assess the relative performance of processors. Different processors with the same CPU benchmark rating will perform at relatively the same level.
- Use the link https://www.cpubenchmark.net/cpu_list.php for a searchable list of processors with their benchmark ratings and other information.
 - Use the link <https://www.passmark.com/products/performance-test/> to download PerformanceTest, a software application that you can use to run a benchmark test on your Windows device.

- 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

● ● ● 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	Incoming/Current		Outgoing/Ending	
		Phase 1: Best Effort Support	Phase 2: Fully Supported (1)	Phase 3: Best Effort Support	Phase 4: End of Support (2)
Windows	Windows 7, SP1		X		
	Windows 8.1		X		
	Windows 10 Semi-Annual Channel servicing options (3) (4)		X		
	Windows 10 in S mode		X		
	Windows Server 2008, R2 SP1		X		
	Windows Server 2012		X		
	Windows Server 2012 R2		X		
	Windows Server 2016		X		
	Windows Server 2019		X		
Mac (OS X and macOS) Note: Mac server software is not supported.	macOS 10.12		X		
	macOS 10.13		X		
	macOS 10.14		X		
	macOS 10.15	X	Anticipated November		
Linux Note: Linux server software is not supported.	Ubuntu 16.04, LTS version, with 64-bit Gnome 3.4, Unity Shell		X		
	Ubuntu 18.04, LTS version with Gnome Shell		X		
iOS (5)	12.x latest version		X		
iPadOS (5)	13.x latest version		X		
Chrome (6)	Chrome OS recent stable channel		X	(7)	

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

● ● ● Why Use a COS Service Device



- Hosts testing content closer to the student
- Reduces impact of network (wide-area network and Internet) bandwidth and latency
- Improves content download times to testing devices
- Improves navigation time between questions for accommodated tests and WIDA ACCESS for ELLs
 - 2-3 MG of content is download for each question
- Helps address equity concerns around delivering equivalent student experiences

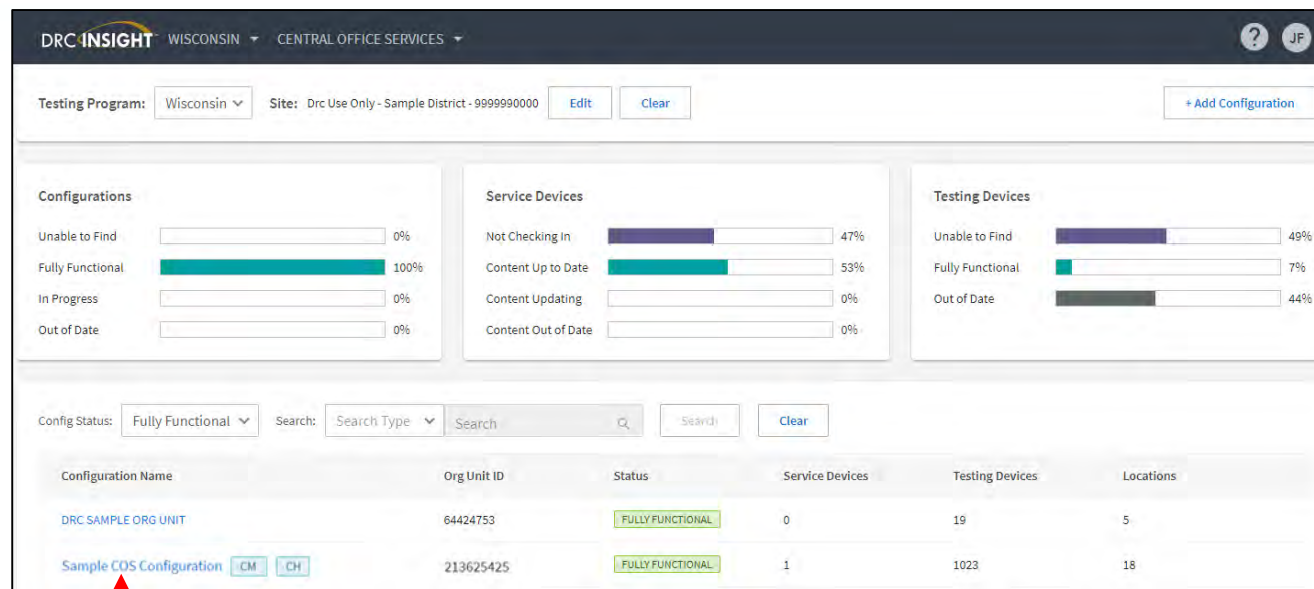
● ● ● Managing COS Configurations



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

Activity 4



To manage a COS Configuration, click on the name

● ● ● Managing COS Configurations



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

Add Testing Programs under Locations within Central Office Services

DRC INSIGHT WISCONSIN CENTRAL OFFICE SERVICES

Home > Configuration > Locations

Sample COS Configuration
Org Unit ID: 213625425

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

Testing Program: WIDA Site: Drc Use Only - Sample District Wi - WI99999 Edit Clear Add Site

Locations (1) Remove

Location

☐ Wisconsin (WI) > Drc Use Only - Sample District

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Activity 4

● ● ● Managing COS Configurations



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

DRC INSIGHT™ WISCONSIN ▾ CENTRAL OFFICE SERVICES ▾ ? JF

🏠 > Configuration > Locations

Sample COS Configuration

Org Unit ID: 213625425 Delete Configuration

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

Testing Program: Site:

Locations (2) Remove

Location
<input type="checkbox"/> Wisconsin (WI) > Drc Use Only - Sample District
<input type="checkbox"/> Wida (WD) > Wisconsin > Drc Use Only - Sample District Wi

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Activity 4

● ● ● 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

The screenshot shows the 'Sample COS Configuration' page for Org Unit ID: 213625425. The 'Content Management' tab is active, showing a table of content items with checkboxes for selection and columns for TTS/HVA and VSL. The 'Enable Content Management' toggle is turned on. A 'Delete Configuration' button is in the top right, and an 'Update Configuration' button is on the right side of the table.

Configuration Information	Testing Devices	Service Devices	Locations	Content Management	Content Hosting	Deployment
Enable Content Management <input checked="" type="checkbox"/>						
<input checked="" type="checkbox"/>	Admin				TTS/HVA	VSL
<input checked="" type="checkbox"/>	EWI215 Forward Item Samplers				<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	EWI230 Wisconsin Forward Exam				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	EWD372 WIDA Sample Items				<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	EWD804 WIDA ACCESS for ELLs				<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	EWD808 WIDA Screener Assessment				<input type="checkbox"/>	<input type="checkbox"/>

Activity 4

●●● Assign Testing Devices to a COS Configuration



Activity 4

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

●●● 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

DRC INSIGHT WISCONSIN CENTRAL OFFICE SERVICES

Configuration > Testing Devices

Sample COS Configuration
Org Unit ID: 213625425

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

Testing Device:

Search:

<input type="checkbox"/>	ID	Name	Version	User	Type	Internal IP	External IP	Last Seen	Logs
<input type="checkbox"/>	2E18A2A5-F1D5-48A6-B201-DC52BB388AA2		10.2.0					7/22/19 3:38 PM	View Logs
<input checked="" type="checkbox"/>	D1363-A9C6-4D6E-84B3-F0DFF298B		10.0.0					7/19/19 4:52 PM	View Logs
<input type="checkbox"/>	8F545708-249D-4A89-8859-9E4EBC6ECF12		10.0.0					7/19/19 4:35 PM	View Logs
<input checked="" type="checkbox"/>	49F241B5-28CA-408E-ADE8-67E6F3C09499		10.0.0					7/19/19 4:30 PM	View Logs
<input type="checkbox"/>	BCFA87D1-A04A-46E1-8A5E-A6AB0A529BDD		10.0.0					7/19/19 4:23 PM	View Logs
<input type="checkbox"/>	17557FE3-D5C4-45ED-8F82-42A0E35F1298		10.1.0					7/16/19 5:12 PM	View Logs

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

Activity 4

DRC INSIGHT WISCONSIN CENTRAL OFFICE SERVICES

Configuration > Testing Devices

Sample COS Configuration
Org Unit ID: 213625425

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

Testing Device: Testing Device ID

Search: Search Type Search

Move Devices from Org Unit ID: 213625425

Selected Device
02E0323C-9530-4322-9DB7-9A2C46E63EC1

Target Org Unit ID

Close Move

ID	Name	Version	Last Seen	Logs
<input type="checkbox"/> 2E18A2A5-F1D5-48A6-B201-DC52BB388AA2			7/22/19 3:38 PM	View Logs
<input checked="" type="checkbox"/> 666D1363-A9C6-4D6E-84B3-9AAF0FF298B		10.0.0	7/19/19 4:52 PM	View Logs
<input type="checkbox"/> 8F545708-249D-4A89-8859-9E4EBC6ECF12		10.0.0	7/19/19 4:35 PM	View Logs
<input checked="" type="checkbox"/> 49F241B5-28CA-408E-ADE8-67E6F3C09499		10.0.0	7/19/19 4:30 PM	View Logs
<input type="checkbox"/> BCFA87D1-A04A-46E1-8A5E-A6AB0A529BDD		10.0.0	7/19/19 4:23 PM	View Logs
<input type="checkbox"/> 17557FE3-D5C4-45ED-8F82-42A0E35F1298		10.1.0	7/16/19 5:12 PM	View Logs

●●● Create Configuration Script for Deployment to Testing Devices

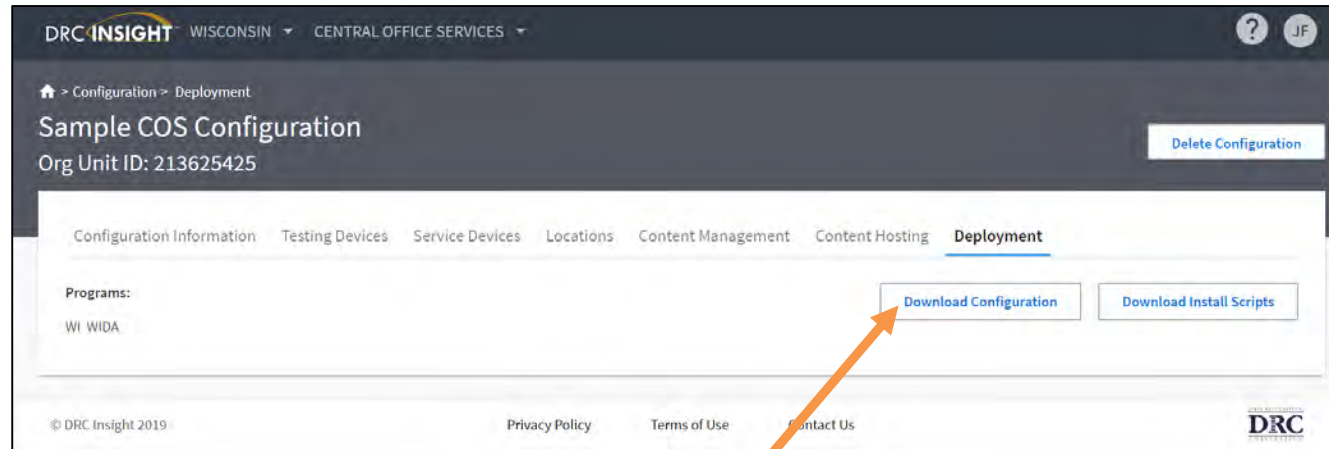


Activity 4

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*)



●●● Manually Assign COS ORG Unit ID to Testing Devices



Activity 4

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"

Configuration Not Found

Please raise your hand and wait for help.

Contact your technical resource and provide them with the following information:

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 Unit ID, or click **Cancel** to end the process.

Assign Device to ORG Unit

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.

123456789 **Add**

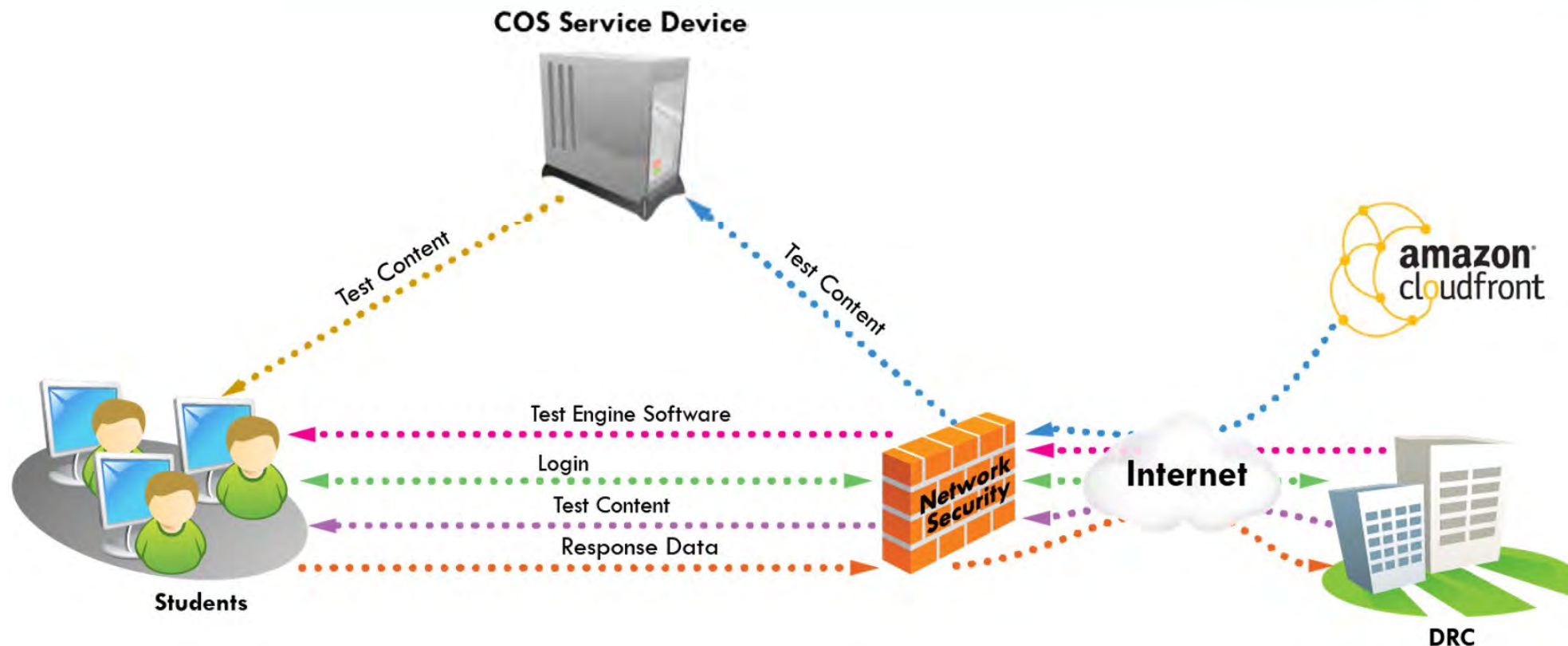
Register **Cancel**



COS Service Device Configuration Options

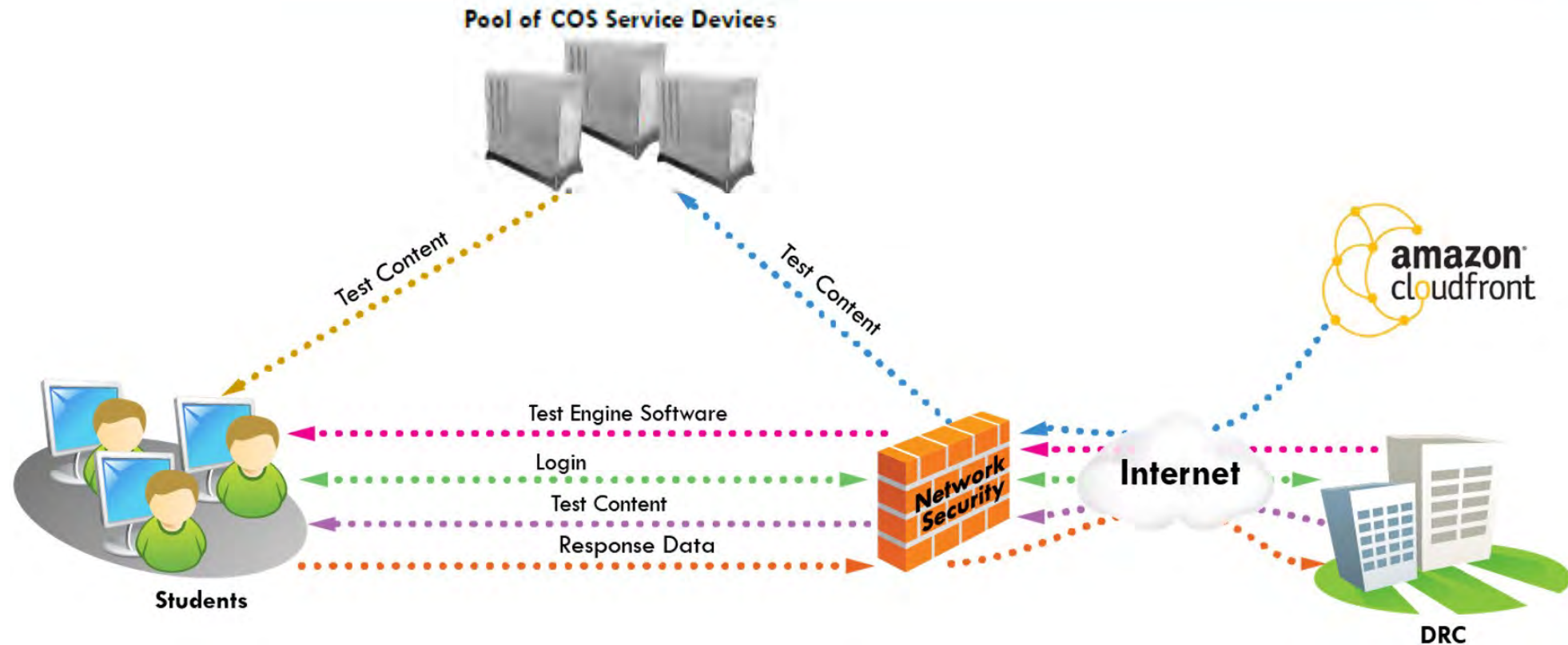


● ● ● Standalone COS Service Device



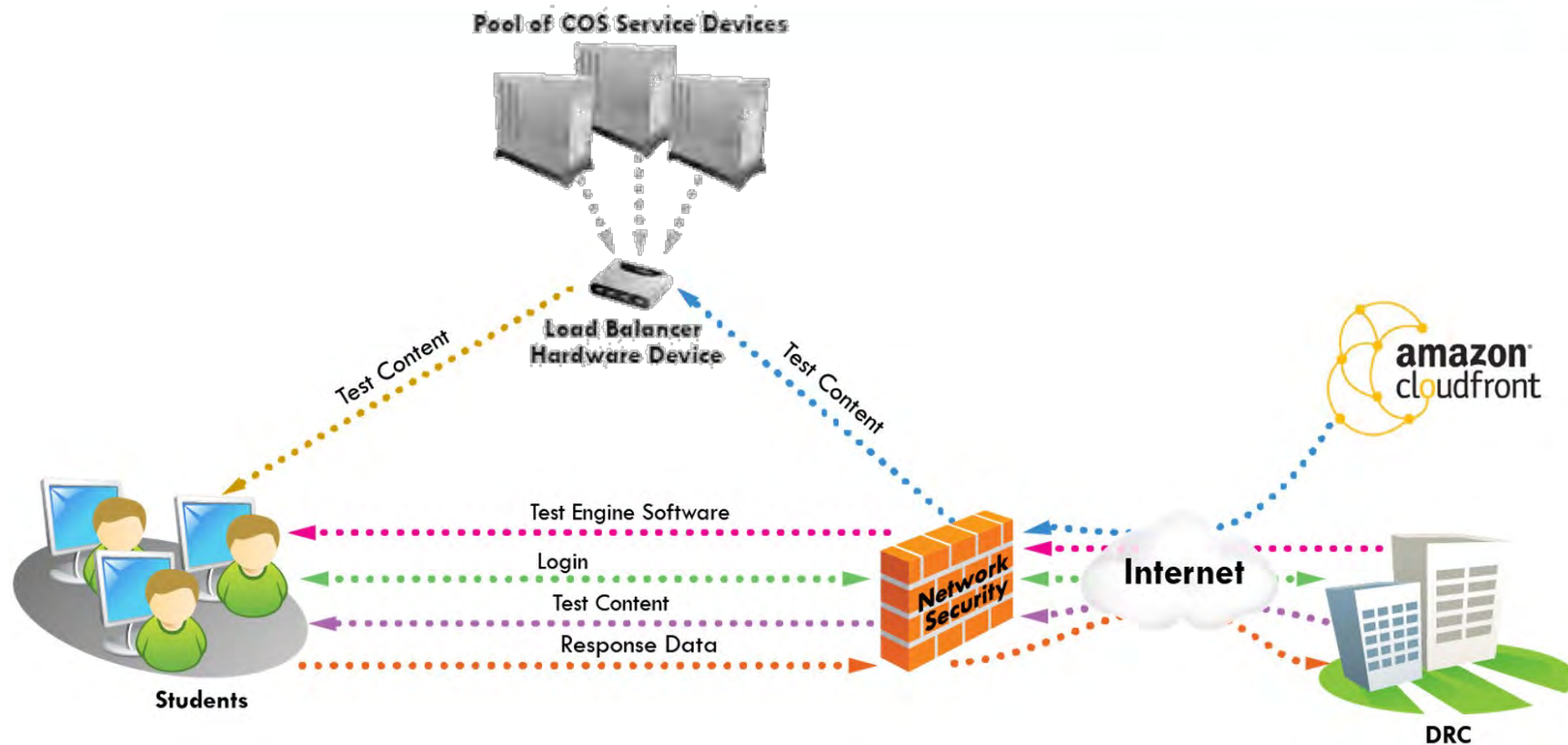
Standalone—This method connects students to a single COS Service Device set up in the COS Configuration. This is commonly used for hosting the COS Service Device at each testing site.

Multiple COS Service Devices



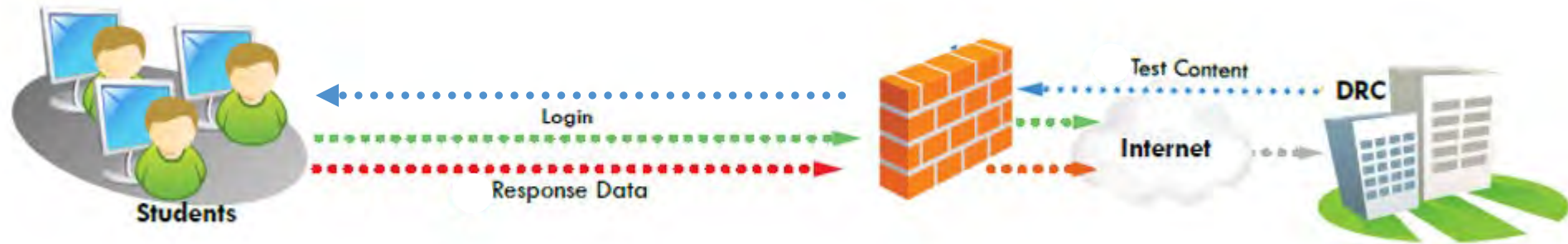
Software-based load balancing—This method allows round-robin persistent client connections based on the total count of COS Service Devices that are set up in the COS Configuration.

● ● ● 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

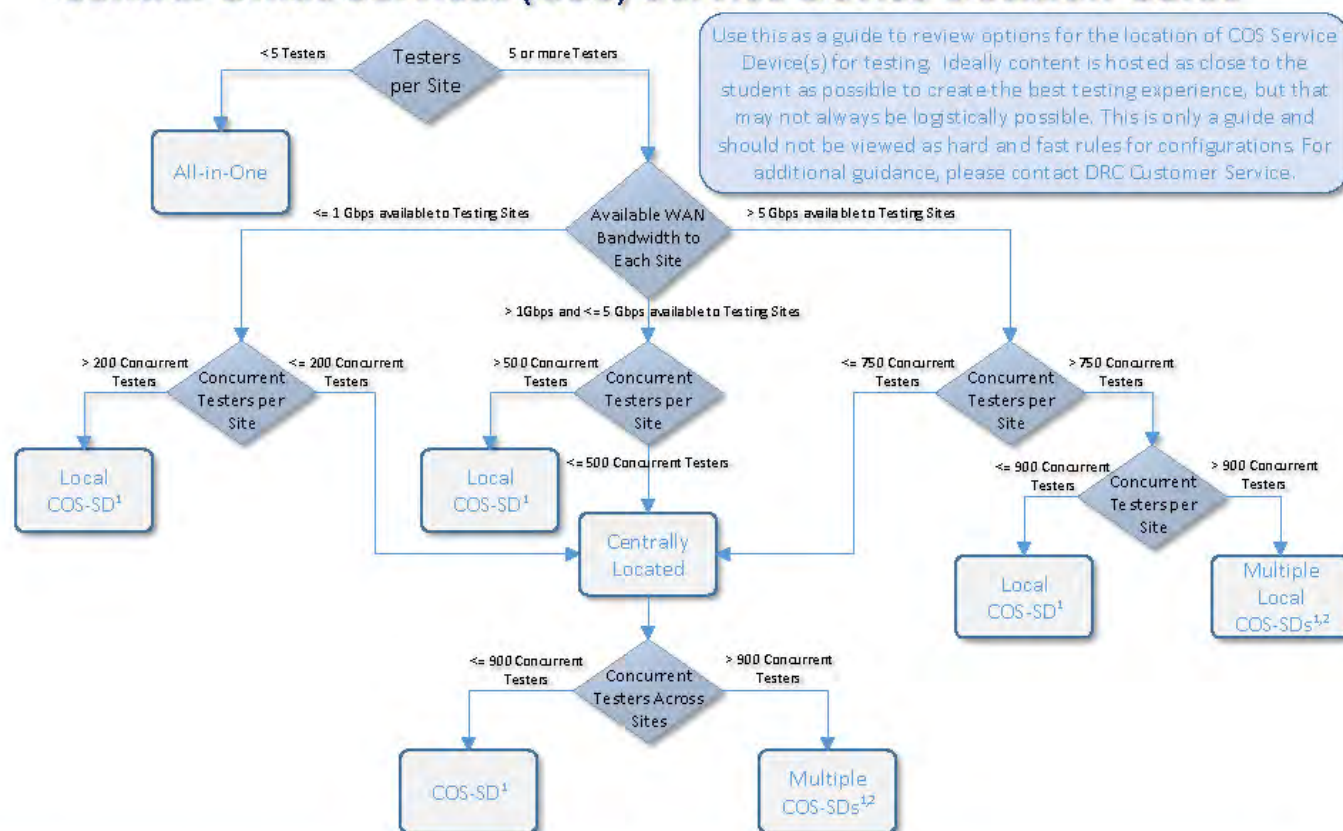


This COS Configuration only contains testing devices. There is no COS Service Device configured. This COS Configuration can only be used for students who do not use TTS/HVA (Text to Speech/Human Voice Audio), or VSL (Video Sign Language) accommodations or who are taking the WIDA ELL assessment.

COS Service Device Decision Guide



Central Office Services (COS) Service Device Decision Guide



Helps answer the question:

“Where should the COS-SD be located?”

This assists in determining the best location for COS Service Devices 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

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