

*“By joining forces with the MHRIC, the County has leveraged their administrative and technical expertise, which has contributed to significant cost savings from the economies of scale that this partnership has provided.”*

– Mike Hein, Ulster County Executive

## There is tremendous potential

for reducing expenses when staff, equipment, facilities, and procurement are centralized and their costs are shared. The result is quality services provided at cost-effective rates.

While NYS school districts have enjoyed the efficiencies and tax benefits of a BOCES collaboration for many years, now entities that function under general municipal law, including local and county government/agencies and public libraries, have also successfully secured funding through local government efficiency grants to enable sharing of some essential services.

Chief among the collaborations that historically have been most successful are those in the areas of **information** and **technical support**. The MHRIC is best positioned to offer engagement with and assistance to municipalities in these areas.

Read on for descriptions of shared resources and services currently available through a partnership with the Mid-Hudson Regional Information Center. Call or email for information on how your organization can benefit.

### Successful Partnerships

County of Ulster  
City of Kingston  
Town of Rosendale/Marbletown  
Dutchess County Resource Recovery Agency  
Mid-Hudson Library System  
Southeast Library System\*  
Ulster County Resource Recovery Agency\*

\*work completed/past partnership

### About the MHRIC

There are currently 12 Regional Information Centers (RICs) organized under the Board of Cooperative Educational Services (BOCES). Ulster BOCES is home to the Mid-Hudson Regional Information Center (MHRIC), which serves Ulster, Dutchess, Orange, and Sullivan counties. A RIC's purpose is to regionalize technology services. Partnering with the MHRIC increases buying power and promotes consistent technical standards. This cost effective system generates savings for the local taxpayer and has leveled the playing field, allowing the best resources to remain in reach of everyone, no matter their size.



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### ULSTER BOCES NON-DISCRIMINATION STATEMENT

The Board of Cooperative Educational Services, Sole Supervisory District of Ulster County (“BOCES”), does not discriminate on the basis of an individual’s actual or perceived race, color, creed, religion, religious practice, national origin, ethnic group, sex (including sexual harassment and sexual violence), gender identity, sexual orientation (“sexual orientation” means heterosexuality, homosexuality, bisexuality, or asexuality), political affiliation, age, marital status, military status, veteran status, disability, weight, domestic violence victim status, arrest or conviction record, genetic predisposition or carrier status or any other legally protected status in regard to employment opportunities or educational/vocational programs or activities which it operates. All inquiries regarding BOCES Non-Discrimination policies and/or complaints regarding violation(s) of these policies should be directed to the BOCES Compliance Officer, Dr. Jonah Schenker, Deputy Superintendent in one of the following manners:

Email: [jschenke@ulsterbooces.org](mailto:jschenke@ulsterbooces.org); Phone: 845.255.3020;  
Mail: 175 Route 32 North, New Paltz, New York, 12561

Inquiries concerning the application of Title IX and its implementing regulation and/or complaints regarding violation(s) of these provisions can be referred to the Department of Education, Office of Civil Rights, 32 Old Slip, 26th Floor, New York, NY 10005-2500; Telephone: (646) 428-3900; FAX: (646) 428-3800; TDD: (800) 877-8339; [OCR.NewYork@ed.gov](mailto:OCR.NewYork@ed.gov).

*Shared Services:*

# Partnering with Municipalities



For more than 70 years, BOCES across New York State have saved local communities tax dollars through centralization of school services. Rather than replicating programs in each district, collaboration allows schools to pool resources to address common needs in an effective and economical way. Municipalities can now realize these same benefits.





## TECHNOLOGY SUPPORT SERVICES

Planned support and continuous training are the keys to the successful integration of technology and its use. Examples of available support include:

### Office Professional Institute

Each year, a one-day institute is offered that focuses on helping employees utilize technology tools and develop best practices that will help them perform their roles more efficiently. The day is filled with a mixture of demonstration and hands-on sessions that provides skill-building and networking. Registered participants may attend several different sessions and can select from various topics. These sessions will be full of tips and tricks useful to beginners as well as more experienced users.

### Day & Evening Classes

Day and evening classes cover a broad range of office-based software packages, as well as other applications of information technology. Unlimited help desk, phone, and web support is provided to all class participants. Topics include but are not limited to:

- Gmail
- Google Calendar
- Google Drive
- Google Forms
- Google Sites
- Cloud Computing with OneDrive
- Making ADA Accessible Documents
- Specialty Projects Workshop
- Microsoft Access
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Publisher
- Microsoft Word

For a complete list of classes available, view the training calendar in the TSS section on our website at [mhric.org](http://mhric.org)

### Web-Based “Slices” of Classes

One-hour web-based classes called “Slices” are available. Several audio and/or chat options will be provided in order to allow the participants to communicate with the trainer and others in attendance. Topics include but are not limited to:

- Microsoft Excel
- Microsoft PowerPoint
- Adobe InDesign
- Gmail
- Microsoft Word
- Google
- Add-ons for Google Apps
- File Organization

### Workshops & Demonstrations

Throughout the year, the MHRIC presents workshops and demonstrations covering many areas of interest, including current, developing, and innovative technology.

### Telephone, Email & Online Support

The MHRIC offers a helping hand to its municipal partners. Personalized help is only a phone call, email, or “Go-To-Meeting” away.

## PREMISES SECURITY SERVICES

The MHRIC Security Service offers a range of technology solutions and options to secure buildings utilizing state-of-the-art, IP-based video cameras with image recording capability, door access control, visitor management systems, panic devices, or infrared license plate readers, as well as bring awareness of vital security planning, training, and best practices. Includes:

- Vendor analysis of your existing network infrastructure to support security systems, identification of security needs by building, and recommendations for security systems at your site.
- Procurement, installation, training, and ongoing Help Desk support for the technology solutions selected.
- Help Desk assistance with problem solving and call routing to network experts.
- Presentations by security experts to stay abreast of new technologies, procedures, and methods.

### IP Video Security System Option

This service provides an interior and exterior IP video surveillance system for your buildings and grounds. The system can be integrated into your existing IP network infrastructure. Cameras may be monitored in real time from multiple locations, and playback of stored video is available as needed. If an event involves police or fire agencies, it is possible to link to the system from agency vehicles and view real-time images within the building from the vehicle. A variety of cameras are available including: static mounts, pan tilt zoom (PTZ), infrared, exterior weather protected, vandal resistant, and digital zoom. Video recordings are stored on a Network Video Recorder (NVR), located at your site. Access to your images is secure and password protected.

### Door Access Control Security System Option

The Door Access Control service provides perimeter security for exterior entrances, although, depending on the need, interior doors may also be protected for high value or sensitive locations. The system may be accessed by several means, including proximity cards or key fobs, swipe cards, bar codes, or biometric readers. The system is protected from power outages by battery backup. In the event of a power failure, all doors will be “fail closed” to maintain security. There is the provision for employee ID cards to be incorporated into the security door system, if appropriate.

### Emergency Communication Services

The products in this service are designed to provide your organization with the means to quickly alert both staff and emergency response personnel when an emergency situation arises. In addition, these tools allow you to easily manage the situation and maintain communication with appropriate personnel throughout. Features include the ability to:

- Send alerts via text message, email, two-way radios, and public address (PA) systems.
- Communicate with staff and emergency response personnel throughout the incident
- Integrate with Access Control and IP Camera Systems.
- Provide emergency responders with pertinent information including building maps and live video feed.
- Account for staff during the crisis and assist in post-crisis reunification.
- Provide municipal leadership with reports and after-incident information.

### Visitor Management System Option

Visitor management systems (VMS) help keep unwanted visitors out, while tracking those allowed in your building. Simply scan a visitor’s driver’s license (or other state issued ID) and the system instantly screens for registered sex offenders, domestic dispute offenders, and other trespassers. When a visitor is cleared, the software prints a badge with the visitor’s information and destination in the building. The MHRIC has several different VMS options available. Systems can include web-based access and, in the event of a potential threat, the ability to instantly alert designated officials via email, text messaging, and/or page.

### Security Communication Technology Tools - Radios

Security tools such as radios and indoor/outdoor positioning locator technologies are available. These tools allow designated officials to communicate important information with a click of a button via WiFi functionality and/or communication platforms using a private frequency. There are many products and communications options available, such as:

- Systems that can be custom-designed to meet budget and agency requirements.
- Radios that operate as both analog and digital, providing flexibility.
- First-responder integration.
- One-to-many communications, with ability to expedite urgent communications.

## TECHNICAL SERVICES

### OUS WAN Service

This service provides Wide Area Network (WAN) capacity that interconnects buildings at bandwidths ranging from 100 Mb/s to 10 Gb/s (based on agency preference and availability). It also connects the agency hub to the county hub, allowing access from the agency to other locations within the Mid-Hudson region and the Internet. Presently this service is available to agencies located in Orange, Sullivan, or Ulster counties.

*“The MHRIC has been a valuable resource to*

*the County in sharing*

*its experience with*

*Cyber Awareness*

*training and*

*assessment tools,*

*which assisted us*

*in the development*

*of our own*

*County-wide*

*workforce training*

*initiative.”*

– Joe DeLeon, Director of Information Services

### Phishing Tests & Staff Awareness Training Service

Network and data security is the responsibility of ALL staff and network users. Information Technology (IT) staff regularly install, maintain, and update agency firewalls, servers, workstation operating systems, enterprise anti-virus, and anti-malware systems.

Even with all those controls in place, the human factor can derail the best network and data security plan. Statistics show that most breaches (about 90 percent) occur through phishing attacks. Phishing is the term used to describe the nefarious action of trying to obtain financial or other confidential information from Internet users, typically by sending an email that looks as if it is from a legitimate organization, but contains a link to a fake website where the user is tricked into either giving information or, unknown to the users, installing malicious software on their computer.

The MHRIC Phishing Security Audit Service provides access to online training programs that staff may complete at their own pace. The concepts and examples will educate staff about the types of emails they may wish to delete or bring to someone’s attention. Staff awareness training is the most effective and most economical way to fight cyber attacks. Through a combination of periodic email phishing tests sent to your staff, as well as online security awareness training, you can dramatically improve your defenses against a network, data, or cyber attack. The service also provides detailed phishing participation reports, which are generated and sent for review and potential follow-up.



## OTHER SERVICES AVAILABLE

### Board Meeting Management & Communication

As municipalities endeavor to provide their communities with up-to-date goals, initiatives, and accountability information, it is essential that board members have access to an online management system to access policies and documents, and share vital strategic planning information. The MHRIC partners with organizations that can provide a variety of integration to streamline agenda preparation, facilitate board member communication, link policies to action items, and enhance the effectiveness of public meetings.

### Automated Calling & Broadcast Systems

Rapid Broadcast and Routine Calling Systems are automated phone, email, and text messaging notification systems for emergencies and community outreach opportunities. The MHRIC partners with best-of-breed systems to meet your communication needs. The MHRIC coordinates and works as a liaison, overseeing the implementation of the automated demographic files from your databases into the broadcast system. Products and vendor services are chosen via a RFP process to obtain the best pricing possible.