
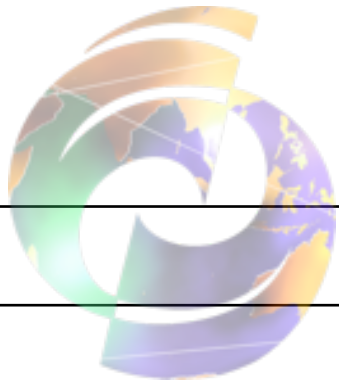


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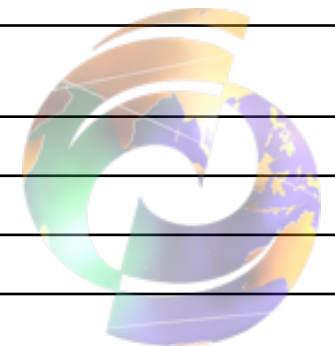
Service Name	Primary Support	Secondary Support	Additional Support Personnel
Administrative Systems Operations Services			
Board Document Management - eBoards	Brenda Egelston	Tracy Sharlette Chris Grieco	
Educator Management Systems - iObservation, OASYS, TeachScape, MyLearningPlan	Lori Grieco Kay Fortenbury	Tracy Sharlette Chris Grieco Shelly Lawrence	
Cafeteria Support - NutriKids, WebSMARTT, WinSnap	Michele Reid, Mike Holton	Tracy Sharlette Chris Grieco	
Campus Emergency Response - Rapid Responder	Brenda Egelston	Tracy Sharlette Chris Grieco	
Document Retention Management - Laser Fiche	Mike Holton, Michele Reid, Darcie LaPatra-French	Chris Grieco Tracy Sharlette	
Election Management Systems - Bold Systems, NTS	Faye Hughes	Tracy Sharlette Chris Grieco	
Emergency Broadcast Systems (ETBS) - School Messenger, Blackboard Connect	Brenda Egelston, Mike Holton	Chris Grieco Tracy Sharlette	
File Transfer_Secure - Serv-U	Mike Kapala Faye Hughes	Chris Grieco Tracy Sharlette Dan Chmielewski	
Financial Systems Support - nVision, Finance Manager, WinCap	Patty Nessel, Lesley Keenan, Giovana Huamani, Jean Brzuskiwicz, Kathy Dimeo	Chris Grieco Tracy Sharlette	
Inventory / Work Order Management - Que Centre, Web Help Desk	Brenda Egelston	Chris Grieco Tracy Sharlette	

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Service Name	Primary Support	Secondary Support	Additional Support Personnel
Administrative Systems Operations Services			
Medicaid Compliance — MedWeb, ClearTrack 200, Medicaid Direct	Annette Deyle	Chris Grieco Tracy Sharlette	
Micro Admin Support - Windows Training, MS Access, MS Excel, MS Word, MS Outlook, MS Powerpoint, MS Publisher, GroupWise	Faye Hughes	Tracy Sharlette Chris Grieco	
Operations Support - Report Card Printing, Payroll Processing	Heather Burdick, John McInerney, Bonnie Skellington	Tracy Sharlette Chris Grieco	
Special Education Systems - Cleartrack 200, RTI Edge, IEP Direct, RTIm Direct	Anna Fuller, Deanna Majewicz, Lori Wisenburn, Shakia Walton, Terry McInerney	Tracy Sharlette Chris Grieco	
Student Management Systems (SMS) - Schooltool, Infinite Campus	Anneliese Carinci, Darcie LaPatra-French, Shelly Lawrence, Mark Rogan, Mike Kapala, Sue Keyser, Brittany Rizzo, Katie Faulkenmeyer, Chad Hatch, Roxanne Whipple, Shakia Walton, Stephanie Gillette, Barb Tessina	Tracy Sharlette, Chris Grieco, Kay Fortenbery, Lori Grieco	
Talent Acquisition Management	Faye Hughes	Tracy Sharlette Chris Grieco	
Visitor Management - Raptor	Brenda Egelston	Chris Grieco Tracy Sharlette	

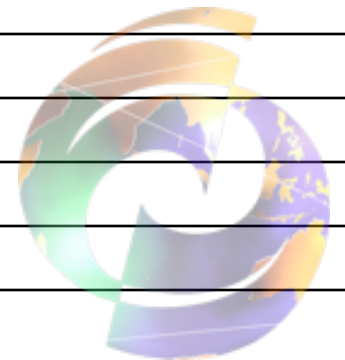
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Service Name	Primary Support	Secondary Support	Additional Support Personnel
Data Analysis & Verification Systems			
Assessment Creation / Analysis Tool: - LinkIt - eDoctrina	Bryan Fairbrother	Marc Crouse, Jeff Hammes	Wendy Ahles, Lisa Garofalo, Kathy Kaufman, Becky Nugent, Martha Resig, Martha Tornabene, Nicole White, Adam Zehr
Data / Accountability Projects	Bryan Fairbrother	Wendy Ahles, Marc Crouse, Lisa Garofalo, Jeff Hammes, Kathy Kaufman, Becky Nugent, Martha Resig, Martha Tornabene, Nicole White, Adam Zehr	
Schooltool Premier	Deb Duffy, Bryan Fairbrother	Wendy Ahles, Marc Crouse, Lisa Garofalo, Jeff Hammes, Kathy Kaufman, Martha Resig, Martha Tornabene, Nicole White, Adam Zehr	
Supplemental Data Service	Bryan Fairbrother	Wendy Ahles, Marc Crouse, Lisa Garofalo, Jeff Hammes, Kathy Kaufman, Martha Resig, Martha Tornabene, Nicole White, Adam Zehr	
Data Integration & Programming			
BOCES Data Report Cards	Tammie Crumb		
Cognos Report Development	Rick Browell	Fallou Thiobane	
Level 0 / Level 1 / Level 2 Data Loads, Server Support	Lisa Lee	Lisa Binsley	
schooltool Custom Exports	Dan Chmielewski	Lisa Binsley	
schooltool Custom Reports	Thomas Taverne	Lisa Binsley	
schooltool Data Integration	Dan Chmielewski	Michael Csete	
Sharepoint Software Support	Dan Chmielewski		



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Service Name	Primary Support	Secondary Support	Additional Support Personnel
Instructional Services			
Adobe Connect	Derek LaLonde		
Curriculum Mapping / Regents Prep	Liz Mueller		
CLO - All	Maria Rocker		
Google & Office 365	Alana White	Derek LaLonde	
Guidance	Kristina Donley	Alana White	
LMS - Canvas & Schoology	Derek LaLonde	Kristina Donley	
Local Assessment	Andrea Paoni, Liz Mueller	Alana White	
Intervention	Andrea Paoni	Laurie Yager	
STEM	Laurie Yager	Liz Mueller	
Safari Montage / Ensemble	Chad Bryant	Carl Manganaro	
Virtual Learning	Kristina Donley	Derek LaLonde	
Web Design	Derek LaLonde, Laurie Yager	Heather Shaffer John-Henry Lane	



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Service Name	Primary Support	Secondary Support	Additional Support Personnel
Technical Services			
Active Directory Installs	Joe DiFabio	Scott Murray	Dave Khan
Active Directory Support	Scott Murray	Dave Khan	
Anti-Virus	Josh Basile	Dan Potter	
Backup Exec	Joe DiFabio	Justin Mitchell	
Blackboard	Paul Hurlburt	Dan Potter	
Cafe' Systems	Ed Fabrizio	Dan Potter	
Cat 5/6 Installs	Tim Moylan	Del Roman	
Citrix	Ed Fabrizio	Dave Khan	
Cleartrack	Ed Fabrizio	Dave Khan	
Crash Plan Pro	Paul Hurlburt	Dan Potter	
DHCP	Eric Nicholas	Rich Hammett	NOC
Digital Printers	Bill Mammone		
Disaster Recovery	Rich Hammett	Pat Reittinger	Eric Nicholas
Ensemble	Jim Corleto	Chrissy Barry	Paul Hurlburt
Exchange	Rich Hammett	Karen Gifford	Dan Potter
Finance Manager/nVision	Ed Fabrizio	Dave Khan	
Flash Media Services	Jim Corleto		
Hardware Repairs	Stan Sobieraj		
HyperV Management / Support	Joe DiFabio	Dave Khan	



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Technical Services			
Imaging Services	Dave Khan	Josh Basile	
Intermapper	Mike Sales		
Internet Filtering	Pat Reittinger	Chrissy Barry	
Laptop Encryption	Chrissy Barry	Karen Gifford	
Linux Support	Scott Murray	Eric Nicholas	
Netbackup	Rich Hammett		
Network Troubleshooting	Del Roman	Mike Sales	
Novell Server Support	Joe DiFabio	Scott Murray	
OSX Server Support	Dan Potter	Paul Hurlburt	
OSX Support	Paul Hurlburt	Dan Potter	
Patch Management	Vernon Downs		
QueCentre	Tammy Ebersold	Ginny Boshart	
Read 180 Support	Scott Murray		
SCCM Support	Dave Khan	Scott Murray	
SharePoint	Dave Khan		
SmartPhone Support	Dan Potter	Paul Hurlburt	
SQL Installs / Backups	Dan Potter	Robin Lester	Dave Khan
SSL Certificates Installs/Requests	Rich Hammett	Karen Gifford	Robin Lester, Dan Potter
Student Management Systems	Robin Lester	Chrissy Barry	Dan Potter



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Service Name	Primary Support	Secondary Support	Additional Support Personnel
Technical Services			
Tablet Support	Paul Hurlburt	John-Henry Lane	Dan Potter
Tandbergs (Video)	Tim Moylan	Karen Gifford	Chrissy Barry
Telecom Lines	Eric Nicholas	Tim Moylan	
Telephone/Centrex Lines	Tim Moylan		
Thin Client (Term. Svsc./Citrix)	Ed Fabrizio	Dave Khan	Rick Hammett
VMWare Management/Support	Pierre-Luc McElroy	Rich Hammett	
VOIP	Karen Gifford	Josh Basile	Paul Hurlburt
VPN	Eric Nicholas		
Windows OS Support	Dave Khan	Entire Tech Team	
Web Servers	NOC	Model Schools	
Windows OS Support	Dave Khan	Entire Tech Team	
Windows Servers Support/Builds	Joe DiFabio	Scott Murray	Dave Khan, Dan Potter, Ed Fabrizio
Wireless	Mike Sales	Carleen Pelano	
ZCM Support	Scott Murray	Dave Khan	
Zen Support	Scott Murray	Dave Khan	

