



To: School Administrators and Technology Directors
From: Eric Nicklas, K-12 Program Manager, and MOREnet
Date: May 2009
Subject: FY10 MOREnet K-12 Technology Network Program

Since 1994, the Department of Elementary and Secondary Education (DESE) and MOREnet have worked closely to provide the K-12 Technology Network Program (K-12 TNP) that provides Missouri districts with quality Internet connectivity, training, technical support, videoconferencing services, and online resources. As a result, districts are better able to use this connectivity to instruct students, conduct business, and provide resources for administrators, educators, support staff, and students.

Please take a few minutes to review the important information for the coming year. The enclosed FY10 K-12 TNP materials include:

- FY10 K-12 fee schedule (Note that the proposed fee schedule for FY10 is tentative at this time and is being disseminated for your planning purposes only. Actual FY10 fees and services are contingent upon the House Bill 3 (HB3) funding decision and the Governor's signing of the approved budget bill.
- Changes to the Online Resources available to MOREnet members
- Changes to MOREnet Internet Content Filtering (ICF) services

DESE and MOREnet look forward to working with your district during the 2009-10 school year. For more information about the K-12 TNP, visit the program website at <http://www.more.net> or call Eric Nicklas, Program Manager, at 573-882-9785.

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enclosures

May 2009

FY10 K-12 Technology Network Program (K-12 TNP) Update (K-12 TNP)

As MOREnet prepares for another year, we would like to thank you for your continued participation in the K-12 TNP. MOREnet values the support and collaboration of every member and we hope that our services continue to make a difference in your schools every day. MOREnet's K-12 Technology Network Program (K-12 TNP) provides Internet access, online resources, training, technical support, videoconferencing and other services over a MOREnet-managed state network to participating Missouri school districts. The K-12 TNP is sponsored by the Missouri Department of Elementary and Secondary Education (DESE) and is made possible through collaboration among DESE, the Department of Higher Education and the Missouri State Library.

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FY10 Participation Fees

The FY10 K-12 TNP fees will be unchanged from FY09. The FY10 fee schedule included in this packet is to be used for planning purposes and is considered tentative until the Governor signs House Bill 3 (HB3).

Bandwidth Upgrade Request Deadlines

As of April 2007, MOREnet implemented new bandwidth upgrade policies. These changes have assisted school districts and MOREnet to better plan for and manage bandwidth upgrades allowing, in most cases, for districts to anticipate and receive additional bandwidth before the need arises.

MOREnet and DESE want to provide school districts the bandwidth needed to support their missions as efficiently as possible. In order to do so, MOREnet provides two opportunities for school districts to request bandwidth upgrades annually. These upgrade timelines allow MOREnet to plan and project the overall bandwidth needs and financial impacts on the K-12 TNP for the year. Districts may request bandwidth upgrades outside of these timelines, but MOREnet cannot guarantee the requests will be approved. MOREnet greatly appreciates districts respecting these timelines as it contributes to the overall success of the program. Be sure to plan ahead and anticipate your bandwidth needs for the next year by submitting your upgrade request as early as possible.

Installation Costs

When applicable, districts may be responsible for the construction costs associated with the installation of fiber to their district. MOREnet will work closely with these districts to inform them when these additional costs are applicable. No construction will occur unless the district approves these costs.

Requesting a Bandwidth Upgrade

School districts requesting a bandwidth upgrade must submit a *Bandwidth Survey* and a *Connection Information Form*. The information gathered through these forms will allow for better estimates of bandwidth needs by indicating current and future bandwidth use. These online forms are available at <http://www.more.net/services/connectivity/upgradeprocess.html>

MOREnet provides two opportunities per year for districts to request bandwidth upgrades. MOREnet will work closely with districts in determining the appropriate bandwidth needed to run the resources and applications used by the district. Upgrade requests will be approved based on the following criteria:

- Request submitted within upgrade timelines;
- Current bandwidth use; and
- Anticipated bandwidth needs over the next 12-18 months.

The deadlines for bandwidth upgrade requests will be the following:

1. Sept. 30, 2009, for bandwidth to be in place during Feb. 2010.
2. April 1, 2010, for bandwidth to be in place during Aug. 2010.

Please note that connection installation times are estimates and can vary due to circuit type, bid status and construction issues.

Districts may request an upgrade outside an upgrade window but may be responsible for the following costs, when applicable:

1. Early termination penalty of the current connection;
2. Cost of connection installation; and
3. Cost of connection equipment.

Implementing Web Application Software

With members' growing use of and dependency on Web applications and the associated connectivity requirements, MOREnet encourages all members to consult with vendors as early as possible regarding the application bandwidth requirements. To ensure a successful implementation, it is important to work with the vendor to understand and anticipate LAN configurations and bandwidth needs as well as how the application performs over the commodity Internet, including any potential latency issues that may impact performance.

Each member is responsible for working with the application vendor to troubleshoot Web applications. However, MOREnet is available to work with members and vendors to promote three-way information sharing and collaboration to help resolve member connectivity questions.

MOREnet makes every effort to assist its members with troubleshooting connectivity issues related to their MOREnet connections. In addition to technical support services, network maps and several bandwidth monitoring and traffic analysis tools are available to all members through the MyMOREnet Web-based service <https://my.more.net/mymorenet/plugin/servlet/plugin>.

Additional Information

Questions about MOREnet-provided bandwidth should be directed to Eric Nicklas, K-12 TNP Program Manager at (573) 882-9785. For more information, see the Connection Upgrade Process on MOREnet's website at <http://www.more.net/services/connectivity/upgradeprocess.html>.

E-rate Requirements

E-rate funds approximately 35 percent of K-12 TNP services provided to member districts, a significant portion of funding for MOREnet's K-12 program. It is important that MOREnet maintain this funding source for continued support of K-12 TNP services.

As part of MOREnet's annual E-rate application, the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (USAC) requires MOREnet to collect Letters of Agency (LOA) and the E-rate Form 479 from each member school district. The LOA serves as district acknowledgement that MOREnet is requesting E-rate discounts on services being provided to the district by MOREnet. The form 479 is required for the district to certify Children's Internet Protection Act (CIPA) compliance. It is important that districts respond to MOREnet's requests for this information in a timely fashion. Information regarding the collection of this information will be sent in November.

Failure by a member to meet these requirements may result in lost E-rate discounts to MOREnet and the member will be required to reimburse MOREnet for any lost E-rate discounts.

Update your MOREnet Contacts!

Please review the designated MOREnet contacts for your district and make any necessary updates. MOREnet uses these contacts to communicate about service related issues. To find your organization's current list of contacts, go to the Find My Contact utility located on the Technical Support page of the MOREnet website at <http://help.more.net>.

FY10 K-12 TNP Services Summary

Internet Connectivity

<http://www.more.net/services/connectivity/index.html>

Each member school district receives the connectivity needed to assist with its mission. Each member school district gets a minimum of one T1 connection (1.536 Mbps) to MOREnet's statewide backbone network. This connection provides schools access to the many resources and applications on the Internet.

For FY10 the K-12 TNP funded bandwidth cap will be 100Mbps per district. Bandwidth above 100Mbps is available to districts for an additional fee. Contact Eric Nicklas for information on acquiring additional bandwidth.

MyMOREnet

<http://www.more.net/services/mymorenet/>

MyMOREnet is a Web-based service that allows members to access MOREnet-related information about their organization. MyMOREnet applications currently include

MyMOREnet account management, bandwidth utilization reports, network monitoring, domain name registration and the submission MOREnet help desk tickets.

One tool within MyMOREnet is the Member Summary. The Member Summary allows organizations to view information, including current contact information, connection information, IP addresses, for-fee services, help desk ticket activity, attended training sessions and online resource utilization.

MOREnet KnowledgeBase

<http://help.more.net>

MOREnet offers a searchable KnowledgeBase to all member faculty, staff, students and end users. The MOREnet KnowledgeBase, from RightAnswers, is a collection of more than 56,000 technical articles across many software titles including Windows products. In addition, MOREnet adds custom content relevant to MOREnet services. Users can access the MOREnet KnowledgeBase from any computer connected through MOREnet.

Technical Support & Network Consulting

<http://help.more.net>

MOREnet provides technical support for all member school districts. The knowledge of our staff makes for outstanding response times in the resolution of technical issues for our members. In addition, our Network Consulting Group can provide technical consulting and troubleshooting services to help improve your district's network performance.

Training and Professional Development

<http://www.more.net/training>

MOREnet provides a variety of training and professional development opportunities for educators and technical staff throughout the year. Training sessions cover many topics to meet a variety of technical and educational needs. Sessions are conducted at MOREnet's hands-on facility in Columbia, regional training locations, member locations (in-services), and online via Adobe Connect web conferencing.

Due to the increase demand for MOREnet regional and in-service sessions, it is highly recommended that MOREnet is contacted at least 4 months prior to the requested schedule date.

For a complete listing of MOREnet training sessions and schedule go to <http://www.more.net/training/>.

Video Services

<http://www.more.net/services/video>

MOREnet's Video Services Group provides support and assistance to members who use videoconferencing. MOREnet provides video bridging service for members to connect to each other for interactive H.323 videoconferencing. MOREnet's video staff is available to help every step of the way from content and scheduling, to testing and delivery. E-mail video@more.net with questions and for more information.

In 2007, MOREnet video enabled the H.239 videoconferencing protocol on the MOREnet video network. Organizations with compatible equipment can now take advantage of this videoconferencing standard.

Live Video Streaming is also available as a for-fee service from MOREnet's video group. Let us help you bring your event online for remote audiences to access real-time from their PC. E-mail video@more.net for more information.

Security Services

<http://www.more.net/security>

MOREnet members have access to security incident response personnel dedicated to providing the highest level of network security services. MOREnet Security Services provides security education, consulting and proactive alerts to help keep your networks safe.

BeSafe Internet Safety Website

<http://besafe.more.net>

In 2007, MOREnet launched a new Internet safety website to help members better prepare students and parents to address the risks encountered online. You'll find information about MOREnet's NetSmartz teacher training, plus a host of other resources you can use to help keep Missouri families safe online. Also, keep an eye on the BeSafe website for information about future Internet Safety events.

Good Net Neighbor

<http://www.more.net/security/gnns/gnn-phase1.html>

<http://www.more.net/security/gnns/gnn-phase2.html>

MOREnet members who elect to participate in the Good Net Neighbor service authorize MOREnet to block some incoming and outgoing router ports to make your network less susceptible to spam, viruses, bots and other threats. There is no cost to sign up, and you can activate the service through your MyMOREnet account.

E-rate Assistance

<http://www.more.net/services/e-rate>

MOREnet provides E-rate assistance to districts. Whether you are new to the E-rate program or an E-rate veteran, be sure to stay up to date on E-rate program changes. Contact Rebecca Miller at MOREnet with your E-rate questions, millerrj@more.net. You don't want to miss an opportunity to save money.

Program Changes for FY10

Online Resources

<http://www.more.net/online>

The Missouri State Library and MOREnet are excited to announce that Gale®, part of Cengage Learning, has been awarded the contract for the general periodical, health, business and K-12 online resource databases. Similar resources, currently provided to MOREnet members by EBSCO, are available through June 30, 2009. The Gale databases listed below will be available to all MOREnet members as of July 1, 2009:

- Business and Company Resource Center
- Academic OneFile
- General OneFile
- InfoTrac Collections
- Health & Wellness Resource Center with Alternative Health
- Health Reference Center Academic
- InfoTrac Student Edition
- InfoTrac Junior Edition

- Kids InfoBits
- InfoTrac Custom Newspapers
- Informe Revistas en Espanol (Spanish periodical database)

MOREnet is working closely with Gale to ensure the transition to the new resources is as smooth as possible. User training, a list of Frequently Asked Questions (FAQ) and promotional materials are being developed that will assist you with a successful transition. In addition, Gale has made a trial site available to all MOREnet members so you may become familiar with the content and their new interface. The URL for the trial site is <http://galesupport.com/morenet>.

MOREnet is developing training and promotional materials that will support the transition to the Gale products. Gale has made available a trial site for all MOREnet members to become familiar with the content and their new interface at <http://galesupport.com/morenet>.

Please contact MOREnet Technical Support at 1-800-509-6673 with any questions.

Organizations may provide remote access to staff and students at no additional cost. This is a great way for your organization to provide home access to these valuable resources. For more information, go to <http://www.more.net/online/remote.html>.

The Gale, NewsBank and Learning Express Library online resources are provided to MOREnet members through funding by the Missouri General Assembly. This

appropriation is made to the Secretary of State's Office and is administered by the Missouri State Library. A list of the online resources available to you as part of your MOREnet Membership is at www.more.net/online.

MOREnet Fee-Based Services

In addition to the services included with your membership, MOREnet offers additional fee-based services that can further enhance the value of technology in your district.

MOREnet Hosted Conferences & Events

<http://www.more.net/conferences>

Be sure to check the MOREnet website for information about the following MOREnet events:

- October 18-20, 2009: MOREnet Instructional Technology Conference (MITC)
- March 17, 2010, MOREnet Security Symposium
- March 18-19, 2010, Connections, MOREnet's Spring Technical Conference

Additional Internet Connections

MOREnet can also provide E-rate-eligible connections to other locations within your district for an additional charge. Please contact Eric Nicklas if your district is interested in this option.

Internet Content Filtering (ICF)

<http://www.more.net/services/filter>

MOREnet offers an Internet Content Filtering (ICF) service to all interested members. Beginning July 1, 2009, it will be powered by Netsweeper. With content filtering

software, an administrator can block access to different filtered categories as well as disallow certain specific URLs and file types.

MOREnet offers two different varieties of filtering: MOREnet-hosted and member-hosted.

1. MOREnet-hosted filtering provides organizational control over setting up filters, overrides and different allow and block lists. With this option MOREnet manages the hardware and software and can troubleshoot problems.
2. Member-hosted filtering allows the organization to have complete control over the filtering solution. All hardware and software is district owned. MOREnet can assist in troubleshooting problems.

***kinetic* (E-mail and Web hosting)**

<http://www.more.net/services/managed/kinetic>

The *kinetic* service allows members to maintain their own web space and/or e-mail on MOREnet-managed servers. This allows your organization to inexpensively manage these services while removing the trouble and expense of maintaining your own hardware and software. E-mail virus and spam filtering is included with this service. **Beginning July 1, 2009, MOREnet is implementing an e-mail retention enhancement for *kinetic*. See <http://www.more.net/services/managed/kinetic> for details.**

Remote Vulnerability Assessment (RVA)

<http://www.more.net/services/rva/>

This service is a security study of your organization's publicly visible network. The assessment, performed over the Internet, looks for vulnerabilities that could pose a risk to your network. This service provides a "hacker's view" of your public network, allowing you to exercise due diligence in planning and securing your network against potential threats.

E-Mail Virus and Spam Filtering (EVSF)

<http://www.more.net/services/evsf/>

EVSF is a low-cost layer of protection for your network and e-mail system. Viruses and spam are two of the biggest hassles administrators deal with. EVSF requires no end-user participation; no server, equipment or software configuration; no time to administer; and no hardware investment on your part. EVSF removes all known e-mail-borne viruses and eliminates most spam, identifying and blocking more than 95% of e-mail as spam, and it all happens on MOREnet's backbone.

FY10 TNP Fees and Payment Policy

The fee schedule below outlines the tentative FY10 fee schedule (July 1, 2009 – June 30, 2010).

The FY10 MOREnet fees will be determined by the district's student enrollment (based on DESE provided data) and the amount of bandwidth that is in production or on order as of June 30, 2009. Districts that have a bandwidth upgrade on order or receive a bandwidth upgrade after June 30, 2009 will have the appropriate fees applied to the year's (FY2011) invoice.

FY10 Tentative Fee Schedule

The FY10 fee schedule is to be used for planning purposes and is considered tentative until the Governor signs House Bill 3.

Students	Up to 3Mb	4.5-10 Mb	11-20 Mb	21-45 Mb	46-60 Mb	61-80 Mb	81-100 Mb
0-249	\$2,250.00	\$3,487.50	\$4,725.00	\$5,962.50	\$7,200.00	\$8,437.50	\$9,675.00
250-499	\$3,487.50	\$4,725.00	\$5,962.50	\$7,200.00	\$8,437.50	\$9,675.00	\$10,912.50
500-999	\$4,725.00	\$5,962.50	\$7,200.00	\$8,437.50	\$9,675.00	\$10,912.50	\$12,150.00
1,000-1,999	\$5,962.50	\$7,200.00	\$8,437.50	\$9,675.00	\$10,912.50	\$12,150.00	\$13,387.50
2,000-3,999	\$7,200.00	\$8,437.50	\$9,675.00	\$10,912.50	\$12,150.00	\$13,387.50	\$14,625.00
4,000-7,999	\$8,437.50	\$9,675.00	\$10,912.50	\$12,150.00	\$13,387.50	\$14,625.00	\$15,862.50
8,000+	\$9,675.00	\$10,912.50	\$12,150.00	\$13,387.50	\$14,625.00	\$15,862.50	\$17,100.00

This fee schedule only includes services that are part of the K-12 TNP. Pricing for other fee-based MOREnet services are not included in this fee schedule. For information on MOREnet's fee-based services, visit <http://www.more.net/services>.

MOREnet Payment Policy

All payments are due 30 days after invoice date. Past-due invoices over 120 days will subject the district to a legal collections notice and access to services may be affected. MOREnet will mail invoices in the fall of 2009.

MOREnet appreciates full payment in a timely fashion. If you have any questions about your invoice, contact Eric Nicklas at (800) 509-6673 or eric@more.net.

Again, thank you for your membership and support, and have a great year in FY10!