Operating System Support Plan for Test Delivery System

2020–2021

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Introduction

This support plan establishes clear guidelines regarding which operating systems CAI will support for the upcoming test administration and in following years. The purpose of this document is to help districts and schools manage support requirements and plan based on support timelines.

This support plan is for all of Oregon's online assessments, specifically:

- Content area assessments in English Language Arts, Mathematics, and Science in Grades 3-8 and 11

- English Language Proficiency Assessment (ELPA Summative and Screener) in Grades PK-12

> **Note:** Oregon's 2020-2021 Support Plan is the official policy of Oregon Department of Education. Announcements or materials directly from Smarter Balanced Assessment Consortium do not supersede this Support Plan. Please report any inconsistencies that might be observed in Smarter Balanced announcements or materials to your ESD Partner.

This plan also helps leverage advantages available only through emerging technologies, while also continuing to support legacy platforms. The support statuses included in this plan are consistent with the statuses communicated in the 2019–2020 support plan, with the following adjustments: Mac OS X 10.10 is no longer supported. By fall 2022, CAI will transition to a support policy of four active versions of Mac OS. The anticipated end-of-support date for each Mac OS has been updated accordingly.

Status changes take effect each summer to avoid disruptions in testing during Oregon's primary test administration window. To ensure districts have sufficient notice to respond to any status changes, CAI will update this document annually.

> **About the Supported Operating Systems**
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> The operating systems listed in this document are supported when software is directly installed on machines and devices. Some types of network installation are supported.
> - Operating systems that will not be supported after the 2020–2021 school year are highlighted yellow. Systems that will not be supported after 2021–2022 are highlighted gray.
> - For information about network installation and related requirements, refer to the *Quick Guide for Setting Up Your Online Testing Technology*.
> - For general information about secure browser installation, refer to the Secure Browsers page on the OSAS Portal. For detailed information about secure browser installation, refer to the *Configurations, Troubleshooting, and Advanced Secure Browser Installation* document for your operating system.

> **About Supported Tablets**
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> The tablets listed in this document are the only ones currently supported. These devices have been tested explicitly for use with the mobile secure browser and the Test Delivery System. Other tablets will not be supported for the 2020–2021 test administration.

Support Plan for Operating Systems

Table 1 lists the operating systems and the anticipated end-of-support dates. The shaded cells in Table 1 indicate the following:

- <mark>Yellow shading</mark>—CAI ends support for operating systems after the 2020–2021 school year.

- *Gray shading*—CAI ends support for operating systems after the 2021–2022 school year.

Table 1. Supported Operating Systems

Supported Operating System	Release Date	Anticipated End-of-Support Date	Known Limitations and Accessibility Restrictions	Notes
Windows[a]				
8 (Professional & Enterprise)	*Oct. 2012*	*End of 2021-2022 School Year*	Students testing on Windows 8.0 or 8.1 touchscreen devices may need to use a mouse, as some onscreen tools are small and may be difficult to operate via touchscreen. Students should practice with the touchscreen prior to testing to get familiar with tool sizing.	CAI's support for Windows operating systems ends ten school years after its release date. For the most part, this coincides with Microsoft's official end-of-life policies for its operating systems. CAI supports the Take a Test app, which comes embedded on all Windows 10 machines (except Home edition). ELPA assessments are not supported on the Take a Test app. If you are administering ELPA assessments, you must install the Secure Browser on testing machines.
8.1 (Professional & Enterprise)	Oct. 2013	End of 2022-2023 School Year		
10, 10 in S mode (Educational, Professional, & Enterprise (Versions 1809-20H2)	July 2015; rolling	Windows 10 has no current end of support date. On a rolling basis, new versions of Windows 10 will be tested and approved for support and old versions will be removed from the support plan.	Users updating to Windows 10 **after** installing the Secure Browser have reported that it does not open correctly following the update. When this happens, resetting the Secure Browser profile, as described in the *Configuration, Troubleshooting, and Advanced Secure Browser Installation Guide for Windows* document, resolves the issue.	
Server 2012 R2	Oct. 2013	End of 2022-2023 School Year		

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Supported Operating System	Release Date	Anticipated End-of-Support Date	Known Limitations and Accessibility Restrictions	Notes
Server 2016 R2	Oct. 2016	End of 2025-2026 School Year		
Mac[a]				
10.11	Sept. 2015	End of 2020-2021 School Year		CAI currently supports the six latest versions for any given school year. Support for Mac OS X 10.11 ends upon the release and testing of Mac OS X 10.17.

By fall 2022, CAI will transition to a support policy of four active versions of Mac OS. |
10.12	Sept. 2016	End of 2020-2021 School Year		
10.13	Sept. 2017	End of 2021-2022 School Year		
10.14	Sept. 2018	End of 2021-2022 School Year		
10.15	Oct. 2019	End of 2022-2023 School Year		
10.16[b]	Oct. 2020	End of 2022-2023 School Year		
iOS/iPadOS				
12.4 13.4–13.7 14–14.4	Sept. 2018; rolling	CAI supports the three most recent major releases of iOS.	Third-party Speech-To-Text (STT) is unavailable on all mobile devices, as they do not support permissive mode.	All 9.7" or larger iPads running a supported version of iOS/iPadOS are supported tablets.
Chrome OS[c]				
83–88	June 2020; rolling	For any given school year CAI will support the latest version of Chrome OS available during the summer	Mobile Secure Browser 7 (released June 2020) and Mobile Secure Browser 8 (anticipated release October 2020) can	Google releases new versions of Chrome OS every six weeks. Support may require updating the Chrome kiosk application.

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Supported Operating System	Release Date	Anticipated End-of-Support Date	Known Limitations and Accessibility Restrictions	Notes
		months and all subsequent versions until the following summer. For example; if Chrome 84 is released in July, it and all versions of Chrome after it will be supported until July of the following year.	both be used on Chrome devices in 20-21. However, Mobile Secure Browser 7 will stop functioning in June 2021 when Google end dates support for Chrome Apps. Check the OSAS Portal for updates on the release of Mobile Secure Browser 8.	Chrome devices using OS updates from the development channel will be officially blocked. OS updates from the stable channel will be supported after quality assurance testing is completed.

a   If Microsoft or Apple ends support for an operating system sooner than ten or six years, respectively, after its release, then CAI will stop supporting that system one full school year after support ends.

b   Support for this version is anticipated in October 2020 with the release of Secure Browser 13. This Secure Browser release will add support for the new Mac OS Automatic Assessment Mode, which blocks unwanted features on Mac OS without any further steps by users.

c   CAI will support any device that Google actively supports for auto-update. CAI will not support any device that Google does not support for auto-update. Information on Google's auto-update policy, including currently supported devices, can be found at https://support.google.com/chrome/a/answer/6220366.

For additional questions about these operating systems, please contact the Oregon Statewide Assessment System Helpdesk. The Helpdesk will be open Monday through Friday from 7:00 a.m. to 5:00 p.m. Pacific Time (except holidays).

Oregon Statewide Assessment System Helpdesk

Toll-Free Phone Support: 1-866-509-6257

Email Support: osashelpdesk@cambiumassessment.com

Chat Support: https://osasportal.org/chat.stml

About Support

Support means that CAI will provide secure browser updates for these operating systems in the event that the OS has been updated or as bugs are discovered. The secure browsers will be actively supported to keep them current with changes made to the OS. Full support applies for those OS that are currently supported by their companies (e.g., Windows 7 supported by Microsoft).

CAI will support major and minor version upgrades for Windows, Mac, iOS, and Chrome OS throughout the year upon the completion of internal testing following their release. CAI may provide Secure

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Browser updates for new major and minor version upgrades of Windows, Mac, iOS, and Chrome OS if necessary.

For *Windows* and *Mac* operating systems, If the parent company ends its support of an operating system, or stops providing security updates, CAI will stop supporting that system after one full school year.

For *iOS* (the iPad operating system), CAI will endeavor to support the three most recent versions of iOS released before May 1 of the previous year. For example, for 2020-2021, we will support iOS 12, 13, and 14. However, there may be some sub-versions of iOS that have security issues or other issues built into the operating system that prevent us from being able to recommend their use or require us to put restrictions on their use.

CAI will test updates to iOS as they become available after May 1 and add the updates to the list of versions supported for the academic year as testing is completed. Major updates may require an update to the Mobile Secure Browser App. Updates to the Mobile Secure Browser App usually take several months to develop and test.

Support for all versions of iOS supported at the beginning of the academic year will be continued until the end of the testing window, even if support for new versions is added. Moving into the following school year, we will follow the policy of supporting the three most recent versions of iOS available on May 1. This means that if support is added during the academic year for one or more versions of iOS, support will be dropped the following academic year for a corresponding number of older versions of iOS.

For *Chrome OS* (the Chromebook operating system), CAI will support the most recent version of Chrome OS that is available on May 1 of the year prior to the testing year. CAI will review each subsequent release of Chrome OS and support the release after quality assurance testing is completed. Some updates may require updating the Chrome kiosk application. Updates to the Chrome kiosk application may take several months to develop and test.

Change Log

Change	Date
Updated Chrome OS support to 83+ because of delay in OS releases from Google.	7/17/20
Updated "Help Desk" naming convention to "Helpdesk"	7/17/20
Updated Chrome OS support to include OS 84	8/28/20
Updated iOS support to include OS 13.7	9/21/20
Updated Chrome OS support to include OS 85	9/22/20
Updated Chrome OS support to include OS 86. Updated iOS/iPadOS support to include OS 14.	10/26/20
Updated end of support information for Windows 10.	10/26/20
Updated iOS/iPadOS support to include OS 14.1	11/16/20
Updated iOS/iPadOS support to include OS 14.2	12/22/20
Updated Chrome OS support to include OS 87.	2/2/21

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Updated iOS/iPadOS support to include OS 14.3 and 14.4.	2/17/21
Updated Windows 10 and 10 in S Mode support to include versions 2004 and 20H2.	3/10/21
Removed note "b" under Table 1 and updated other notes accordingly.	3/10/21
Updated Chrome OS support to include OS 88.	3/25/21