

Operating System Support Plan for Test Delivery System 2019–2020

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Introduction

This support plan establishes clear guidelines regarding which operating systems AIR 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 K-12



Note: Oregon's 2019-2020 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 2018–2019 support plan, with the following adjustments: Mac OS X 10.9 is no longer supported.

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, AIR will update this document annually.



About the Supported Operating Systems

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 2019–2020 school year are highlighted yellow. Systems that will not be supported after 2020–2021 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

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 2019–2020 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:

- **Yellow shading**—AIR ends support for operating systems after the 2019–2020 school year.
- **Gray shading**—AIR ends support for operating systems after the 2020–2021 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				
7 SP1 (Professional & Enterprise)	Oct. 2009	End of 2019-2020 School Year		AIR'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. AIR 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 AIR Secure Browser on testing machines.
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.	
8.1 (Professional & Enterprise)	Oct. 2013	End of 2022-2023 School Year		
10, 10 in S mode (Educational, Professional, & Enterprise (Versions 1507-1809, 1903 ^b))	July 2015	End of 2024-2025 School Year	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 Advance Secure Browser Installation Guide for Windows document, resolves the issue.	
Server 2008 R2	Oct. 2009	End of 2019-2020 School Year		
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				
10.10	Oct. 2014	End of 2020-2021 School Year		As long as Apple continues to release new versions of Mac OS annually, AIR will support the six latest versions for any given school year. Support for Mac OS X 10.9 ends upon the release and testing of Mac OS X 10.15.
10.11	Sept. 2015	End of 2021-2022 School Year		
10.12	Sept. 2016	End of 2022-2023 School Year		
10.13	Sept. 2017	End of 2023-2024 School Year		
10.14	Sept. 2018	End of 2024-2025 School Year		
10.15 ^b	Pending	End of 2025-2026 School Year		
iOS				
11.4 12.2 iPadOS ^b	Sept. 2017; rolling	AIR supports the three most recent major releases of iOS.	Speech-To-Text (STT) is unavailable on all mobile devices, as they do not support permissive mode.	Supported iPads: 4 th Generation (Retina Display) 5 th Generation (Retina Display) 6 th Generation (Retina Display) iPad Air iPad Air 2 iPad Pro
Chrome OS ^c				
75-76	June 2019; rolling	For any given school year AIR will support the latest version of Chrome OS		Google releases new versions of Chrome OS every six weeks. Support may require updating the

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Supported Operating System	Release Date	Anticipated End-of-Support Date	Known Limitations and Accessibility Restrictions	Notes
		available during the summer months and all subsequent versions until the following summer. For example; if Chrome 75 is released in July, it and all versions of Chrome after it will be supported until July of the following year.		<p>Chrome kiosk application.</p> <p>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.</p>

- a If Microsoft or Apple ends support for an operating system sooner than ten or six years, respectively, after its release, then AIR will stop supporting that system one full school year after support ends.
- b Support for this version is anticipated upon the completion of testing following its release.
- c AIR will support any device that Google actively supports for auto-update. AIR 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 Help Desk. The Help Desk will be open Monday through Friday from 7:00 a.m. to 5:00 p.m. Pacific Time (except holidays).

Oregon Statewide Assessment System Help Desk

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

Email Support: osashelpdesk@air.org

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

About Support

Support means that AIR 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).

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AIR 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. AIR may provide Secure 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, AIR will stop supporting that system after one full school year.

For *iOS* (the *iPad* operating system), AIR will endeavor to support the three most recent versions of iOS released before May 1 of the previous year. For example, for 2019-2020, we will support iOS 11 and 12. 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.

AIR 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 two 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), AIR will support the most recent version of Chrome OS that is available on May 1 of the year prior to the testing year. AIR 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
Changed iOS 13 to iPadOS to reflect Apple's rebranding of iOS for iPads. Added support for Chrome OS 76.	9/3/2019