



# WOODBRIDGE HIGH SCHOOL

## **ICT A-Z Document**

Updated: September 2013

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## **Adding to the ICT A-Z**

If at any time you think there could be a useful addition to the ICT A-Z, please liaise with Jeremy Clifton (Assistant Headteacher – Whole School ICT) to see if its inclusion is appropriate.

## **Communication: Parents/Carers**

It is acceptable to communicate with parents/carers using your school e-mail account, but always keep copies of any e-mails you send to them. Please ensure that appropriate language & tone are used and established communication protocols are adhered to. Do not communicate with any parent/carer using your personal e-mail account, a social networking site, or your personal mobile telephone. In some instances, e.g., on a trip for an emergency situation, the use of a personal mobile telephone may be acceptable.

## **Communication: Students**

Do not communicate with any student using ICT unless it is work-related. Communicating about their class work, academic progress or a related matter is acceptable using your school e-mail account, but always keep copies of any e-mails you send to them. You must establish safe and responsible online behaviour. Do not communicate with them on any social networking site. All communications must take place within clear and explicit professional boundaries. You should not access social networking sites of students; do not give any student any of your personal contact details, including your mobile telephone numbers; only make contact for professional reasons. Do not use any web-based channels to communicate with students apart from the school e-mail system or MLE, including connected blogs. Never send any student any personal messages. There may be rare occasions when going outside agreed protocols is absolutely necessary; on such occasions a member of the Leadership Group should sanction it.

## **Consumables**

Consumables cover such items as toners, ink, etc. The new print management system means that toner is replaced automatically, except for a number of standalone printers. Please refer to the section on 'Printing' for further information. Departments and other cost centres will receive a one-off charge at the start of the financial year to cover the cost of consumables. This charge is monitored on a yearly basis and is dependent on the previous year's usage.

## **Copyright and Intellectual Property Rights**

All materials that are saved on any of our ICT systems (e.g. our MLE) must follow copyright and intellectual property rights. If you are in any way unclear or unsure as to if such rights are being adhered to, please liaise with Mel Clarke (Learning Resources Manager). You may find the following web links useful - <http://www.ipo.gov.uk/types/copy.htm> & [http://www.staffs.ac.uk/legal/copyright/what\\_is\\_copyright/](http://www.staffs.ac.uk/legal/copyright/what_is_copyright/)

## **CPD**

Please refer to the following colleagues depending on your need:

- The IT support team for specific training needs in relation to hardware or software.
- Kathleen Moloney for training related to our SIMS.net database
- Julie Kenealy for training related to the MLE

## **Cyber-Bullying**

This is where ICT is used deliberately to cause someone harm, distress or upset. There are some unique features of cyber-bullying less present in more traditional forms of bullying – the immediacy, the absence of interactions, the absence of a safe home environment and the anonymity. As part of our Pay and Conditions of Service, it is our duty to ensure, as far as possible, that students are free from bullying and harassment – cyber or otherwise. If you become aware of any student involved in cyber-bullying using hardware owned by the school, their own mobile device, or from/at home, then this should be reported immediately to the relevant Year Co-ordinator(s).

## **Data: SIMS.net and School Databases**

All such data is strictly private and confidential and as such we all have a duty of care to ensure that it is used and accessed safely. If you are accessing sims.net from home, please ensure you are the only individual privy to this data and do not leave such data unattended. This also applies to the work place i.e. do not leave a work station (user screen) unattended where other individuals (e.g. students, visitors, parent/carers) could see such data.

No personal data (staff or student) shall be taken from the school unless it is on encrypted media. This includes, but is not exclusive to, laptop computers, netbooks, external hard disks, memory sticks, smart phones and Personal Digital Assistants (PDAs) & other removable media.

## **Data Security**

All of our computers are set to lockout after 10 minutes of inactivity as a security feature. Please note that you will need to log off your PC to make it available to other users, otherwise it stays locked in the first user's name and can not be unlocked by the new user coming into the room. The lockout also applies to the PCs that students use so please ensure that students log off at the end of each lesson or it will involve one of the ICT technicians coming to unlock the PC; therefore holding up other students. If you have sensitive data on your PC and you need to step away for a short while you will need to lock your computer quickly by pressing the "Windows logo" key and the "L" key together. Please do not hesitate to contact IT support if you need any further advice.

## **Digital Projectors**

Some digital projectors give warnings as to when bulbs are going to reach capacity. In these circumstances, please immediately refer it to the ICT Technical Support Team who will make the necessary arrangements to ensure a replacement is purchased as soon as possible. Some older models do not give any warning, so please be aware that some disruption to your use may occur; we will continue to look at ways to minimise such disruption.

Please turn off projectors when not in use.

## **E-mail: Work**

We have our own school e-mail system, which is our default internal communication method. You are advised to check your e-mail account at least twice a day. You can access the system by going to our school website, clicking on the staff area and clicking on the relevant link. You are strongly advised to save the link as a favourite on your Internet Explorer toolbar for easy access. The system should be used for all communications – internal and external of a work-related nature. If communicating electronically with students, use your school e-mail account (see other sections within this document for further guidance in relation to such communications). Please use the school e-mail appropriately; this includes using appropriate language and tone. On occasions it is not appropriate for all staff to be sent certain information and "forwarded" emails to others, i.e. forwarded e-mails that include the whole feed. There may be times when you receive information that you may view and at first glance you may question its relevance to you; please be mindful that such information may prove very useful in unexpected circumstances e.g. exclusion data. The school e-mail system has many "group lists" already set up within it to make communications quicker for you e.g. heads of department, year teams. If you have any additional groups that you believe would be useful for you or others then please liaise with the IT Support Team.

## **E-mail: Personal**

Access to your personal e-mail account is acceptable, but only outside normal working hours. However, you must ensure that any content viewed is appropriate to a workplace setting where children and young people and other colleagues are present. Do not open any attachments from unknown sources as you may put the school network at risk.

## **E-mailing students**

Each student has a school email account. Please use this when emailing students.

## **E-Safety Promotion**

Please ensure you promote e-safety with any child or young adult in your care. Students should be encouraged not to give out their personal details on any social networking site or in any e-mail. If you become aware of any such incident, please inform the relevant Year Co-ordinator. Please refer to the e-safety policy for further information.

## **Hardware**

Hardware relates to any piece of ICT hardware owned by the school i.e. monitors, hard-drives, interactive whiteboards (IWBs), digital projectors, printers, visualisers and any other portable ICT devices such as laptops, digital cameras or mobile telecommunication hand-sets. All hardware owned by the school should be used for work-related purposes by staff and students. As stated, some occasional personal use of e-mail and the internet is acceptable (but refer to advice in this document as to what is acceptable). All hardware should be looked after and this includes ensuring that all ICT kit is turned off at the end of the working day.

## **Hardware: Damage**

If you become aware that any item of hardware has become damaged, it should be reported to the ICT Technical Support Team. This will ensure that there is no Health & Safety danger to staff or students. In some cases, the hardware can be replaced by insurance, but not always.

### **Hardware: Disposal**

No item of hardware should be “thrown away”; even if you think it is old and no longer used. The school must follow Government guidelines to ensure the safe and appropriate disposal of such items. If you become aware of an item that you believe to be of no more economic use, this should be communicated to the Business Manager.

### **Hardware: Lending**

Do not lend any piece of hardware to a student to take home for use. In rare circumstances this may be acceptable, but it should be agreed by Frank Gordon and Jeremy Clifton.

### **Hardware: Purchase**

All pieces of hardware should be purchased via the ICT Support team, even if the central ICT budget is not financing such a purchase. This ensures that appropriate checks related to suitability are made prior to purchase and that subsequent procurement, delivery, storage, security marking and installation protocols are followed.

### **Hardware: Relocation**

No member of staff should attempt to relocate or move any non-portable piece of ICT hardware. Non-portable devices can only be relocated by a member of the ICT Technical Support Team, due to reasons of insurance and Health & Safety. The Network Manager maintains a very detailed inventory of where all ICT hardware is located. If anyone relocates an item, he/she compromises the integrity of that inventory and this could create real problems related to Health & Safety and/or insurance.

### **Hardware: Security**

All steps should be taken to take good care of all pieces of ICT hardware owned by the school. Non-portable devices should be locked away when you do not have direct sight of them e.g. laptops.

### **Hardware: Security marking**

All pieces of hardware should have our security marking on them. If you become aware of an item that does not, please refer the matter to the IT Support Team.

### **Hardware: Staff Laptops**

Staff are no longer issued with a laptop as a matter of course. Staff who currently have a laptop are to continue using it until it comes to the end of its useful life. The ICT technicians will seek to repair faulty laptops unless the cost outweighs the benefit. Staff wishing to undertake school work at home are expected to use the remote access function (see p6) via a home computer. Please see Jeremy Clifton or Sunny Singh if your circumstances do not allow this and appropriate provision will be made.

### **Hardware: Taking off-site**

There may be times when it is appropriate to take pieces of ICT hardware off-site by members of staff. On such occasions the appropriate permission must be obtained. This involves communicating with Frank Gordon and the completion of relevant paperwork.

### **Information Screens**

There are several large TV screens situated around the school site. We use these screens as one of our means of communicating with students; namely for relaying key information to them for the day, upcoming events and activities and as a means of sharing and celebrating their individual successes.

### **Internet: Staff**

Using the internet on any piece of ICT hardware connected to the school should be done for work-related matters. You cannot use the internet (on any piece of our hardware) for gambling, accessing pornography and/or indecent images, to incite any form of discrimination, to conduct any personally run business matters, share-dealing, religious and political causes or beliefs, playing games, harassment or accessing social networking sites. Some occasional use of the internet for non-work related matters is acceptable outside of school hours. However, it is important to note that all such activity is monitored and disciplinary action could be taken if the school deems such activity to be inappropriate or not covered by our Guidance for Safer Working Practices for adults who work with children and young people in education settings.

## **Internet: Students**

If you become aware that a student is using the internet inappropriately, please report it to the IT Support Team. Inappropriate use follows the same guidelines as for staff. Students should not be accessing social networking sites.

## **Internet Sites**

There are many occasions when you may wish to access a particular site to facilitate learning and teaching. On such occasions, all such content should be related to the curriculum and appropriate to the age group concerned. If you need advice as to whether a particular site is appropriate, then please liaise with your Head of Department. In short, students should not be exposed to unsuitable material or web-links on the internet and all material. You should not be accessing/using the internet for personal use in lesson time.

## **MLE (Managed Learning Environment)**

Our MLE incorporates a web-based environment where teachers can load learning materials for their students and have access and SIMS data related to students; depending on levels of access it can be used by students, staff and parents via a discrete web address – [www.fronter.com/redbridge/login](http://www.fronter.com/redbridge/login) or by going to our web site [www.woodbridgehigh.co.uk](http://www.woodbridgehigh.co.uk) and clicking on the @ Woodbridge link. It is important that all staff are mindful of the need for all materials added to be appropriate to our audience and meet all copyright and intellectual property rights laws (see also the Copyright and Intellectual Property Rights section in this document). Students can access our MLE from wherever they are, in school and outside, as long as there is an internet connection on the workstation. All departments should have learning materials available on our MLE and teachers are encouraged to use it both in and beyond the classroom.

Please see Julie Kenealy for further information.

## **Monitoring**

All activity on our ICT systems is monitored. The school is aware that the interception and monitoring of electronic communications is unlawful. It is lawful if the sender and recipient are aware that such monitoring will take place and/or there are lawful exemptions that will prevent or detect a crime and/or we need to investigate or detect unauthorised use of the internet. Therefore, this document acts as a means of communicating to you that such interception and monitoring will take place. Where we become aware that guidelines in this document are not being adhered to and there is misuse, we will adopt the London Borough of Redbridge's Personnel Procedures. These procedures cite that most serious misconduct activities can lead to disciplinary action and possibly dismissal.

## **Personal Privacy (internet and e-mails)**

You cannot expect absolute privacy on any ICT system within the school. Monitoring takes place, so please bear this in mind when using our ICT systems.

## **Print Management System**

We have 15 Sharp printers that use 'follow me' technology. You will need to undergo biometric registration or obtain a pin code before use. For further information, please refer to the separate document 'How to use the Sharp Printers'. There are a number of additional printers in offices and departments. All printers are monitored for usage. Toner is replaced automatically, except for a handful of standalone printers. Please contact IT support for further information.

Do not send files to print that contain sensitive and/or confidential information to an unattended printer; printing should be restricted to work-related matters and not for personal purposes.

## **Remote Access**

Staff have the facility to access their school desktop from home. The remote access application can be found in the T drive. Email yourself with the file attached and save to the desktop of your home pc. Log in using Woodbridge\username (e.g. jclifton) and your regular password. You now have full access to the school network including SIMS, pigeon holes, My documents and Microsoft Office software. The blue toolbar at the top of the screen allows you to minimise the screen if you are working on something else at home. When you have finished, click on the X to disconnect from remote access. Do not shut down as this shuts down the whole system. Please see the IT support team for further information and how to access using an iMac or ipad.

## **Reporting Misuse**

Should you become aware that there has been a departure from the various guidance sections in this document, you should report it immediately. The nature of the departure will dictate the person that you should report it to. If the issue is related to a student or group of students, please follow the guidance within the 'Sanctions' section. Where the Senior IT Technician is in direct receipt, he/she will decide whether it is appropriate to escalate this to a member of the Leadership group and/or middle leader. If the issue is related to a colleague or group of colleagues, please refer it to the AHT with Strategic Oversight for ICT (Jeremy Clifton) who will deal with it directly or escalate the matter to the Head Teacher as appropriate. Obscene material involving children will be reported to the police.

## **Reporting Inappropriate Material**

Should you see any material that is inappropriate on any of our e-communication tools, e.g. the website, information screens etc., you should report it IMMEDIATELY. You should detail what you have seen (text and/or images) in a written e-mail to our IT Support Team, along with Sam Marsden & Helen Dalby. You should also copy in the AHT with Strategic Oversight for ICT (Jeremy Clifton). By doing this e-mail, you are ensuring that members of staff are aware of the inappropriate material and that corrective action can be taken immediately. Obscene material involving children will be reported to the police straight away.

## **Sanctions**

If you become aware that a student has engaged in anything that is clearly unacceptable (as detailed in our Student ICT Code of Conduct), you must follow it up and log it on a "Pink Slip" document. There are occasions when certain behaviours need to be reported to the IT support team (these are detailed on the Pink slip). Year Co-ordinators: please be aware of this and ensure that the Senior IT Technician has sight of the Pink Slip as soon as possible to take action as appropriate. Teaching staff: please see the code of conduct for appropriate sanctions. For clarification when looking at the new Pink Slip:

- Network Violation covers:
  - misuse of usernames and passwords
  - downloading software and games
  - changing any of the settings on the computer or monitor which affect the way it operates and functions
  - attempting to by-pass (go round) the school security settings or knowingly do anything to put the security of the school network at risk
  - misuse of the internet/email inc. opening files sent via email from unknown senders
- Misuse of resources covers:
  - Printing multiple copies of work
  - Printing files that are not related to school work
  - Bringing any food or drink near to any ICT hardware
- Cyber-bullying (please see definition in this document for guidance); this covers the use of any ICT to bully or hurt the feelings of another person (e-mail, websites, mobile phone). This could include publishing images of others.
- Damage to hardware (should be self-explanatory).

## **Saving Files**

Save files on a regular basis. All files should be saved on our network, documents related to yourself should be saved to your home area (U drive); files that you wish to share with other staff should be saved in pigeon holes (T-drive); files to be shared with students should be saved in the shared area (P drive); some staff will at times need to save files onto the S-drive but these are limited to those with specific job roles. Please note that no files should be saved on to individual desk tops; such files could be lost, so please be aware. All files on the U, P, S & T-drives are backed up regularly.

## **School Website**

Our website address is [www.woodbridgehigh.co.uk](http://www.woodbridgehigh.co.uk) It is the home page whenever you log onto the internet from a curriculum network work station. It is very easy to set it as the home page on other work stations. The school website is another useful communication tool for parents/carers, students, governors and staff. Each of these groups has its own dedicated area within our site. Please contact Julie Kenealy if you would like to publish information on the website.

## **Software: Copying**

School licensed software must not be copied; making copies without permission is an infringement of copyright law. Where we become aware these guidelines are not being adhered to, we will adopt the London Borough of Redbridge's Personnel Procedures.

## **Software: Installation**

You should not install or attempt to install any piece of software on **any** piece of ICT hardware owned by the school. It must be referred to our IT Support Team. A member of the IT Support Team will ensure that the appropriate safeguards and licensing arrangements are in place.

## **Software: Licences**

These are held centrally by the IT Support Team. They should not be held by individuals or within departments.

## **Software: Purchase**

It is acceptable to purchase new software from individual/department cost centres but, once again, the purchase should only proceed if the software has been deemed appropriate by the IT Support Team and AHT with ICT Oversight (Jeremy Clifton). The IT Support Team maintains a software register.

## **Staff IT Acceptable Use Policy (AUP)**

All staff should read and sign the AUP at the start of the academic year or, if new to the school, as soon as they start working at Woodbridge.

## **Student ICT Acceptable Use Policy (AUP)**

All staff should support the contents and promote its positive application; a copy of the AUP can be found at the end of this document and in student planners. Please communicate this with your tutees. Year co-ordinators: for any casual admissions, please ensure that the student understands the document. Please also read the 'Sanctions' section for further guidance in this area.

## **Turning off Digital Projectors, Hard-drives and Monitors**

Staff should ensure that all digital projectors are turned off when they are not in use, or at the end of the day. You will compromise their use if you do not follow this advice. Please also ensure that all hard-drives and monitors are appropriately logged off and shut down when not in use and at the end of the day. Once again, if you do not, you compromise their use in terms of reliability, but also it can present a security risk in our non-working hours.

## **USBs**

USB devices cannot be used with school hardware in order to prevent viruses entering the system. Please use alternative methods to save work, such as Dropbox. Any USBs containing school data must be encrypted.

## **Username and Passwords: Staff**

Username and passwords are needed to access most ICT systems in the school – sims.net, school e-mail accounts, the curriculum network and the staff area of the school website. Communicate with Kathleen Moloney regarding sims.net and Sunny Singh, senior IT technician, for the curriculum network and the school e-mail (as they are the same). In cases where you set your own password, passwords should not be easy for others to guess - ensure passwords contain letters and numbers and are at least 7 characters long. It is an offence under law to access or use another person's username and/or password. Do not let anyone else use any of your usernames and passwords on any system.

## **Username and Passwords: Students**

Username and passwords are needed by students to access the curriculum network and the MLE. If for any reason a student does not have a username and/or password for either of these systems, they should be directed to the ICT Technical Support Team. Students should be encouraged to set passwords that are easy for them to remember but not easy for others to guess – they should try to ensure passwords contain letters and numbers and are at least 7 characters long. It is against our student ICT code of conduct for any student to access or use another person's username and/or password, and students will be told not to let anyone else use any of their usernames and passwords.

## **Viruses**

We have relevant protection in place, but due to the nature and emergence of viruses, some can find their way onto our networks. So, if you are using removable devices, always check before you access saved files that no virus is on them. If there is, immediately disconnect and refer the issue to the IT Support Team.





## Woodbridge High School

### **Student ICT Acceptable Use Policy**

This code of conduct applies to all WHS students using our ICT facilities and services within the school, or accessing them from outside of school.

#### **I will:**

- Treat our ICT equipment with care and respect.
- Immediately report any problems with software or equipment to my teacher.
- Maintain the security of my personal user area by regularly changing my password when reminded to.
- Only print documents that are to do with my school work and when given permission by a member of staff.
- Save all my work in my user area, but also make back-up copies if necessary (e-mail your work to yourself).
- Save work appropriately in my user area and expect to be asked about my user area if the file size gets too high.
- Turn my monitor off and tell a member of staff STRAIGHT away if I see something that makes me feel uncomfortable or upset.
- Tell a member of staff STRAIGHT away if I see there is a technical problem with any piece of ICT hardware that I am using.
- Clear any rubbish from my work; log off correctly and shut it down if it is the last lesson of the day.
- Only play games on a computer that are school approved & if a member of staff says I can.
- Ensure that when and if I open my personal email account within school that non-related school e-mails are not opened and be aware of if they are there could be issues which will need to be followed up.

#### **I will not:**

Tell anyone my password or use someone else's to do work;

Open any emails from unknown senders

Download and save any games of software into my user area

Use the internet without a member of staff's permission

Bring any food or drink near to any ICT hardware

Change any of the settings on the computer or monitor which affects the way it operates and functions

Attempt to by-pass (go round) the school security settings or knowingly do anything to put the security of the school network at risk

Print multiple copies of work without permission

Use any ICT to bully or hurt the feelings of another person (e-mail, websites, mobile phone). This could include publishing images of others

Intentionally damage any piece of ICT hardware/connection

Not plug in headphones or my mobile telephone to a PC, unless agreed by my teacher & it is for a justifiable reason

#### **If I do, I understand that:**

I could be banned from using the network

I could be banned from using the network

I could be banned from using the network and I could have a very serious sanction

I will have a sanction e.g. detention

I will have a sanction e.g. detention

I could be banned from using the network and I could have a very serious sanction

I could be banned from using the network and I could have a very serious sanction

I will have a sanction e.g. detention

I will have a very serious sanction, which could involve organisations outside of school

I will be expected to pay for the damaged item to be fixed or replaced. I will have a sanction

I will have a sanction e.g. detention

#### **Agreement and Understanding**

By having this code of conduct in your planner, the school assumes you have read and understood all of the above and that you understand that any of your electronic communications could be looked at if they are related to your well-being, and that you understand that any electronic communications related to school are not entirely private.