1.0 School Administration
1.A. General

1.A. TECHNOLOGY AND INFORMATION SYSTEMS

Regulations and Operating Guidelines

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Lakeshore School Division
Technology and Information Systems

Regulations and Operating Guidelines
Revision 7.4, October 2015

1. Technology Purpose and Departmental Mandate

(a.) Lakeshore School Division's Technology and Information Systems Department (herein referred to as "TIS") purpose is to support learning, and to oversee the effective administration of technology throughout the Division.
(b.) Technology is funded by Lakeshore School Division to serve all students as a learning tool, and to serve the administration and staff as a teaching and efficiency tool.
(c.) TIS will sponsor the use of technology for the purposes outlined in section 1, part b by ensuring that technology is in place and working. Optimal system uptime, and assisting the Division to meet its educational and administrative goals through the enablement and establishment of working technology is the departmental mandate.

2. Scope

One regulation and procedure has been created to regulate all users. Students and staff alike must adhere to the same regulation and procedure that outlines the acceptable use of technology within Lakeshore School Division.

3. Supported Locations

The following locations are administered by TIS. Locations not mentioned in this list may still be funded by Lakeshore School Division through another department, but are not administered nor supported by TIS.

- Administration Office
- Alf Cuthbert School
- Ashern Bus Garage
- Ashern Central School
- Ashern Early Years School
- Broad Valley Colony School
- Eriksdale School
- Fieldstone Ventures Education and Training Centre
- Fisher Branch Bus Garage
- Fisher Branch Collegiate Institute
- Fisher Branch Early Years School
- Inwood School
- Lundar High School
- Lundar Early Years School
- Marble Ridge Colony School

4. General Regulations

(a.) Access to information technology resources is a privilege, not a right. TIS reserves the right to audit any user suspected of, or revoke access to any user who has been proven to be in regulation and procedure or regulatory violation. Further action may be taken on behalf of the Board of Trustees.

(b.) Damage resulting from proven negligence will be the responsibility of the school to fund for repair or replacement. All repairs or replacements shall be carried out by TIS. The Principal may determine the responsibility for damage to be all or any proportion thereof, and request reimbursement from the staff or student(s) involved. The Administration will support the decision of the Principal.

(c.) All damage must be reported to the Director, TIS.

(d.) Hardware shall not be defaced for any purpose. This includes any permanent markings by means of ink, engraving, tape, etc.

(e.) Peripherals that do not require the installation of additional software or internal hardware may be installed by the end-user. TIS reserves the right to deny the installation or use of any additional hardware.

(f.) Requests for the installation of addition hardware will be accepted on a case-by-case basis that is subject to hardware and software compatibility.

(g.) Systems may be protected by a surge bar approved and supplied by TIS. This power protection device is not to be removed for any purpose.

(h.) Where a system outage has been scheduled, or where a system outage is unscheduled and is known to TIS, a technical bulletin will be emailed to all school administrators. If email is unavailable TIS will notify the school by telephone. It is the responsibility of the school to ensure this information is communicated to all staff and business units operating at that location.

(i.) Technical incidents and service requests will follow the technology support model. Any user that is found to circumvent the model may be denied service for that particular incident.

(j.) Every device supported by TIS will have a TIS asset tag affixed to the chassis. Removal or tampering of this tag is prohibited. Devices without a valid Lakeshore School Division, TIS issued asset tag will not be supported and effectively considered a foreign device under section 9.

(k.) Where construction or renovation is occurring, all devices shall be removed or sealed from damage and debris.

(l.) Lakeshore runs on a refresh cycle. Devices outside an active refresh cycle will be considered a foreign device as listed in section 9.

(m.) Servers, network hardware, and network printers are afforded additional protection against unauthorized access, usage, and tampering. Only TIS staff will have access to adjust or move network printers, and only TIS staff will have access to network hardware and servers. Unauthorized tampering with any of these devices is prohibited.

5. Data Integrity, Availability, and Security

(a.) Every user shall be granted access to information technology resources subject to policies outlined in this document.

(b.) The Director, Technology and Information Systems, must approve the creation or re-enablement of any user account that has been revoked or disabled under section 4, part a.

(c.) User accounts shall have additional security enabled through system account policies. User accounts will automatically lock for thirty (30) minutes, or until unlocked by a system administrator if an incorrect password is supplied ten (10) times within fifteen (15) minutes.

(d.) User account passwords will remain confidential to the account holder. Users are not, under any circumstances to share their password with any other person(s). Users are encouraged to inform their principal/manager or the Technology Service Desk if they suspect system security to be compromised, and reset their password immediately.

(e.) User accounts are considered the identity of the account holder while logged onto the information technology resources of Lakeshore School Division.

(f.) The account holder will be held morally and legally responsible for any actions taken under their user account.

(g.) All user accounts of employees no longer employed by the division must be disabled and may be deleted after 12 months.

(h.) Any user found attempting or succeeding in any malicious activity that may result in compromised system security will have their user account disabled for a period of time as determined by the administration. Further action may be taken if considered necessary by the administration and will be considered on a case-by-case basis.

(i.) TIS will be responsible for the integrity, availability, and security of data stored on defined network storage drives. Data stored on any local system, cloud storage (Dropbox, Google Drive, etc.), or portable device (flash drive, etc.) will not be made the responsibility of TIS.

(j.) In the event that an account has become locked under section 5, part c, the staff member must contact the administration office, or system administrator to request a password reset. For students, the account will be reset and a temporary password will be returned to the staff member. For staff, the request for a password reset will only be accepted from the account holder, direct manager, or executive officer. The password will only be returned to the account holder or authorized requesting individual. Temporary passwords may be left on secure and confidential voice mail.

(k.) Elevated privileges for systems administration will only be granted to staff under the direct jurisdiction of TIS.

(l.) Public access sites will be granted one user account per site for general public access to log onto the Division's network to gain access to Internet resources. Public access users must read, understand, and comply with all policies and regulations governing the use of technology in Lakeshore School Division. Public access user accounts will be tightly locked down, gaining access only to Internet and printing resources.

6. Funding

(a.) Only TIS is authorized to fund the installation and maintenance of technology administered under its jurisdiction.

(b.) Funding for consumables, including ink, paper, toner, and electricity is not covered by TIS and is the responsibility of the local office to supply.

(c.) Other departments may subsidize TIS projects to gain additional hardware and software resources. All hardware and software which is subsidized will remain under the care and administration solely of TIS.

(d.) All technology purchases must be approved by the Director, TIS prior to purchasing. An exception is made for: consumables, desktop speakers, headphones, keyboards, mice, and device "dongles"; and only if the value of each device is less than/equal to fifty dollars ($50).

7. Internet and Email

(a.) Lakeshore School Division offers Internet and email access for all staff and students. All users accessing the Internet are to accede to all policies and regulations outlined in this section.

(b.) The Internet is to be used solely to fulfil the educational and business objectives of the Division.

(c.) Downloading program files, media files, or other data not related to section 7, part b is prohibited and may result in the suspension of Internet access for the user account audited.

(d.) Email services will be offered to all staff employed by the Division and who are paid as an employee. Email services will not be granted to any volunteer, temporary consultant, contractor, subcontractor, or firm not operating under the direct jurisdiction of the Division administration.

(e.) Email is an official form of communication within Lakeshore School Division. All staff are expected to check their email at least once each school day.

(f.) Students may be granted an email account on a separate system operated by TIS. This system is to run parallel to a staff email system. Each school will be responsible for the conduct of their students. Further documents may be drafted by each school for use as a contract or consent form for each student. For further direction refer to Regulations & Procedures Section 1.22.B: Acceptable Use of Information and Communication Technology (ICT) for Employees and Students.

(g.) Internet access may be filtered to ensure the denial of access to content that is morally or legally inappropriate. The department reserves the right to deny access to any Internet content found to be in violation of any regulation found in this regulation and procedure document.

(h.) Access to Division email is permitted on division and personally owned devices. TIS reserves the right to revoke this access at any time.

(i.) TIS in conjunction with school administrators will determine the security settings required to ensure the Division is not exposed to any additional risk with regards to privacy or system stability with the addition of mobile devices.

(j.) Only defined, divisionally owned, and TIS administered network connections are permitted in any location listed in section 3. This includes high speed internet connections provided through any fixed medium, or any wireless medium whereas the connection is distributed beyond a single device. An exemption may exist where permission has been granted by the Director, TIS in conjunction with the Superintendent and Principal and a waiver has been signed by both parties.

8. Placement and Allocation

(a.) TIS will not, under any circumstances, fund or support any technology destined for permanent installation in any location other that those outlined in section 3. A permanent installation is any hardware placement extending longer than two (2) consecutive months.

(b.) TIS in conjunction with school administration will determine the placement and operational status of network laser printers, network hardware, and servers.

(c.) Desktop systems and printers in permanent installation must be elevated at least 18 inches from the floor.

(d.) School administrators, in conjunction with the Director, TIS, are charged with the responsibility of desktop system allocation within their building.

(e.) Only devices assigned to a staff member by TIS are permitted to leave the assigned premise, with the exception of a device being transported to the Administration Office for repair, etc.

9. Foreign Devices

(a.) Any foreign technology, that being, technology that is not regulated or subject to regulations and procedures outlined in this document, cannot participate in any system level functions which may include, but not limited to, physical network connectivity, internet access, use of printing resources, TIS-licensed software installations, etc.

(b.) No foreign device will be supported by TIS, including devices not issued by or subsidized through TIS.

10. Software and Licensing

(a.) Software installation and licenses for core software are regulated and monitored by TIS, and will assume the responsibility for licensing compliance.

(b.) All systems administered by TIS will have permission structures in place to ensure users are denied software installation privileges that will ensure the obligations and legal responsibilities of the Division are upheld as outlined in section 10, part a.

(c.) A special *K4 Elevated* user account will exist for all schools offering Kindergarten to Grade 4 educational programming.

(d.) It will be the responsibility of the respective school to maintain software licensing compliance in ordinance with the terms of use for each piece of software not included in the core software provided through TIS in section 10. a.

(e.) No user will create or house unauthorized copies of software licensed by TIS that may be stored on any system, server, or medium.

(f.) Software funded by TIS will not be installed for any purpose or length of time on any hardware not administered by TIS.

11. Mobile Laptop/Tablet Carts

Mobile laptop/tablet carts have been issued to all schools. The purpose of the cart is to fill the absence of technology typically found in these grade levels. The mobility of such arrangement enables educators to easily infuse technology into everyday classroom learning.

(a.) All components of the cart, which typically includes between ten (10) and twenty (20) laptops/tablets, and may include one (1) projector, and (1) speaker set, will remain together as one unit at all times. It is the responsibility of the school to ensure that any component dispersed from the cart must be returned at the end of each day.

(b.) To ensure adequate battery charging, mobile laptop/tablet carts should not be left plugged in/charging over extended breaks (Spring, Winter/Christmas, Summer).