

Groby Community College

Achieving Excellence Together



Authorised Acceptable Use Policy 2014 - 2015

Reviewed: Robert Coles and Lee Shellard, ICT Manager: May 2014
Agreed: Governors Finance & Premises Committee: June 2014
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Signed:..... Chair of Finance & Premises Committee

Date:

WHY HAVE AN AUTHORISED ACCEPTABLE USE POLICY?

An Authorised Acceptable Use Policy is about ensuring that you, as a member of staff/volunteer/College Governor at Grobby Community College can use the Internet, email and other technologies available at the college in a safe and secure way. The policy also extends to out of college facilities e.g. equipment; printers and consumables; Internet and email, managed learning environment and websites.

An Authorised Acceptable Use Policy also seeks to ensure that you are not knowingly subject to **identity theft** and therefore **fraud**. Also that you **avoid cyber-bullying** and just as importantly, you **do not become a victim of abuse**. We have also banned certain sites which put the college network at risk.

Help us, to help you, keep safe.

Grobby Community College strongly believes in the educational value of ICT and recognises its potential to enable staff and volunteers in delivering and supporting the curriculum. Grobby Community College also believes that it has a responsibility to educate its students; teaching them the appropriate behaviours and critical thinking skills to enable them to remain both safe and legal when using the Internet and other related technologies. To this end the expectation of Grobby Community College is that both staff and volunteers will play an active role in implementing college and departmental Internet safety policies through effective classroom practice.

Grobby Community College recognises that for staff and volunteers to effectively deliver and support the curriculum they must be able to make use of the ICT facilities of the College and have the opportunity to expand and develop the teaching material associated with their work. However, Grobby Community College expects that both staff and volunteers, will at all times, maintain an appropriate level of professional conduct in their own use of the College's ICT facilities.

Listed below are the terms of this agreement. Staff, College Governors and volunteers are expected to use the ICT facilities of the College in accordance with these terms. Violation of these terms is likely to result in disciplinary action in accordance with Leicestershire County Council Disciplinary Procedures for Local Government Services Employees. Where the policy is breached in by either volunteers or governors the College will seek to advice and support from the Local Authority in order to manage the situation in a fashion that safeguards the college population.

Please read this document carefully and sign and date it to indicate your acceptance of the terms herein.

1. Equipment

1.1 College Computers

All computers and associated equipment are the property of Grobby Community College and must be used in accordance with this policy which adheres to the Computer Misuse Act 1990 and the Data Protection Act 1998 (see Glossary). The College and Network Manager assumes responsibility of maintenance of all hardware and software. Mis-use of equipment includes, but is not limited to the following:

- Modification or removal of software
- Unauthorised configuration changes
- Creation or uploading of computer viruses or other malware
- Deliberate deletion of files.
- The uploading of computer files to the College's network without prior permission

Any of these actions reduces the availability and reliability of computer equipment, puts other users' data at risk and increases downtime caused by repairs, thus delaying other essential work such as upgrades or enhancements.

1.2 Laptop Computers

Laptop computers are issued to all teaching staff and support staff as required. Laptops remain the property of Grobby Community College all times, and their usage is subject to the following guidelines:

- The equipment remains the property of Groby Community College at all times and must be returned to the College before or on the last day unless otherwise agreed of the lease agreement or contractual period.
- Maintenance of the equipment is the responsibility of the Groby Community College. All maintenance issues must be referred to ICT Services, through the usual channels.
- All installed software MUST be covered by a valid license agreement held by Groby Community College.
- All software installation MUST be carried out by ICT Team or staff with privileges in accordance with the relevant license agreements.
- No software should be removed, uninstalled or disabled under any circumstances. Any software problems should be reported through the usual support channels.
- Antivirus software must be updated regularly. For laptop computers, it will be necessary to connect them to the College network to update the antivirus software. **This should be done at least weekly.**
- The user of the equipment is responsible for all personal files and data stored on the equipment. Backup of the data is the responsibility of the user. It is strongly recommended that all data is regularly backed up, either to a CDRW disk, a memory stick or to the Groby Community College network. Where removable media is used the user must ensure that these mediums have not been used to download materials that are at risk of damaging the network. It is recommended that the college's facility to transfer files is used.
- The user of the equipment must not encrypt any data or password protect any files so as to ensure future usage of the equipment.
- Groby Community College cannot be held responsible for loss of data in the event of either a hardware or software failure or user error.
- From time to time, it may be necessary for ICT Services to perform software updates and maintenance for which the equipment must be made available in College when reasonably requested.
- Staff should not allow students to use their laptop.
- Staff should never leave their laptops unattended, especially when logged in. They should be secured when not in use.
- Staff should not save students personal data on the hard drives of their laptops in case of theft.
- Any damage or apparent loss, or definite theft to a staff laptop should be reported to the ICT Team immediately.

1.3 Use of Removable Storage Media

Whilst staff may use CD disks or flash memory devices to transfer files between home and College, Groby Community College cannot guarantee the correct operation of any removable media or the integrity of any data stored on it. It should be noted that rewriteable CDs in particular are neither robust nor reliable, and should not be used as the sole means of storage for important files. Groby Community College cannot guarantee the correct operation of flash memory devices on the system, although every effort is made to ensure that this facility is available.

1.4 Printers and Consumables

Printers are provided across the College for educational or work-related use only. All printer usage can be monitored and recorded.

- Always print on a black & white printer unless colour is absolutely essential
- Proof-read your document on-screen and use the 'Print-Preview' facility to check the layout before printing.
- Do not print unnecessarily or waste ink or paper.
- Avoid printing directly from the Internet where possible. Internet pages are often not suitably formatted for printing and may cause wastage of paper and other consumables.

1.4.1 Printer Accounting

A printer accounting system is in operation across the College. This assists in monitoring printer usage and reducing wastage of consumables.

1.5 Data Security and Retention

All data stored on the Groby Community College network is backed up weekly and backups are stored for up to at least one week¹. If you should accidentally delete a files or files in your folder or shared area, please inform ICT Services **immediately** so that it can be recovered. Generally, it is not possible to recover files that were deleted more than one week previously.

2. Internet and Email

2.1 Content Filtering

Groby Community College provides Internet filtering, designed to remove controversial, offensive or illegal content. However, it is impossible to guarantee that all controversial material is filtered. If you discover any websites containing inappropriate or offensive content, please report these to ICT/E-safety Coordinator via email only so that they can be filtered.

2.2 Acceptable use of the Internet

Use of the Internet should be in accordance with the following guidelines:

- Transmission of any material in violation of any United Kingdom or other national laws is prohibited. This includes, but is not limited to, copyrighted material, threatening or obscene material or material protected by trade laws
- Only access suitable material – Using the Internet to obtain, download, send, print, display or otherwise transmit or gain access to materials which are unlawful, obscene or abusive is not permitted.
- Respect the work and ownership rights of people outside the College. This includes abiding by copyright laws.
- Do not access Internet chat sites. These represent a significant security threat to the College's network.
- The use of online gaming sites is prohibited. These consume valuable network resources that may adversely affect the performance of the system.
- Do not print out pages directly from a website. Web pages are often not suitably formatted for printing and this may cause significant wastage of paper. If you wish to use content from websites, consider using the copy and paste facility to move it into another application, copyright permitting.
- Do not attempt to download or install software from the Internet. Network Manager assumes responsibility for all software upgrades and installations.

¹ The duration of data being stored on the college network is an issue that the college ICT Co-ordinator/Network Managers will need to decide upon in conjunction with the Principal and other members of the college leadership team.

- Staff are reminded that ALL Internet access is logged and actively monitored and traceable.

2.3 Email

Staff are provided with an email address by Groby Community College. This may be used for any legitimate educational or work-related activity. Staff should use the email in accordance with the following guidelines and are reminded that the College retains the right to monitor email communications at any time if this is deemed necessary.

The sending or receiving of messages which contain any inappropriate material is strictly forbidden. This material includes, but is not limited to, pornography, unethical or illegal requests, racism, sexism, inappropriate language, or any other use which may be likely to cause offence. Disciplinary action will be taken in all cases.

- Messages relating to, or in support of any illegal activities may be reported to the authorities.
- Whilst it is possible to attach files to an email message, staff are advised that that email is not generally suited to transferring large files. Whilst there are no hard and fast rules regarding file sizes that can be attached to an email message, files exceeding approximately 5MByte in size are generally considered to be excessively large and staff should consider using other methods to transfer such files.
- Do not download or open file attachments unless you are certain of both their content and origin. File attachments may contain viruses or other forms of malware that may cause loss of data or damage to the College network.
- Staff should not send any personally or identifiable student information by email, as it is not a secure medium.

3. External Services

3.1 Web-Email

Web email provides remote access to your email account from home or anywhere with an Internet connection. Use of this service is subject to the following guidelines. Staff should use email in accordance with the following guidelines and are reminded that the College retains the right to monitor email communications at any time if this is deemed necessary.

- Web-email is provided for use of Groby Community College staff and students only. Access by any other party is strictly prohibited.
- By using Web-Email, you signify that you are an employee of Groby Community College, and that you have been authorised to use the system by the relevant College authority.
- Observe security guidelines at all times. Never reveal your password to anyone
- Remember to treat file attachments with caution. File attachments may contain viruses or other forms of malware that may cause loss of data or damage to the computer from which you are working. Do not download or open file attachments unless you are certain of both their content and origin. Groby Community College accepts no responsibility for damage caused to any external equipment or software as a result of using the web-email service.
- The rules that apply to Email are also to Web-Email.

4. Privacy and Data Protection

4.1 Passwords

- Never reveal your password to anyone else or ask others for their password, or allow anyone else to logon using your password, or allow anyone else to use your laptop whilst you are logged in.
- When choosing a password, choose a word or phrase that you can easily remember, but not something which can be used to identify you, such as your name or address. Generally, longer passwords are better than short passwords. It is advisable to use a 'strong' password. A strong password is one which contains a combination of upper and lower-case letters, numbers and other punctuation characters. You can substitute numbers and letters for other characters that look similar, such as '3' for 'E', '1' for 'l' or '@' for 'O', '!' for '1' etc. This will help to make your password much more difficult to guess. Remember that passwords are case-sensitive.
- If you forget your password, please request that it be reset via ICT Services/Team
- If you believe that a student or other staff may have discovered your password, then change it **immediately**.

4.2 Security

- Never attempt to access files or programs to which you have not been granted authorisation. Attempting to bypass security barriers may breach data protection regulations and such attempts will be considered as hack attacks and will be subject to disciplinary action.
- You should report any security concerns immediately ICT Services
- Any user identified as a security risk will be denied access to the system and subject to disciplinary action in accordance with Leicestershire County Council Disciplinary Procedures for Local Government Services Employees.

5. Management and Information Systems

Access to MIS software is available only from designated locations and only to those staff who require it. Usage of MIS software is subject to the following guidelines:

- Password security is vital. If you believe that your password has been discovered by a student or other member of staff, **change it immediately**.
- If you leave your computer unattended, particularly in a classroom, either log out or lock it by using the CTRL-ALT-Delete keys and then choosing "Lock Workstation". Once this is done, you will need to re-enter your password to gain access to the computer.
- If you are using MIS software on a computer in a classroom connected to an interactive whiteboard and projector, please be aware that any student information you display on your screen may also be displayed on the whiteboard if the projector is turned on. To ensure protection of sensitive data, please ensure that projectors are turned off or disconnected before using MIS software.
- Joining administration and curriculum networks raises issues regarding who within the college organisation has access to data. Within Groby Community College it is understood that the Principal and Senior Leadership team have a clear duty of care to protect the access to confidential data. Further details regarding this aspect of the College's E-safety approach can be found in Appendix G (Management and Information Systems).
- Where staff are working at home and connect remotely to the college's MIS system then all of the above considerations also apply. Staff must ensure that their home Internet connection is secure from outside

access particularly if a wireless network is used. Additionally staff should take due care of any material which they print at home.

6. Mobile Technologies

For reasons of safety and security staff, governors and volunteers should not use their mobile phone or any other technology in a manner that is likely to bring the college into disrepute or risk the welfare of a child or young person.

The development of mobile technology is such that mobile phones and other similar devices connected to mobile networks have enhanced features which include: picture messaging; mobile access to the Internet; entertainment in the form of video streaming and downloadable video clips from films, sporting events, music and games etc. The capabilities of 3G mobile phones also means that adults working within the college environment may be sent inappropriate images or videos, or be encouraged to send back images or video of themselves using integrated cameras.

In order to reduce the opportunity for those behaviours that could possibly cause upset, it is advisable that staff, governors and volunteers working with children and young people within the college setting, limit their use of mobile technologies to necessary communication during specified breaks during the college day.

If you are sent inappropriate material e.g. images or videos **report it immediately**.

7. Support Services

All ICT hardware and software maintenance and support requests should be submitted to ICT Services using one of the following methods:

- Email
- Telephone Network Manager/ICT coordinator on 270/257
- In person at the ICT Office via a ICT Request Form

Grobby Community College will make every effort to ensure that all technical or operational problems are resolved within a reasonable time.

7.1 Software Installation

ICT Services assumes responsibility for all software installation and upgrades. Staff may request the installation of new software packages onto the network, but this will be subject to the following:

- A minimum of one week is required for packaging and installation of new software.
- Software cannot be installed on the College's network without a valid license agreement. This must be supplied with the software package.
- Please check the licensing terms of the software package carefully to ensure that it is suitable for use on the College network. If you are unsure, please ask Network Manager for assistance or contact the software supplier. A relevant and valid license agreement document will be required before any software packages can be installed.
- All software installation media and license agreements are held centrally within the College to aid in license tracking and auditing. Installation media cannot normally be released except by special agreement.
- When purchasing new software for use on the College network, please check its suitability, compatibility and licensing terms with Network Manager. Purchase orders for new software will normally be authorised only with the agreement of Network Manager.

7.2 Service Availability

Whilst every effort is made to ensure that the systems, both hardware and software are working correctly, the College will not be responsible for any damages or loss incurred as a result of system faults, malfunctions or routine maintenance. These damages include loss of data as a result of delay, non-deliveries, mis-deliveries or service interruptions caused by the system or elements of the system, or your errors or omissions. Use of any information obtained via the College ICT system is at your own risk. Groby Community College specifically denies any responsibility for the accuracy of information obtained whilst using the ICT systems.

Glossary

- Computer Misuse Act

The Computer Misuse Act makes it an offence for anyone to have:-

- Unauthorised access to computer material e.g. if you find or guess another user's password and use it.
- Unauthorised access to deliberately commit an unlawful act e.g. if you guess another user's password and access their learning account without permission
- Unauthorised changes to computer material e.g. if you change the desk-top set up on your computer or introduce a virus deliberately to the college's network system.

- Data Protection Act 1998

The Data Protection Act ensures that information held about you is used for specific purposes only. These rules apply to everyone in the college.

The Act covers the collection, storing, editing, retrieving, disclosure, archiving and destruction of data held about individuals in the college. The Act not only applies to paper files it also applies to electronic files.

The Principles of the Act state that data must be:

- Fairly and lawfully processed
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate and up to date
- Kept no longer than necessary
- Processed in accordance with data subject's rights
- Secure
- Not transferred to other countries without adequate protection

- RIPA – Regulation of Investigatory Powers Act 2002

If a request for authorised access is made to the college they will provide the appropriate access to your ICT records and files. The Act legislates for using methods of surveillance and information gathering to help the prevention of crime, including terrorism. RIPA makes provision for:

- the interception of communications
- the acquisition and disclosure of data relating to communications
- the carrying out of surveillance
- the use of covert human intelligence sources
- access to electronic data protected by encryption or passwords

If a request for authorised access is made to the college, we will provide the appropriate access to your ICT records and files.

DECLARATION:

MEMBER OF STAFF/VOLUNTEER

I understand and agree to the provisions and conditions of this agreement. I understand that any violations of the above provision may result in disciplinary action and revocation of privileges. I also agree to report any misuse of the system to the Network Manager. I agree to use the Internet and electronic communications systems in compliance with the terms outlined in this document and understand that my Internet access and any electronic communications may be logged or monitored.

PRINT NAME _____

SIGNATURE _____

DATE _____