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**Prospect**  
School

# ICT ACCEPTABLE USE POLICY

Staff Responsible	Headteacher
Date Approved	26/06/2018

The information systems policy covers the use of ICT systems to support learning, the use of telephones, email and the internet by staff, and the use of online tools provided by Prospect School. This policy consists of three sections:

- 1. Acceptable use of ICT equipment**
- 2. Use of telephones, email and internet by staff**
- 3. Safe use of online resources**

This policy is linked to the Staff Code of Conduct.

## **1. Acceptable use of ICT**

### **Equipment Principles**

Prospect is committed to safeguarding its ICT infrastructure to ensure it can be used in the most effective manner to support teaching and learning processes. Ensuring the safety and integrity of the school's ICT infrastructure is the responsibility of all staff.

The School encourages staff to fully use the ICT infrastructure and to make use of portable ICT equipment offsite to support them in their work. The School encourages this use in a responsible and professional manner. Portable computers include for example laptops, tablets and other portable ICT devices.

As a user of ICT services of the School you have a right to use its computing services; that right places responsibilities on you as a user which are outlined below. If you misuse the schools computing facilities in a way that constitutes a breach or disregard of this policy, consequences associate with that breach and you may be in breach of other academy regulations.

Ignorance of this policy and the responsibilities it places on you, is not an excuse in any situation where it is assessed that you have breached the policy and its requirements. Staff are advised of this policy during their induction and of the academy's requirement for them to adhere to the conditions therein.

For the purposes of this policy the term "computing services" refers to any ICT resource made available to you, any of the network borne services, applications or software products that you are provided access to and the network/data transport infrastructure that you use to access any of the services (including access to the Internet). Staff who connect their own ICT to the school's network and the services available are particularly reminded that such use requires compliance to this policy.

## **Purposes**

- To protect the School's networks and equipment
- To protect the school's data
- To protect the school and its employees from activities that might expose them to legal action from other parties

## **Guidelines**

### **Password Security**

Access to all systems and services is controlled by a central computing account and password. Staff are allocated their User ID and initial password as part of their induction with the school.

Issuance and continued use of your User Account is conditional on your compliance with this policy. User ID's and passwords are not to be shared or revealed to any other party. Those who use another person's user credentials and those who share such credentials with others will be in breach of this policy.

Initial default passwords issued to any user should be changed immediately following notification of account set up. Passwords will be forced to change every 3 months and should be changed immediately if the user believes or suspects that their account has been compromised. All passwords will need to meet the complexity specified. Staff should lock or sign out of any device if it is being left unattended for any period of time.

### **General Conditions**

In general, use of the school's "computing services" should be for your study, research, teaching or the administrative purposes of the school. Modest use of the facilities and services for personal use is accepted so long as such activity does not contravene the conditions of this policy.

- Your use of the school's computing services must at all times comply with the law.
- Your use of the school's computing services must not interfere with any others' use of these facilities and services.
- You are not entitled to use a computer that you have not been authorised to use.
- You must not access any program or data which has not been specifically authorised for your use.
- You must not use or copy any data or program belonging to other users without their express and specific permission.
- You must not alter computer material belonging to another user without

the users' permission.

- You must not use the school's computing services to harass, defame, libel, slander, intimidate, impersonate or otherwise abuse another person.
- You must not use the school's computing services for the creation, collection, storage, downloading or displaying of any offensive, obscene, indecent or menacing images, data or material capable of being resolved into such. (There may be certain legitimate exceptions for educational purposes which would require the fullest disclosure and special authorisation from the Head Teacher).
- You must not use the school's computing services to conduct any form of commercial activity without express permission from the Headteacher
- You must not use the school's computing services to disseminate mass (unsolicited) mailings.
- You must not use the school' computing services to bring the school into disrepute.
- You must not use the network for activities which may have the impact of intentionally wasting staff effort or our resources, disrupting the work of others or the correct functioning of the network
- You must not install, use or distribute software for which you do not have a licence, and which is not first authorised by the ELS Department for installation
- You must not use any peer-to-peer file sharing software
- You must not use any Chat or messenger software unless expressly authorised to do so for work related purposes
- You must not post or subscribe to newsgroups, on-line discussion boards or email list groups from the school's facilities, unless specifically related to the school's activities
- You must not use any form of network monitoring which will intercept data not specifically intended for you unless this activity is a part of your normal job responsibilities or has been specifically authorised by the Head Teacher/Governing Board
- You must not play computer games of any nature whether preinstalled with the operating system or available online

### **Data Security**

The school holds a variety of personal and sensitive data about students and staff. If you have been given access to this information, you are reminded of your responsibilities under GDPR regulations. You should only take a copy of

data outside the school's systems if absolutely necessary, and you should exhaust all other options before doing so. This includes putting sensitive data onto laptops, memory sticks, cds/dvds or into emails. If you do need to take data outside the school, this should only be with the authorisation of the school's Data Protection Officer/Manager. As part of this you should perform a risk assessment on the implications of it falling into the wrong hands, and take appropriate steps to mitigate against this. This will almost certainly include encrypting the information, and checking the data protection statements of any recipients of the data.

There are a variety of methods of remote access to systems available (in particular using VPN and remote desktop or terminal services) which allow you to work on data in-situ rather than taking it outside the school, and these should always be used in preference to taking data off-site. No school's data should be printed offsite for any reason.

The Data Protection Officer/Manager offers a variety of information and support to help you keep data secure. If you are uncertain about any aspect of data security, you must contact them for advice. If there is a requirement to send confidential data via email then it must be sent using the secure encrypted system provided.

When using the school camera, the images taken should be uploaded to the network within 2 days and the SD card cleared as soon as they are uploaded. This will stop the stop the loss of data if the camera is loss/stolen as if this happened this would be a reportable breach. If possible photos should only be taken on school provided equipment. If absolutely necessary, then can be taken on your phone but these need to be transferred to the school network within 7 days and then they need to be completely delated from the phone and any enabled backup to the cloud. The phone also has to have a high level of security and the ability to be able to clear it's memory remotely in case of loss. All staff must do the appropriate checks before they share student or staff details with websites/software etc. i.e. like checking software with ELS need to check data sharing with DPO (Or at least Data Protection Lead).

### **Anti-Virus and Firewall Security**

All personal computers are installed with current versions of virus protection and firewall software by the ICT Department. Users are not to alter the configuration of this software unless express permission has been obtained from ELS. This software is installed to prevent an attack from malicious software and to prevent loss of data and corruption of programs/files.

Users must ensure that they are running with adequate and up-to-date anti-virus software at all times. If any user suspects viral infection on their machine, they should inform ELS immediately. If ELS detects a machine behaving abnormally due to a possible viral infection, it will disconnected from the network until deemed safe.

## **Physical Security**

The users of ICT equipment should always adhere to the following guidelines:

- Treat equipment safely, in the same manner as a reasonable person would
- Keep liquids/food away from ICT equipment
- Do not place heavy objects on ICT equipment
- Do not drop ICT equipment or objects onto it
- Any portable computer must be securely locked away when not in use.
- Portable computer security is your responsibility at all times.
- Do not leave the portable computer unattended in a public place or within School
- Do not leave the portable computer on view inside your car. It should be locked away in your car's boot out of sight.
- Extra reasonable care must be taken to prevent the loss of USB sticks which contain confidential school data
- Staff supervising students using ICT equipment should ensure students take reasonable care of such equipment.

## **Mobile phones**

Prospect will accept only one phone either school with home use or home with school use. All staff have to have additional security in place to endure no unauthorised access to school data/emails as per Data Protection Officer. Each phone has to have strong passwords, encryption, wiped if lost etc and also covered in staff code of conduct that limits access to any phone with a business application to only the member of staff.

## **Remote Access**

Remote access to the school network is possible where this has been granted by ELS and authorised by SLT.

Remote connections are considered direct connections to the school network. As such, generally accessing services remotely, subjects the user to the same conditions, requirements and responsibilities of this policy. All connection attempts are logged.

## **Monitoring and Logging**

Activities regarding network transactions may be monitored and logged and kept for an appropriate amount of time. Logs are taken for reasons of security, diagnostic and account/audit reasons. Logs are available only to authorized systems personnel and kept for no longer than necessary and in line with current data protection regulations. Such records and information are sometimes required under law by external agencies and authorities. The academy will comply with such requests when formally submitted.

### **Breaches of this Policy**

Incidents which are determined to be in contravention of this policy will be assessed for their severity. Investigating such incidents may require the collection and evaluation of user related activity and evidence.

It is not possible to provide an exhaustive list of potential ways in which a user may contravene this policy but in general such breaches will be categorised into one of three levels of severity and each level of breach will carry with it a possible range of sanctions, consequences and/or penalties.

In the event a Portable Computer is damaged or lost as a result of non-compliance with this policy or as a result of other negligent action, then you may be required to make a full or partial contribution towards any reparation/replacement costs, at the discretion of the school.

### **Minor Breach**

This level of breach will attract a verbal warning which will be held recorded for 12 months. In general this category will relate to behaviour or misuse of computer facilities that can be characterised as disruptive or a nuisance. Examples of this level of non-compliance would include:

- Taking food and/or drink into ICT facilities where they are forbidden.
- Sending nuisance (non-offensive) email
- Behaving in a disruptive manner.

Not all first offences will automatically be categorised at this level since some may be of a significance or impact that elevates them to one of the higher levels of severity.

### **Moderate Breach**

This level of breach will attract more substantial sanctions and/or penalties.

Examples of this level of non-compliance would include:

- Repeated minor breaches within the above detailed 12-month period.
- Unauthorised access through the use of another user's credentials (username and password) or using a computer in an unauthorised area.
- Assisting or encouraging unauthorised access.
- Sending abusive, harassing, offensive or intimidating email.
- Maligning, defaming, slandering or libelling another person.
- Misuse of software or software licence infringement.
- Copyright infringement.
- Interference with workstation or computer configuration.

### **Severe Breach**

This level of breach will attract more stringent sanctions, penalties and consequences than those above, and access to computing facilities and services may

be withdrawn (account suspension) until the disciplinary process and its outcomes have been concluded. Examples of this level of breach would include:

- Repeated moderate breaches.
- Theft, vandalism or wilful damage of/to ICT facilities, services and resources.
- Forging email i.e. masquerading as another person.
- Loading, viewing, storing or distributing pornographic or other offensive material.
- Unauthorised copying, storage or distribution of software.
- Any action, whilst using the school's computing services and facilities deemed likely to bring the school into disrepute.
- Attempting unauthorised access to a remote system.
- Attempting to jeopardise, damage circumvent or destroy ICT systems security.
- Attempting to modify, damage or destroy another authorised users data
- Disruption of network communication capability or integrity through denial of service attacks, port scanning, monitoring, packet spoofing or network flooding activities.

### **Process**

An investigation will be carried out, in confidence, by the school's Leadership under the direction of the Head teacher. That investigative report will be passed to the staff member's Line Manager, to be considered within the school's disciplinary procedures. Each set of disciplinary procedures provide for an appeal stage.

## **2. Use of telephones, email and internet by staff**

### **Principles**

The provisions of this Policy apply to all members of staff, whether or not they have access to, or sole use of, a telephone or e-mail/the Internet on a personal computer. Although access to such facilities does not form part of the benefits provided to staff, it is recognised that there are occasions when employees might legitimately make private use of these facilities. This Policy is intended to make clear what constitutes legitimate use. It is intended not to place employees under unjustifiable scrutiny, but to give them a high measure of security and confidence about their use of e-mail, telephones and the Internet.

The sections of the policy covered by misconduct and misuse should be read in conjunction with the appropriate staff disciplinary procedure as well as the school's Acceptable Use and school's Security Policies.

This Policy has been designed to safeguard the legal rights of members of staff under the terms of both the Data Protection Act and the Human Rights Act.

## **Purposes**

To provide guidance on inappropriate use of academy telephones, email and internet facilities. To clarify when the academy may monitor staff usage of these facilities.

## **Guidelines**

### **Use of telephones**

There will be occasions when employees need to make short, personal telephone calls on school telephones in order to deal with occasional and urgent personal matters. Where possible, such calls should be made and received outside the employee's normal working hours or when they do not interfere with work requirements.

The use of academy telephones for private purposes, which are unreasonably excessive or for academy purposes which are defamatory, obscene or otherwise inappropriate, may be treated as gross misconduct under the appropriate disciplinary procedure.

Where the school has grounds to suspect possible misuse of its telephones, it reserves the right to audit the destination and length of out-going calls and the source and length of in-coming calls. This would not normally involve the surveillance of calls but in certain rare circumstances where there are reasonable grounds to suspect serious misconduct, the academy reserves the right to record calls.

### **Use of email**

As with telephones it is recognised that employees can use e-mail for personal means in the same manner as that set out for telephones above. E-mail should be treated like any other form of written communication and, as such, what is normally regarded as unacceptable in a letter or memorandum is equally unacceptable in an e-mail communication.

Employees should be careful that before they open any attachment to a personal e-mail they receive, they are reasonably confident that the content is in no sense obscene or defamatory to avoid contravening the law. Equally, if an employee receives an obscene or defamatory e-mail, whether unwittingly or otherwise and from whatever source, s/he should not intentionally forward the e-mail to any other address, unless specifically requested to do so by an investigator appointed by the school. Any other use of e-mail for either personal or school purposes to send or forward messages or attachments which are in any way defamatory, obscene or otherwise inappropriate will be treated as gross misconduct under the appropriate disciplinary procedure. Where the school has reasonable grounds to suspect misuse of e-mail in either scale of use, content or nature of messages, it reserves the right to audit the destination, source and content of e-mail to and from a particular address.

The school also reserves the right to access an employee's e-mail account in her/his unexpected or prolonged absence (e.g. due to sickness) in order to allow it to continue to undertake the employee's normal role. In normal circumstances the employee concerned will be contacted before this is done, in order to provide him/her with prior knowledge.

### **Use of the Internet**

The primary reason for the provision of Internet access is for the easy retrieval of information for educational purposes, or to make use of learning resources, or to make legitimate authorised purchases to enhance the ability of its staff to undertake their school role. However, it is legitimate for employees to make use of the Internet in its various forms in the same way as email above as long as it is not used to view or distribute improper material such as text, messages or images which are derogatory, defamatory or obscene.

Unauthorised use of the Internet, which is unreasonably excessive for personal use or for purposes which are defamatory, obscene or otherwise inappropriate will be treated as gross misconduct under the appropriate disciplinary procedure. The academy reserves the right to audit the use of the Internet from particular Personal Computers or accounts where it suspects misuse of the facility.

### **Monitoring the use of telephone, e-mail and the Internet**

It is not the school's policy, as a matter of routine, to monitor an employee's use of the school's telephone or e-mail service or of the Internet via the school's networks. However, as has been stated, where there are reasonable grounds to suspect an instance of misuse or abuse of any of these services, the Head teacher or Governing Board may grant permission for the auditing of an employee's telephone calls e-mail or the Internet. Once approved, the monitoring process will be undertaken by designated staff acting, for operational purposes, under the direction of the Head teacher. These staff are required to observe the strictest confidentiality when undertaking these activities and they will monitor only to the extent necessary to establish the facts of the case. They will make their reports directly to the Head teacher/Governing Body or their delegated representative to enable Human Resources to advise the appropriate line manager/head of faculty the actions that may need to be taken in any particular case. When monitoring is approved, the case for continued monitoring shall be reviewed on a regular basis with a view to terminating monitoring in as short a period of time as possible.

## **3. Safe use of online resources**

### **Principles**

This applies wherever access to the Prospect School Management Information

Systems (MIS) are provided. This applies to all online resources provided by Prospect School, for example Capita SIMS and Office 365. This policy applies whenever information is accessed through the Prospect school MIS, whether the computer equipment used is owned by Prospect school or not. The policy applies to all those who make use of Prospect school's MIS resources.

## **Purposes**

### **Security**

- This Policy is intended to minimise security risks. These risks might affect the integrity of Prospect school's data, the authorised MIS User and the individuals to which the MIS data pertains. In particular, these risks arise from:
- The intentional or unintentional disclosure of login credentials
- The wrongful disclosure of private, sensitive, and confidential information
- Exposure of Prospect school to vicarious liability for information wrongfully disclosed by authorised users.

### **Data Access**

- This Policy aims to ensure all relevant aspects of General Data Protection Regulations (GDPR) are adhered to.
- This Policy aims to promote best use of the MIS system to further the communication between Prospect school and Parents/Carers.

## **Guidelines**

Prospect school's online systems are provided for use only by persons who are legally responsible for student(s) currently attending the school.

Access is granted only on condition that the individual formally agrees to the terms of this Policy. The authorising member of school staff **must** confirm that there is a legitimate entitlement to access information for students the names of whom must be stated on the Online Usage Policy Declaration. A copy of the form will be held by the school for audit purposes.

## **Personal Use**

Information made available through the MIS system is confidential and protected by law under the General Data Protection Regulation 2016. To that aim:

- Users must not distribute or disclose any information obtained from the MIS to any person(s) with the exception of the student to which the information relates or to other adults with parental/carer responsibility.

Best practice is not to access the system in any environment where the security of the information contained may be placed at risk.

## **Password Policy**

Staff must assume personal responsibility for usernames and passwords. Never use

anyone else's username or password.

You must always keep your individual user name and password confidential. These usernames and passwords should **never** be disclosed to anyone. Passwords and user names should never be shared.

In some instances, users may be given the right to change passwords from the one originally issued.

### **Questions, Complaints and Appeals**

MIS users should address any complaints and enquiries about the MIS system to Prospect School in writing to the Deputy Headteacher – Curriculum.

Prospect School reserves the right to revoke or deny access to MIS systems of any individual under the following circumstances:

- The validity of parental/carer responsibility is questioned
- Court ruling preventing access to child or family members is issued
- Users found to be in breach of this policy
- If any child protection concerns are raised or disputes occur the academy will revoke access for all parties concerned pending investigation.
- **Please note:** Where MIS access is not available Prospect School will still make information available according to GDPR.
- Users are liable for any potential misuse of the system and/or breach of the GDPR that may occur as a result of failing to adhere to any of the rules/guidelines listed in this document.