

FORT LA BOSSE SCHOOL DIVISION

TITLE – **ICT ADMINISTRATION GUIDELINES***

POLICY - **CGCB-R**

Cross Reference -

Resolution # - 207/17

Legal Reference -

Last Reviewed - 25/0917

ICT Administration Guidelines

1. **School Purchased ICTs:** Schools purchasing technology from their own budgets or through grants or as gifts requiring wifi or network connectivity must consult with the Network Administrator before purchasing/acquiring. He will consult with the ICT Coordinator. Approval must come from the ICT Coordinator before IT support will be provided.
2. **url unblocking procedure:** If a teacher identifies an educational site that may be blocked by our division firewall, the url can be unblocked by the Principal sending it to the Network Administrator directly by email with a cc to ICT Coordinator. If there are known threats associated with a url, the Network Administrator will notify the ICT Coordinator who will determine if approval is given.
3. **System Operator:** Each school with the exception of the colony schools has designated a System Operator (Sysop) to assist with many of the routine day to day IT questions and tasks required by school users. These tasks, depending on time available, may include minor software installation on workstations, updates, user account creation, printer installations, help with login difficulties, user questions, work tickets, etc. This individual communicates closely with staff as to their IT needs and is able to assist others with common user problems. Most school user issues will be communicated to the sysop and be dealt with, if possible, before the issue is escalated to a work ticket. The Sysop and Technician will develop a close working relationship wherein the focus is on that school's user satisfaction. The IT department will foster the Sysop's knowledge base through one to one coaching and periodic training sessions provided on a school/divisional basis.
4. **IT communication:** Most communications with the IT department will be through the Technician-Sysop dialogue. When critical situations arise such as a user not able to connect to the network, email or other networked services, the user will contact their building Sysop who will determine if this is a workstation issue or network connectivity problem. If there is a connectivity issue, the Sysop

or Principal will contact the Network Administrator to alert him to the problem. After determining the scope of the problem, the Network Administrator will contact the ICT Coordinator and affected admin individual(s), as soon as possible, either by email or phone (through the division office-Laura) depending on what services are left standing during the outage. The ICT Coordinator will act as communication hub in protracted critical events to relieve the Network Administrator and technical staff of this duty while working on restoration activities.

5. **Technician visit procedure:** Division Technicians will visit schools on a regular schedule determined by the ICT Coordinator in collaboration with the Administration Council. The Technician will arrive between 9-10am and report directly to the school Principal. The exact arrival time may be dependent on several factors including the preparation work required to meet the work ticket requirements of the school being visited, visit schedule, emergency outages, meetings, weather conditions, school location, etc. If the technician is unable to arrive by 10am, he will contact the principal prior to then to indicate his situation. In the event of technician illness or other absence, he will notify his immediate supervisor, affected principal, DO admin and payroll before the work day begins. Each school Principal and or School Sysop are expected to get all known work tickets, when possible, into the Help Desk by 4pm the day before a visit. The technician will have a copy of all outstanding tickets and will ask the Principal to prioritize the list, if needed, before going about his work. Once work has been completed, the Technician will again report to the school Principal or his/her designate and review work done. Before leaving the school, the Technician will ask if there are any forgotten, new or emerging items to address. If there are, he may be able to complete these before leaving, but if the item(s) require(s) additional time and or shop preparation time, he may recommend a new work ticket be issued through the help desk for follow-up on the next scheduled visit.

6. **Personal device support:** The increase in the ownership of personal digital devices is increasing rapidly along with the need to secure technical support for them. During the work day, FLB technicians are expected to be providing support to FLB technology and not personal staff/student technology.

(#1-6 Approved by Admin Council- Dec., 2012)

7. **Staff network accounts:** In order for a staff member to use FLB Network services such as file storage, printing and email each must have network and email credentials created by the Network Administrator.
New staff: When a new staff member is hired, their supervisor will create a work ticket notifying the Network Administrator to create a new staff network account and FLB email. The ticket will include the new hire's first and last name along

with their position and work location. If the new staff member requires special account mapping, i.e. K drive for Kurweil, the new hire's supervisor will include this in the work ticket.

Staff Leaves/Changes

When a staff member's employment status changes, i.e. maternity leave, changes schools etc. the employee's supervisor will notify the Network Administrator and request the appropriate action.

Departing staff: When a staff member leaves the employment of FLB, the Payroll Administrator will notify the Network Administrator via work ticket. The Network Administrator will send an email to the departing employee with a notice that their email account will be terminated in one month's time. This message will include an invitation to have their incoming FLB email forwarded to an email address they supply for the month.

8. **Video Conference System Integrity:** The Division has financially invested heavily in video conferencing infrastructure to enhance educational equity for its senior high students. Securing VC system integrity is important to reduce and eliminate lost instructional time. School administration will ensure VC rooms are secure at all times. Students using the room for purposes other than VC instruction should be under teacher supervision. All other reasonable security measures should be taken to prevent mishandling, loss, damage or theft of VC room equipment and peripheral devices.

9. **Flexible Technology Purchasing Program(FTPP):** Starting in the 2013-14 Budget Year, the Board has agreed to giving more flexibility to schools with the centrally funded computer replacement budget. The Board will determine an annual budget which the schools will divide up into allocations based on a base amount of \$5000 per school, \$2500 per each colony school, and their fte student counts. The parameters of the FTPP are outlined below:
 - a) School allotments will be used for ICT equipment replacement and for supporting upcoming school technology projects identified in an annual collaborative planning process with both the Division IT and Maintenance Departments.
 - b) Replacing "end of life cycle" (5 yrs) school computers will be each School's annual tech plan first consideration to maintain our established computer ever greening program.
 - c) School's are granted flexibility to purchase network printers, projectors, IWB's and other peripherals as part of their annual tender purchases.
 - d) The IT Department will identify the computers and ICT equipment compatible with FLB's network environment and offer these to schools in a menu at tender time.

- e) Menu items will be assigned current retail values with taxes included. School orders will be calculated based on these values. Once tendered values are determined, school orders will either be topped up or trimmed by the ICT Coordinator in collaboration with the school principal.
- f) Annual allocations must be committed entirely in the annual technology tendering process by May 31. No carryovers. Principals may trade all or a portion of their schools' allotment in the budget year. Trading is restricted to one school trading with another, i.e. Mary Mont trades with Elkhorn. The onus is on the principal to account for their school's trade activities from year to year. The ICT Coordinator will establish the "Trade Date" by which school collaborations must be completed. A menu will be provided to schools prior to the Trade Date.
- g) Any monies left over will be used at the discretion of Senior Administration.
- h) Schools must make their own contingency plans in the case of ICT equipment failure during the school year, (i.e. lab printer fails) from their own school budgets.
- i) New equipment will be installed in a timely manner during the summer and fall period, and in most cases, be fully deployed by Christmas break.
- j) Annual adjustments to school allocations will be made based on actual fte student counts and base amounts agreed to by FLAP. This funding model will be reviewed annually by the Ed-Tech Advisory Group to determine its viability and ability to meet divisional and school based Educational and Technology programming needs.

(#7-9 Approved by Admin Council- March 13, 2013)

(#1-9 revised March, 2014 to reflects change in IT job descriptions)

10. **Division Firewall/Content Filtering:** On line criminals are smart and innovative. Their intent is primarily to make money however some seem to be motivated by a desire to destroy. Many home and enterprise users are not aware of all the threats that exist online and can inadvertently infect their own and employer's computers and networks. The FLB IT Dept. maintains a firewall and filters for malicious software such as spyware, trojans, viruses and IT hacking tools like key loggers, and other network "sniffing" products. The intent is to prevent infections and to protect the security and integrity of FLB computers, data and networks. In addition, Division and School administrations have requested content filtering for nudity, instant messaging (to control plagiarism) violence, weapons and an assortment of non education related sites which have been found to be counterproductive to the school's education

mission. Content filtering is not an exact science and not all targeted content can be blocked. In fact, safe and appropriate sites may sometimes be blocked. This is often due to the nature and growth of the internet. Sites open one day on our network may be blocked the next due to daily automatic firewall updates. The IT Dept. regrets any inconvenience this may cause FLB users and reminds all FLB staff wishing to have a site unblocked that the procedure is outlined in Guideline # 2.

(#10 Approved by Admin Council- March 12, 2014)