

# ~~ICT Policy~~

Guidance to the ICT Policy

## ICT POLICY

**TNLP FOUNDATION TRUST**  
**MEADOWFIELD PRIMARY**  
**SCHOOL** ~~[ACADEMY TRUST / SCHOOL]~~

Date of last review:	<u>21/05/2018</u>	Review period:	2 years
Date of next review:	<u>20/05/2020</u>	Owner:	<u>D Noble</u>

## The need for a policy

All Meadowfield Primary Foundation School ~~×[SCHOOL/TRUST]'s~~ information ~~×~~Communication ~~×~~Technology (ICT) facilities and information resources remain the property of MEADOWFIELD PRIMARY Foundation School~~×~~ and not of particular individuals, teams or departments. By following this ~~policy~~policy, we will help ensure that ICT facilities are used:

- legally;
- securely;
- without undermining MEADOWFIELD PRIMARY Foundation School~~×~~;
- effectively;
- in a spirit of co-operation, trust and consideration for others;
- so that they remain available.

The policy relates to all ICT facilities and services provided by ~~×~~MEADOWFIELD PRIMARY Foundation School, although special emphasis is placed on email and the ~~internet~~Internet. All employees, supply staff, ~~[volunteers]~~ and any other users of our IT are expected to adhere to the policy.

### 1. Disciplinary measures

1.1. Deliberate and serious breach of the policy statements in this section may lead to the ~~×~~MEADOWFIELD PRIMARY Foundation School taking disciplinary measures in accordance with the Trust's Disciplinary Policy. ~~×~~MEADOWFIELD PRIMARY Foundation School accepts that ICT – especially the use of ~~internet~~Internet and email systems – are a valuable business tool. However, misuse of these facilities can have a negative impact upon ~~employees [and volunteer]~~ productivity and the reputation of the organisation.

1.2. In addition, all of the ~~organisation~~organisation's phone, ~~l~~Internet and email related resources are provided for business purposes. Therefore, the organisation maintains the right to monitor the content of the any device connect to or traffic flowing across the network volume of internet and network traffic, together including with the email or any other connected systems. The specific content of any transactions will not be monitored, apart from to ensure that nothing inappropriate is accessed, unless there is a suspicion of improper use.

### 2. Security

2.1. As a user of ~~×~~MEADOWFIELD PRIMARY Foundation School's equipment and services, you are responsible for your activity.

2.2. Do not disclose ~~personal system~~your account passwords or other security details to any other employees, ~~[volunteers]~~ or external agents, and do not use anyone else's log-in; this compromises the security of ~~×~~MEADOWFIELD PRIMARY Foundation

School. If someone else gets to know your password, ensure that you change it or ~~get~~ [ask](#) your IT/Network Support to help you.

- 2.3. If you intend to leave your PC or ~~any electronic device workstation~~ unattended for any reason, you should lock the screen to prevent unauthorised access. If you fail to do this, you will be responsible for any misuse of it while you are away. Logging off is especially important where [students or](#) members of the public have access to the screen in your absence.
- 2.4. Use Microsoft 365 One Drive for accessing personal work, files, data and records when working outside of the Trust's schools network. Use of pen drives or other storage devices on ~~MEADOWFIELD PRIMARY~~ Foundation School's network should only be in exceptional and approved circumstances, using ~~secure encrypted~~ devices supplied by the ~~MEADOWFIELD PRIMARY~~ Foundation School IT/Network Support. Please see paragraph 7 for more detail.
- 2.5. Do not attempt to gain unauthorised access to information or facilities. The Computer Misuse Act 1990 makes it a criminal offence to obtain unauthorised access to any computer (including workstations and PCs) or to modify its contents. If you do not have access to information or resources you feel you need, contact your IT/Network Support.

### 3. Use of Email

#### 3.1. When to use email:

- 3.1.1. Use email in preference to paper to reach people quickly (saving time on photocopying / distribution) and to help reduce paper use.
- 3.1.2. Use the phone or Skype/Unified Communications solution (where available) for urgent messages (email is a good backup in such instances). Use of ~~MEADOWFIELD PRIMARY~~ Foundation School\_email ~~by employees [and volunteers] of X~~ is permitted and encouraged where such use supports the goals and objectives of ~~MEADOWFIELD PRIMARY~~ Foundation School.
- 3.1.3. However, ~~MEADOWFIELD PRIMARY~~ Foundation School has a policy for the use of email whereby employees and volunteers must ensure that they:
  - 3.1.3.1. comply with current legislation;
  - 3.1.3.2. use email in an acceptable way;
  - 3.1.3.3. do not create unnecessary business risk to ~~MEADOWFIELD~~ PRIMARY Foundation School by their misuse of the ~~internet~~[Internet](#).

#### 3.2. Unacceptable behaviour

- 3.2.1. Sending confidential information to external locations without appropriate safeguards in place. See paragraph 5 of this document for more details.

- 3.2.2. Distributing, disseminating or storing images, text or materials that might be considered indecent, pornographic, obscene or illegal.
- 3.2.3. Distributing, disseminating or storing images, text or materials that might be considered discriminatory, offensive or abusive, in that the context is a personal attack, sexist or racist, or might be considered as harassment or bullying.
- 3.2.4. Using copyrighted information in a way that violates the copyright.
- 3.2.5. Breaking into XMEADOWFIELD PRIMARY Foundation School's or another organisation's system, or unauthorised use of a password / mailbox.
- 3.2.6. Broadcasting unsolicited personal views on social, political, religious or other non-business related matters.
- 3.2.7. Transmitting unsolicited commercial or advertising material.
- 3.2.8. Undertaking deliberate activities that waste employee's effort or networked resources.
- 3.2.9. Deliberately or recklessly introducing any form of computer virus or malware into the corporate network.

### 3.3. Confidentiality

- 3.3.1. Always exercise caution when committing confidential information to email since the confidentiality of such material cannot be guaranteed. XMEADOWFIELD PRIMARY Foundation School reserves the right to monitor electronic communications in accordance with applicable laws and policies. The right to monitor communications includes messages sent or received by [all system users \(staff, students and anyone provided with access to an account\)](#) ~~employees, [volunteers] and temporary employees~~ within and outside the system as well as deleted messages. See paragraph 5 for more detail.

### 3.4. General points on email use

- 3.4.1. When publishing or transmitting information externally be aware that you are representing XMEADOWFIELD PRIMARY Foundation School and could be seen as speaking on XMEADOWFIELD PRIMARY Foundation School's behalf. Make it clear when opinions are personal. If in doubt, consult your line manager;
- 3.4.2. Check your inbox at regular intervals during the working day when not teaching classes within your school's acceptable use of email policy if in place. Keep your inbox fairly empty so that it just contains items requiring your action. Try to decide what to do with each email as you read it (e.g. delete it, reply to it, save the whole email in a folder, or extract just the useful information and save it somewhere logical);
- 3.4.3. Keep electronic files of electronic correspondence, only retaining what you need to. Do not print it off and keep paper files unless absolutely necessary.
- 3.4.4. Treat others with respect and in a way in which you would expect to be treated yourself (e.g. do not send unconstructive feedback, argue, or invite colleagues to make public their displeasure at the actions / decisions of a colleague);
- 3.4.5. Do not forward emails warning about viruses (they are invariably hoaxes and

the ICT Support Department/Service Provider will probably already be aware of genuine viruses – if in doubt, contact them for advice);

3.4.6. Do not open an email unless you have a reasonably good expectation of what it contains, and do not [click on links or](#) download files unless they are from a trusted source. For example, do open **report.docx** from a colleague you know but do not open **exploreinvoice.zip** sent from an address you have never heard of, however tempting. Alert IT Support if you are sent anything like this unexpectedly; this is one of the most effective means of ~~X~~MEADOWFIELD PRIMARY Foundation School against email virus attacks.

### 3.5. Email signatures

3.5.1. Keep these short and include your name, title, phone / fax number(s) and website address. Adopt your school's standard email signature structure where one has been established.

## 4. Use of the Internet

4.1. Use of the Internet ~~by employees [and volunteers]~~ is permitted and encouraged where such use supports the goals and objectives of the school.

4.2. However, when using the Internet, ~~employees [and volunteers]~~ everyone must ensure that they:

4.2.1. comply with current legislation;

4.2.2. use the ~~internet~~Internet in an acceptable way;

4.2.3. do not create unnecessary business risk to the organisation by their misuse of the ~~internet~~Internet.

### 4.3. Unacceptable behaviour

4.3.1. In particular, the following is deemed unacceptable use or behaviour ~~by employees [and volunteers]~~ (this list is non-exhaustive):

4.3.1.1. Visiting ~~internet~~Internet sites that contain obscene, hateful, pornographic or other illegal material;

4.3.1.2. Using the computer to perpetrate any form of fraud, or software, film or music piracy;

4.3.1.3. Using the ~~internet~~Internet to send offensive or harassing material to other users;

4.3.1.4. Downloading commercial software or any copyrighted materials belonging to third parties, unless this download is covered or permitted under a commercial agreement or other such licence;

4.3.1.5. Hacking into unauthorised areas;

4.3.1.6. Creating or transmitting defamatory material;

4.3.1.7. Undertaking deliberate activities that waste employees effort or networked resources;

4.3.1.8. Deliberately or recklessly introducing any form of computer virus into XMEADOWFIELD PRIMARY Foundation School's network.

#### 4.4. Chat rooms / instant messaging (IM)

4.4.1. The use of chat rooms and instant messaging is permitted for business use only, using only approved Skype/work related communications.

#### 4.5. Webmail

4.5.1. The use of personal webmail (e.g. Hotmail, MSN, Google Mail) is not permitted in the organisation unless previously agreed with your line manager.

#### 4.6. Obscenities / pornography

4.6.1. Do not write, publish, look for, bookmark, access or download material that might be regarded as obscene or pornographic.

#### 4.7. Copyright

4.7.1. Take care to use software legally and in accordance with both the letter and spirit of relevant licensing and copyright agreements. Copying software for use outside these agreements is illegal and may result in criminal charges.

4.7.2. Be aware of copyright law when using content you have found on other organisations' websites. The law is the same as it is for printed materials.

### 5. Confidentiality

5.1. If you are dealing with personal, sensitive and / or confidential information, then you must ensure that extra care is taken to protect the information.

5.2. If sending personal, sensitive and / or confidential information electronically via email, then the following protocols should be used. If there is any doubt as to the information being sent or the appropriate level of protection required, please check with your IT/Network Support.

5.2.1. Personal, sensitive and / or confidential information should be encrypted using the Microsoft 365 encryption tool by starting the email subject with "[Secure]:".

5.2.1. If you are unable to transfer Ppersonal, sensitive and / or confidential information via email, the file containing the information should be~~should be contained in an attachment;~~

5.2.3. Any password or key for the file must be sent separately;

5.2.4. Before sending ~~the any~~ email, verify the recipient by checking the address, and if appropriate, telephoning the recipient to check and inform them that the email will be sent;

5.2.5. Do not refer to the information being sent in the subject of the email.

### 6. XMEADOWFIELD PRIMARY Foundation School's network

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- 6.1. Keep master copies of important data on XMEADOWFIELD PRIMARY Foundation School's network server [or designated cloud storage \(e.g. OneDrive\)](#) and not solely on your PC's local C: Drive or portable disks / drives. ~~Not storing Any~~ data [not storage](#) on XMEADOWFIELD PRIMARY Foundation School's network server [or designated cloud storage means it](#) will not be backed up and is therefore at risk.
- 6.2. Ask for advice from your IT/Network Support if you need to store, transmit or handle large quantities of data, particularly images or audio and video. These large files use up disk space very quickly and can bring the network to a standstill.
- 6.3. Be considerate about storing personal (non-XMEADOWFIELD PRIMARY Foundation School) files on XMEADOWFIELD PRIMARY Foundation School's network. Any personal files may be accessed/monitored/scanned in the same manner as work files by the IT/Network Support.
- 6.4. Do not copy files that are accessible centrally into your personal directory unless you have good reason (i.e. you intend to amend them or you need to reference them and the central copies are to be changed or deleted) since this uses up disk space unnecessarily.

## 7. Removable media

- 7.1. Use Microsoft 365 One Drive for accessing personal work, files, data and records when working outside of the Trust's schools network. Use of pen drives or other storage devices on XMEADOWFIELD PRIMARY Foundation School's network should only be in exceptional and approved circumstances, using [secure-encrypted](#) devices supplied by the XMEADOWFIELD PRIMARY Foundation School IT/Network Support.
- 7.2. If in exceptional circumstances you need to store or transfer personal, sensitive, confidential or classified information using removable media you must first contact the IT/Network Support for permission, but
  - 7.2.1. Always consider if an alternative solution already exists;
  - 7.2.2. Only use recommended School supplied removable media which are encrypted and password protected;
  - 7.2.3. Always ensure such removable media devices are stored securely;
  - 7.2.4. The IT/Network Support must dispose of removable media securely.

## 8. Personal use of ICT facilities

### 8.1. Social media

For the purposes of this policy, social media websites are web-based and mobile technologies which allow parties to communicate instantly with each other or to share data in a public forum. They include websites such as Facebook, Twitter, Google+ and LinkedIn. They also cover blogs and image sharing websites such as YouTube and Flickr. This is not an exhaustive list and you should be aware that this is a constantly changing area.

#### 8.1.1. Use of Social Media at work

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- 8.1.1.1. Employees and volunteers are permitted to make reasonable and appropriate use of social media websites from XMEADOWFIELD PRIMARY Foundation School's IT equipment. You should ensure that usage is not excessive and does not interfere with work duties. Use should be restricted to your non-working hours, unless this forms part of your work responsibilities.
- 8.1.1.2. Access to particular social media websites may be withdrawn in the case of misuse.
- 8.1.1.3. Inappropriate comments on social media websites can cause damage to the reputation of the organisation if a person is recognised as being an employee [or volunteer]. It is, therefore, imperative that you are respectful of the organisation's service as a whole including clients, colleagues, partners and competitors.
- 8.1.1.4. Employees [and volunteers] should not give the impression that they are representing, giving opinions or otherwise making statements on behalf of XMEADOWFIELD PRIMARY Foundation School unless appropriately authorised to do so. Personal opinions must be acknowledged as such, and should not be represented in any way that might make them appear to be those of the organisation. Where appropriate, an explicit disclaimer should be included, for example: *'These statements and opinions are my own and not those of XMEADOWFIELD PRIMARY Foundation School.'*
- 8.1.1.5. Any communications that ~~employees [or volunteers] are made~~ make in a personal capacity must not:
  - 8.1.1.5.1. bring XMEADOWFIELD PRIMARY Foundation School into disrepute, for example by criticising clients, colleagues or partner organisations;
  - 8.1.1.5.2. breach the XMEADOWFIELD PRIMARY Foundation School's policy on client confidentiality or any other relevant policy;
  - 8.1.1.5.3. breach copyright, for example by using someone else's images or written content without permission;
  - 8.1.1.5.4. do anything which might be viewed as discriminatory against, or harassment towards, any individual, for example, by making offensive or derogatory comments relating to: age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation;
  - 8.1.1.5.5. use social media to bully another individual;
  - 8.1.1.5.6. post images that are discriminatory or offensive (or links to such content).

8.1.2. XMEADOWFIELD PRIMARY Foundation School maintains the right to monitor usage where there is suspicion of improper use.

## 8.2. Other personal use

8.2.1. Use of facilities for leisure or personal purposes (e.g. sending and receiving personal email, personal phone calls, playing computer games and browsing the ~~internet~~Internet) is permitted so long as such use does not:

- 8.2.1.1. incur specific expenditure for XMEADOWFIELD PRIMARY Foundation School;
- 8.2.1.2. impact on the performance of your job or role (this is a matter between each ~~member of~~employees [or volunteer] and their line manager);

- 8.2.1.3. break the law;
- 8.2.1.4. bring XMEADOWFIELD PRIMARY Foundation School into disrepute;
- 8.2.1.5. detrimentally affect the network performance by using large amounts of bandwidth (for instance by downloading / streaming of music or videos);
- 8.2.1.6. impact on the availability of resources needed (physical or network) for business use.

8.2.2. Any information contained within XMEADOWFIELD PRIMARY Foundation School in any form is for use by the employee [or volunteer] for the duration of their period of work and should not be used in any way other than for proper business purposes, or transferred into any other format (e.g. loaded onto a memory stick / pen drive), unless necessary for business use, and with prior agreement of the IT/Network Support.

## 9. Portable and Mobile ICT Equipment

- 9.1. This section covers items such as laptops, mobile devices and removable data storage devices. Please refer to paragraph 7 of this document when considering storing or transferring personal or sensitive data.
- 9.2. Use of any portable and mobile ICT equipment must be authorised by the IT/Network Support before use.
- 9.3. All activities carried out on XMEADOWFIELD PRIMARY Foundation School's systems and hardware will be monitored in accordance with the general policy.
- 9.4. ~~Employees [and volunteers] must ensure that a~~All data belonging to XMEADOWFIELD PRIMARY Foundation School must be stored on XMEADOWFIELD PRIMARY Foundation School's network or designated cloud storage and not kept solely on a laptop. Any equipment where personal data is likely to be stored must be encrypted.
- 9.5. Equipment must be kept physically secure in accordance with this policy to be covered for insurance purposes. When travelling by car, best practice is to place the laptop in the boot of the car before starting your journey.
- 9.6. Synchronise all locally stored data, including diary entries, with the central organisation network server or appropriate cloud storage on a frequent basis.
- 9.7. Ensure portable and mobile ICT equipment is made available as necessary for anti-virus updates and software installations, patches or upgrades.
- 9.8. The installation of any applications or software packages must be authorised by the IT/Network Support, fully licensed and only carried out by IT/Network Support.
- 9.9. In areas where there are likely to be members of the general public, portable or mobile ICT equipment must not be left unattended and, wherever possible, must be kept out of sight.
- 9.10. Ensure that all connections are made over a trusted and secure wired or wireless network.

~~9.9.~~

## 10. Using Personal Devices

10.1. This section covers personal, portable items such as mobile phones or tablet computers. Please refer to paragraph 7 of this document when considering storing or transferring personal or sensitive data. When using a home computer, please ensure that access to any work related materials, including email, requires the use of your work password if the computer is used by multiple people.

10.2. If you access any work information – including work email – via an app on a personal device, you must ensure any device:

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10.2.1. has a strong password/pin at least 8 characters long

10.2.2. automatically locks when it is not being used

10.2.3. is connected to the MEADOWFIELD PRIMARY Foundation School's device management solution as supplied by individual schools within the Trust or eventually by the Trust's standard solution.

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10.3. Any work information, including documents and photographs, must be stored in the designated cloud storage and not locally on your phone or in any personal cloud storage.

10.3.1. If any work information, including photographs, are inadvertently saved to any personal cloud storage, any and all copies of this information must be removed as soon as possible after the file or photograph was created.

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10.4. Ensure that any professional communication is made from using your work account and not any personal account. Please refer to paragraph 3 of this document for more details.

10.5. Ensure that any device is kept up to date with software and app updates or patches.

10.6. If your device becomes lost or is stolen this must be reported to the IT/Network Support as soon as possible.

## **11. Remote Access**

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~~10.2.~~ You are responsible for all activity via your remote access facility.

~~10.1.~~ ~~10.3.~~ Laptops and mobile devices must have appropriate access protection, i.e. passwords and encryption, and must not be left unattended in public places.

~~10.2.~~ ~~10.4.~~ To prevent unauthorised access to MEADOWFIELD PRIMARY Foundation School's systems, keep all dial-up access information such as telephone numbers, logon IDs and PINs confidential and do not disclose them to anyone.

~~10.2.~~ ~~10.5.~~ Select PINs that are not easily guessed, e.g. do not use your house or telephone number and do not choose consecutive or repeated numbers.

~~10.2.~~ ~~10.6.~~ Avoid writing down or otherwise recording any network access information where possible. Any information that is written down must be kept in a secure place and disguised so that no other person is able to identify what it is.

~~10.2.~~ ~~10.7.~~ Protect MEADOWFIELD PRIMARY Foundation School's information and data at all times, including any printed material produced while using the remote access facility. Take particular care when access is from a non-office environment.

~~10.3.~~ ~~10.8.~~ Users of laptops and mobile devices are advised to check their car and home insurance policies for the level of cover in the event of equipment being stolen or damaged. Appropriate precautions should be taken to minimise risk of theft or damage.

~~10.9.~~ Care should be taken when working on laptops in public places (e.g. trains) that any employee or client details are not visible to other people.

**1012. Electronic monitoring**

~~10.112.1.~~ You may find that you have access to electronic information about the activity of colleagues. Any such information must not be used by unauthorised individuals to monitor the activity of individual employees in any way (e.g. to monitor their working activity, working time, files accessed, ~~internet~~Internet sites accessed, reading of their email or private files, etc.) without their prior knowledge. Exceptions are:

~~10.1.112.1.1.~~ In the case of a specific allegation of misconduct, when the Human Resources Department can authorise accessing of such information when investigating the allegation;

~~10.1.212.1.2.~~ When the IT/Network Support cannot avoid accessing such information while fixing a problem, but this will only be carried out with the consent of the individual concerned.

**1113. Online purchasing**

~~11.113.1.~~ Any users who place and pay for orders online using personal details do so at their own risk and ~~X~~MEADOWFIELD PRIMARY Foundation School accepts no liability if details are fraudulently obtained whilst the user is using ~~X~~MEADOWFIELD PRIMARY Foundation School's equipment.

**1214. Care of equipment**

~~12.114.1.~~ Do not rearrange the way in which equipment is plugged in (computers, power supplies, phones, network cabling, modems etc.) without first contacting IT/Network Support.

**1315. Agreement**

~~Anyone # employees, [volunteers,] contractors or temporary employees~~ who have been granted the right to use the ~~X~~MEADOWFIELD PRIMARY Foundation School's ICT systems are required to sign this agreement confirming their understanding and acceptance of this policy.

<b>Signed:</b>		<b>Signed:</b>	
<b>Manager:</b>		<b>Employee [volunteerName]:</b>	
<b>Date:</b>		<b>Date:</b>	

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