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In response to the National Grid for Learning Strategy, GCC's "Using ICT in schools Action Plan" aims to...

- raise the educational attainment of all pupils through effective use of ICT in line with the national targets.
- improve the attendance of pupils through more effective monitoring using ICT .
- ensure that all young people meet the evolving targets for ICT core skills
- use ICT to promote life long learning
- make provision for ICT for learning and teaching and for the management of learning
- ensure that pupils staff and the community have the opportunity to access a wide range of educational software

The HMI report "The Use of ICT in Teaching and Learning" further underlined the benefits associated with integrating ICT into the Learning and Teaching process.

ICT should permeate the curriculum and be reflected in teaching approaches, curricular and vocational guidance, learning support, assessment and administration

GCC establishes appropriate provision, sets clear expectations on the use of ICT, provides support mechanisms, staff development opportunities.

The SMT, liaising with the Staff Consultative Committee and the Core Development Group, manages resource deployment across the school in order to promote the use of ICT to support teaching and learning. It will ensure that appropriate staff training opportunities are provided, monitoring the use of ICT and manage the purchasing and distributing of hardware to ensure appropriate access across the school.

The SMT will communicate with staff on developments in the network, and in SEEMIS, and seek to manage change efficiently.

The Technicians will provide first line support in trouble-shooting ICT problems, and call for support from the managed service provider as necessary. They will record all calls to the Mitel Helpdesk and update records as issues are resolved.

The Technicians will provide support in the maintenance of "legacy" (non-network) equipment, and effect or arrange repairs where economically viable.

## The Managed Network – Conditions of Use

All new pupils are required to sign the pupil version of the Acceptable Use Policy, as are their parents.

As part of their introduction to their subject IT staff will clarify the expectations of pupils in their use of the network.

Staff not previously employed by Glasgow City Council should sign the staff version of the Acceptable Use Policy and familiarise themselves with the GCC policy on the Use of Communication Resources.

Essentially...

- Passwords should remain confidential.
- Pupils are not allowed to use, interfere with, or access other pupils' accounts
- Pupils should ensure that they log off when leaving a computer.
- Pupils and staff should use the internet for educational purposes only
- E-mail should be used appropriately. It is not for personal or social use.
- Users may not install software should on network computers
- Departments and faculties are responsible for ensuring that appropriate licenses have been purchased for software they use on stand alone systems.
- Copyright laws must be followed when downloading materials from the internet.
- Internet searches should be focussed and closely managed by staff.
- Pupils and staff should manage their mailbox and “My Documents” to ensure they do not exceed the storage limit.
- Staff are responsible for ensuring that pupils use the internet strictly according to guidelines.
- Pupils should never be allowed unsupervised access to network computers.
- Food and drink are not allowed in ICT rooms.

## Staff Training

Training in the use of the managed system (SEEMIS) will be arranged as appropriate by the ICT co-ordinator, the CPD co-ordinator, and the Bursar.

A wide range of ICT staff development opportunities is provided by Edict. These are communicated to staff, and requests for training made to the CPD co-ordinator.

## Internet & E-mail policy

Pupils are not allowed access to e-mail except for curricular reasons. Unless you have sent them e-mail, there is no reason to allow pupils to “check their e-mails”. Just say “No”.

At certain times of the year access to Internet and E-mail throughout the city increases. The heavy internet access degrades network performance, and there is often an increase in mass mailing.

If you are on the receiving end of a mass mailing from a pupil in another school, please just delete it, unless it is offensive, threatening, or happens repeatedly, in which case forward it to me before deleting it.

If you are on the receiving end of a mass mailing from a pupil in this school, please forward it to the ICT co-ordinator, who will check the date and time it was sent, and inform the member of staff in charge of the pupil at the time. Depending on the content, further disciplinary action may be taken, and the pupil's Mitel account may be closed for a time.

In the ICT rooms and the Library it is possible to block access to e-mails on all desktops. It is wise to do this before pupils log on. In the Library Brian will do this on request.

## E-mail Message Format

*(Text of the request from Elma Murray, Head of eGovernment and Development, 29<sup>th</sup> April 2005)*

There are an increasing number of staff who are creating background wallpaper for their emails using the Mail Format option within Outlook. This option means that a mail format called HTML is used and although this does personalise the email, there are some drawbacks. HTML formatted Outlook e-mail messages take up much more disk space in a mailbox than messages formatted in Plain or Rich Text. It increases the disk space the message takes up (by up to 10x) and results in slower communication times, a requirement for more storage space and will affect both the user's own mailbox (Sent Items) and the recipient's mailbox.

You are therefore requested to ensure that standard e-mail messages are sent using Plain Text or Rich Text format unless it is essential that HTML format be used.

If you are in any doubt about how to change mail formats please contact the Service Desk on 75999.

## Locking (and not locking) Desktops

It is good practice to **lock** your desktop if you are away from your computer for a short time. This essentially freezes and hides your work and prevents the use of the computer by anyone except yourself. When you return to your computer you unlock the desktop by entering your password, and carry on where you left off.

Don't lock your computer if you are away for an extended period of time, since locking the computer prevents anyone else from using it (perhaps a cover teacher). Be considerate in shared areas. If in doubt, log off in the usual way.

To prevent unauthorised access to your files, and unauthorised use of the computer system by someone posing as you, remember either to lock your desktop, or log off.

Keyboard Shortcuts:

To <b>Lock</b> your desktop	<b>Ctrl-Alt-Del then Press Return.</b>
To <b>Log Off</b>	<b>Ctrl-Alt-Del/Right Arrow/Return/Return</b>

## PCs stay on

It is very important that you do not switch off your PC for holidays. Mitel cannot have the access they need access to PCs which are switched off.

There have been fairly significant problems in the past with PCs which had been switched off. In some cases they failed to start up again. Others “disappeared” from the network.

You should switch off the monitor.

## Monitoring of Storage Space

GCC monitors hard disc utilisation of the school servers. Essentially this involves checking how much hard disc space is being taken up by individuals, and what types of files are being stored.

Music and video files are particularly large, and are usually the reason for excessive space being used. Such files also raise issues of copyright. Please take care that music and video files are not stored by yourselves or pupils, except where there is a curricular reason, and you have established the copyright position.

GCC will contact the ICT co-ordinator if an unusual pattern of storage space usage by any pupil or members of staff becomes apparent.

The ICT contract allows for 100Mb of space allocated per member of staff (not including email) and for 10Mb per pupil. School management has been asked to police, as far as possible, the usage by individuals.

Often excessive disc space is used storing multiple copies of the same file. It's worth checking that multiple copies are not kept where one would do. For example, by ensuring that pupils don't keep personal copies of worksheets, images, or Powerpoints where a single copy in Our School would do.

When you tidy up, remember to empty the Recycle Bin afterwards.

## Monitoring of bandwidth

GCC monitors bandwidth usage.

Bandwidth is the amount of data that can be transmitted in a fixed amount of time. This is usually expressed in bits per second. There have been issues in a number of schools where individual users have been taking up very large proportions of the available bandwidth (just as with hard disc space). For example, any one user listening to a radio station on-line will take up 10% of a school's available bandwidth. This is one factor which can limit the speed of internet access.

Radio and other streaming media take up huge proportions of the available bandwidth. Consequently, it is probable that radio stations will be made unavailable on the network. A "tranny" is a better solution for most of us who might want to listen to radio stations.

Streaming media is required for some curricular purposes (some Computing Studies courses, for example) and for some staff development purposes. With these exceptions, you should not use internet radio. The advice is that a "tranny" is the solution if you want to listen to radio stations. Similarly, if you want to listen to your favourite CDs, a CD/MP3 player is the way to do it.

## Backup

**My Documents** is routinely backed up.

**Our School** is backed up once per week, on Mondays.

**Smithycroft Staff** is not backed up. The council does not provide, or intend to provide, any resource for backing up the staff folder, but considers that this is the responsibility of individual departments/faculties or other owners of the various sub-folders. Those responsible for individual folders within the staff folder should make appropriate arrangements for Backup, or avoid placing unique or critical documents in this folder.

Aware that a failure of **Smithycroft Staff** might be a bit of an inconvenience, the ICT co-ordinator tries to backup the staff folder once a fortnight. This is a lengthy process, taking around 2 hours, provided all goes smoothly. This should therefore be seen as a "good intention" rather than a commitment. You should still consider the responsibility for backup as your own, but if you suffer a data loss the ICT co-ordinator may be able to recover recent data for you.

## School Websites

Interface 17, which gives guidance on school web-sites, is the basis of a draft of **Web-Sites** a new Management Circular being put together covering the design and Maintenance of school web-sites.

## Angels

Below is a list of the school's 'computer angels' – please feel free to contact them for any assistance.

ICT Task	Members of Staff willing to lend a helping hand
Internet & WWW	G Henderson, G Murray, A Carroll, M Farrell, R Morrison, M Moohan
e-mail	A MacKinnon, H Stanley, M Farrell, R Morrison, M Moohan
Word processing	M Farrell, M Moohan
Data bases	S Paget
Spreadsheets	C Cairns,
Desk top publishing	G Murray, H Stanley,
Digital camera	G Henderson, H Stanley, M Farrell, M Moohan
Power point	L Dobbie, M Farrell, C Cairns, S Paget, C Hair
Digital scanner	H Stanley
Smart board	A MacKinnon, R Morrison
ICT projector	L Dobbie, M Farrell, C Cairns, S Paget, R Morrison, C Hair
Gyro Mouse	R Morrison
Gyro Keyboard	R Morrison
Adobe Photoshop	J McGeoch, H Stanley

### Specific Resources/Support Ideas

Use of Progress and Record of Work sheets for Pupils	E Salveta
Use of digital camera – recording and showing pupils' work	G Henderson
Smartboard; digital video camera & editing software available	A MacKinnon
Digital Camera; Scanner work, combined with DTP to make up information/worksheets	H Stanley
Filing e-mails in my documents; tips for internet; word shortcuts; power point.	M Farrell
Materials placed in 'our school' folder – available to all staff	A Carroll
Internet research unit to make up fact sheet	J Haywood
Power points – visual aid during course and for recapping/summarizing; excel – displaying pupil results on Screen (which pupils love) and build on their data	C Cairns
Use of library folder in 'our school' for lists of websites, bibliographies, new books etc.; Also use of this Folder for booking procedures, etc.	B Woodhouse
Developing work sheets – verb, grammar for ML Dept. Developed Pupil of the Month Certificates which could be adaptable for use with other departments or for tracking pupils	A Mitchell
e-mailing internet/word assignments to classes and having them e-mail results back to me; having pupils e-mail work (e.g. essays) to me which can be corrected/revised and stored online and returned to pupils via email for further revision; Use of ICT for research purposes (e.g. personal study) and exam revision (e.g. Bitesize); Use of ICT for specific tasks/projects	M Moohan
Use of Taskmaster program to make up worksheets	R Morrison
Graphic work for design element at SG and NQ; Power point presentation or CDs as teaching tools placed online in pupil folders, etc	J McGeoch
Use of presenting materials in Powerpoint means high quality visuals are available	C Hair

## Reporting Equipment Problems

Report problems with ICT equipment to the Technicians, or to the ICT co-ordinator.

Provide a written note detailing your problem(s):

<b>Date</b>	Date of report
<b>Location</b>	(Door Number, eg DG18)
<b>Nature of problem</b>	in as much detail as possible
<b>Computer number</b>	if in a room with more than one computer

E-mail is a very good way of reporting problems.

It is helpful to stick a **post-it** on the monitor of a faulty computer, so that is easily identified by a visiting engineer.

### Try Re-booting first

Some software problems can be resolved by re-booting the PC.  
This is done by...

- Hold in the power switch on the PC until the PC powers down.
- Wait 30 seconds.
- Press the power switch again.
- Wait as long as it takes to re-boot and install software
- See if MS Tools has magically re-appeared.

If the problem persists, please let me or the technicians know.

### Re-boot anyway

It is good practice to re-boot staff PCs now and again.

This improves performance by tidying up temporary files used by the computer's operating system.

It is not necessary to re-boot pupil PCs, as this is done centrally by Mitel.

## How to

Help files on various network and SEEMIS topics are placed in the Staff Folder from time to time. They can be found in the [ICT Help](#) folder.

## Library passes for ICT

Pupils may access ICT equipment in the Library outwith class time if they have been issued with an ICT pass by a member of staff, detailing the requirement for the use of a computer.

# **GCC Guidelines on Handling Child Pornography**

Storing pornographic images of children is a serious criminal offence. If you find such material on any Council systems:

- Report it to your manager and the Corporate Service Desk (287 5999) immediately
- Ensure that no-one else inadvertently sees the image
- Do not challenge any individual who you suspect of being responsible
- Do not try to investigate – anything you do to the PC may damage evidence
- If the PC involved is on, leave it on: if it is off, leave it off
- Treat the incident as private and confidential.

## **Child Pornography Received Through E-mail**

Such material may be sent by email to entirely innocent people. To reduce this risk:

- Do not give out your email address on web-sites, discussion boards etc
- Do not open messages from sources you do not trust or that look suspicious
- Switch off the preview pane in Outlook, as this will display images in messages that you may not wish to see.

## **Instructions to Staff**

If you receive such material:

- Do not send it to anyone else, not even the ICT Support Teams, or show it to anyone else
- Report it to your manager, immediately
- Do not continue to use your PC until authorised by Internal Audit
- Report the incident to the Corporate Service Desk, including the date and time received, sender's name and the subject of the message.

## **Instructions to Managers and ICT Support Workers**

If someone reports such images to you:

- Do not investigate by yourself
- Do not even look at the image to assess its severity - the images received can be upsetting.
- Take the report at face value and ensure it is reported to the Corporate Service Desk.

## **Responding to the Incident**

The Service Desk will notify:

- the Corporate ICT Messaging team
- the Corporate Information Security Officer
- Internal Audit

The Corporate ICT Messaging Team will take whatever steps are possible to prevent similar messages being passed to staff.



Internal Audit will liaise with the Police and advise how to proceed.

The Corporate Information Security Officer will record the incident and co-ordinate any security measures needed to manage this threat.

Note that general guidelines on reporting incidents and other security advice can be found on our intranet at <http://infosec.glasgow.gov.uk/guidelist.htm>.