



ADMINISTRATIVE PROCEDURE	
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<i>Contact Person/Department</i> Superintendent of ICT	<i>Identification</i> BU-3036

APPROPRIATE USE OF INFORMATION / COMMUNICATION TECHNOLOGY AND TECHNOLOGY SERVICES

1.0 PURPOSE

Trillium Lakelands District School Board is committed to providing access to information / communication technology and technology services to enrich educational opportunities for students and staff.

“Information and communication technology and technology services” includes, but is not limited to:

- computers;
- laptops;
- tablet computers (e.g. iPads);
- personal digital assistants (e.g. Blackberry, Palm, iPod or iPhone devices);
- the world wide web;
- learning management systems;
- electronic mail services;
- telephones and telephone system;
- facsimile machines;
- photocopiers;
- any other personal devices or technologies.

2.0 REFERENCES/RELATED DOCUMENTS

- 2.1 OP-6020/21 Code of Conduct Policy and Procedure;
- 2.2 HR-4535/4536 Progressive Discipline Policy and Procedure;
- 2.3 BD-2030/2031 Freedom of Information Policy and Procedure;
- 2.4 BD-2120/2121 Privacy Information Management (PIM) Policy and Procedure;
- 2.5 BD-2035/2036 Records Retention Procedure Policy and Procedure;
- 2.6 BD-2003/2004 Character Development Policy and Procedure;
- 2.7 BD-2020/2021 Communications Policy and Procedure
- 2.8 *Personal Information Protection and Electronic Documents Act (PIPEDA);*
- 2.9 *Copyright Act;*
- 2.10 *Education Act;*
- 2.11 *Municipal Freedom of Information and Privacy Act;*
- 2.12 Ontario Human Rights Code;
- 2.13 Criminal Code.

3.0 TERMS AND DEFINITIONS

- 3.1 USERS – All employees, students, trustees, parents / volunteers / visitors, members of Board committees, and all other persons given authorized access to Trillium Lakelands District School Board information / communication technology and services.
- 3.2 E-MAIL (Electronic Mail) – E-mail is the Board’s standard electronic mail system that allows users to communicate with each other and persons not employed by the Board.
- 3.3 WIDE AREA NETWORK (WAN) – The WAN is the Board’s network between the schools and Board offices including the guest network.
- 3.4 GUEST NETWORK – A wireless network that is designed to allow visitors to gain access to a wireless Internet connection. This network is isolated from the main network, therefore visitors do not have access to local network resources.
- 3.5 PRIVACY – The Board is obligated by the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA) to carefully manage all “personal information” as defined by the Act and control how it is collected, used, and released. This includes, but is not limited to, not giving out personal information belonging to students, parents, or staff, such as home address, telephone number, age, religion, or family status, without permission.[Note: Not all of the personal information of staff is covered under MFIPPA.]
- 3.6 SOCIAL MEDIA – Social Media refers to websites that allow users to share content, media, and more. Examples include Facebook, Twitter, and YouTube. All references to any online technology include use of social media.

4.0 ADMINISTRATIVE PROCEDURE

4.1 ACCEPTABLE USE OF TECHNOLOGY

The use of information / communication technology and technology services supplied by the Board is a privilege, not a right and while limited personal use may be permitted, such personal use does not carry with it any right of privacy or preclude the Board’s right to monitor its systems to ensure that this procedure is being complied with. In the course of monitoring its information / communication technology systems, the Board reserves the right to access and copy files created by users containing personal data stored by the user in the Board’s systems – no user has any personal or privacy rights with respect to the Board’s information / communication technology systems or any information stored on the Board’s information / communication technology systems.

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- 4.1.1 Relevant federal and provincial laws and regulations apply to the use of the information / communication technology and technology services of the Board and all users are expected to comply with these laws and regulations.
 - 4.1.2 Users are expected to use the information / communication technology and technology services in a responsible manner consistent with the educational, informational, and recreational purposes for which they are provided. It must be kept in mind at all times that use of the Board's information / communication technology or technological services is use of a corporate asset owned by the Board.
 - 4.1.3 Users may access information / communication technology and service from locations other than their work locations only for purposes related to their employment, education, or the furtherance of the Board's business.
 - 4.1.4 All information posted to the Board website / social media; school website / webpages / social media; classroom webpages; and school activity webpages must respect the privacy rights of others, in accordance with MFIPPA;
 - 4.1.5 Use of TLDSB connections to the Internet by students may only be used to support the user's education, communication, and research needs, and by staff / others to assist them in the performance of their legitimate duties and responsibilities to the Board. All users will:
 - a) understand that no user of the Board's information / communication technology systems has any individual privacy rights in the use of any of the systems or in any information stored in any of the Board's information / communication technology or technological services or generated by the use of such systems or services, and, further, be aware that the Board reserves the right to monitor the use of its information / communication technology systems by any user without notice in order to ensure that the terms of this procedure are being complied with;
 - b) use technology resources in ways that do not disrupt other users or compromise the functionality of the system;
 - c) observe standards of courtesy and behaviour consistent with the practices and policies of Trillium Lakelands District School Board when sending or publishing messages or other information on the Internet;
 - d) refrain from using the system for any purpose which is in violation of the law;
 - e) use only the login password provided to him / her;
 - f) maintain password and user ID confidentiality;
 - g) restrict access to passwords;

- h) understand that the Board is not responsible for:
 - i) appropriateness of Internet content;
 - ii) accuracy or reliability of information located on the Internet;
 - iii) loss, damage, or inaccessibility of information due to technical or other difficulties;
 - iv) costs or losses incurred by users.
- i) understand that saved or deleted e-mail and websites, including social media sites, visited on the Internet create a trail of data that may be retrieved at a later date;
- j) understand that e-mail received by a user, or information shared via social media, may be forwarded to other users without the original sender's knowledge;
- k) understand that backups of all mailboxes are made for system recovery in the event of a disaster only;
- l) understand that e-mail and social media are not private communication. Other staff members may be able to read, access, and monitor e-mail.

4.2 UNACCEPTABLE USE OF TECHNOLOGY

4.2.1 Users will be subject to disciplinary action for misuse of the information / communication technology and / or technology services. No user may:

- a) access the Internet through the Board's information / communication technology or technical services for unauthorized, illegal, or unethical purposes;
- b) use the Board's information / communication technology or technical services to participate in gambling activities, including games of chance and wagering;
- c) attempt to modify or gain access to files, passwords, or data belonging to others;
- d) seek unauthorized access to any of the Board's computer systems;
- e) damage or alter software components of any network database;
- f) knowingly use methods to get around Internet security;
- g) send, receive, display, store, or download text, pictures, films, videos or graphics that are illegal, or may reasonably be construed as pornographic, lewd, sexually explicit, defamatory, obscene, or offensive;
- h) use abusive, pornographic, lewd, sexually explicit, or defamatory, obscene, or objectionable language in messages;
- i) misrepresent oneself or the Board;
- j) impersonate other users;
- k) lobby elected officials;
- l) send chain letters;

- m) use the Internet for personal activities during regularly scheduled working hours in a way that interferes with the Board's business or the performance by the user of his / her responsibilities / duties;
- n) use the Board's information / communication technology or technical services for personal business purposes or for the purpose of any business not related to the Board;
- o) take part in other activities in respect of the Board's information / communication technology systems or technical services that could cause congestion and disruption of the networks and systems, including subscribing to any joke, humour, sports, entertainment or other non-business mailing lists;
- p) transmit or knowingly receive software or other files which could damage computer systems or software;
- q) intentionally delete any e-mail, that has informational value, to the detriment of Board operations;
- r) attempt to harm, destroy, alter, or copy data of any person, computer, or network linked to the TLDSB Wide Area Network (WAN) without appropriate Board justification;
- s) collect, maintain or disclose personal information in contravention of the Municipal Freedom of Information and Protection of Privacy Act; or
- t) transmit or download information or software in violation of copyright laws.

4.3 INFORMATION / COMMUNICATION TECHNOLOGY DEPARTMENT

The Information / Communication Technology Department will:

- 4.3.1 monitor all information on Board networks; this includes monitoring all files / information stored by users whether related to their personal activities or their activities as students, employees, parents or volunteers of the Board;
- 4.3.2 make reasonable precautions to limit access to inappropriate materials / information / data;
- 4.3.3 provide Internet access to schools through the Board's wide area network and guest network (where available);
- 4.3.4 support schools in taking action when there is inappropriate use of information / communication technology and technology services;
- 4.3.5 ensure that all school websites and webpages are linked to the Board website;
- 4.3.6 ensure that all classroom webpages and school activity webpages are linked to the school's webpage.

4.4 SUPERINTENDENT OF INFORMATION / COMMUNICATION
TECHNOLOGY

The Superintendent responsible for Information / Communication
Technology (ICT) will:

- 4.4.1 when notified by the Senior Manager of Information /
Communication Technology Services of any inappropriate content
on any Board-supplied technology, determine the appropriate
action in consultation with the Senior Manager of Information /
Communication Technology Services and other senior
management as necessary on a case-by-case basis;
- 4.4.2 review and revise wording on the student registration form as
needed.

4.5 SENIOR MANAGER OF INFORMATION / COMMUNICATION
TECHNOLOGY

The Senior Manager of Information / Communication Technology will:

- 4.5.1 notify the Superintendent Responsible for Information /
Communication Technology of:
 - a) any inappropriate content on any Board-supplied technology;
 - b) any technology misuse – including misuse of hardware,
software, and security / virus tools.

4.6 INFORMATION / COMMUNICATION TECHNOLOGY STAFF

Information / Communication Technology staff will:

- 4.6.1 provide technical support for Board technology only – this includes
hardware, software, and security / virus management tools.
- 4.6.2 report any technology misuse to the Senior Manager of
Information / Communication Technology – this includes any
misuse of hardware, software, and security / virus tools.
- 4.6.3 offer training for staff on the use of the Internet and provide
resources to help staff train students on appropriate use of
information / communication technology and technology services
as required or requested.

4.7 SUPERINTENDENTS, PRINCIPALS, AND SUPERVISORS

Superintendents, Principals, and Supervisors will:

- 4.7.1 ensure information / communication technology protocols are
communicated to new staff upon hiring and annually thereafter;

- 4.7.2 ensure all school websites and webpages are linked to the Board website;
- 4.7.3 ensure all classroom webpages, and school activity webpages are linked to the school's webpage;
- 4.7.4 not accept any donated technology without permission of the Senior Manager of Information / Communication Technology as this may negatively impact on the Board's ability to effectively license, manage, secure and support solutions for classroom programs;
- 4.7.5 apply appropriate measures to address any staff or student violations of information / communication technology protocols.

4.8 PRINCIPALS AND SUPERVISORS

Principals and supervisors will:

- 4.9.1 coordinate and manage computing and information technology / communication facilities and resources in the school for staff and students;
- 4.9.2 ensure staff adheres to the acceptable use of personal technology when used in any Board facility;
- 4.9.3 ensure information / communications technology protocols are communicated to students and parents;
- 4.9.4 report student abuse of information / communication technology to the Senior Manager of Information / Communication Technology;
- 4.9.5 report staff abuse of information / communication technology to the Superintendent of Information / Communication Technology;
- 4.9.6 take disciplinary steps when inappropriate use of information / communication technology and / or technology services occurs:
 - a) students - action as appropriate in the Student Code of Conduct Policy and Procedure;
 - b) staff – contact the Human Resources department and take action as appropriate in the Progressive Discipline Policy and Procedure.

4.9 STAFF MEMBERS

- 4.9.1 All staff will:
 - a) be familiar with the technology resources provided, including system maintenance and administrative procedures;
 - b) ensure records retention requirements are met;

- c) when transporting Board technology, will take reasonable precautions to ensure the security of equipment and information storage;
- d) ensure laptops are password protected and encrypted. Materials containing the personal information of students or staff must be protected as outlined in the operating procedures of each department;
- e) ensure that all phones that receive forwarded Board e-mail are password protected;
- f) ensure that if using an application to access Board e-mail on a tablet/iPad/etc. that the device being used is password protected;
- g) use only password protected information storage devices for information which is confidential and not limited to staff information, student information, student marks;
- h) understand that an e-mail message may be the only record available and must be protected and available until such time that need expires; and
- i) report any inappropriate content on any Board-supplied technology of which they become aware.

4.9.2 In addition to 4.9.1, school staff will:

- a) as part of the student registration process, maintain records of signed parent consent forms;
- b) provide password protected Internet access to all students with the appropriate permissions;
- c) take reasonable steps to supervise the use of the Internet;
- d) instruct users on the appropriate use of technology and the Internet;
- e) require that any school information posted to school webpages comply with the Freedom of Information and the Protection of Privacy Act;
- f) inform students that activities and files are subject to inspection by school and Board staff; and
- g) report to their principal any inappropriate content on any Board-supplied technology of which they become aware.

4.9.3 In addition to 4.9.1 and 4.9.2, teachers will:

- a) manage and actively supervise student use of information / communication technology and technology services in their assigned teaching areas and when acting in a supervisory capacity;
- b) ensure that all students have permissions reviewed and signed on registration forms the most current information regarding appropriate use of information / communication technology.