

Technology Services Policies, Procedures and Standards



**Guilford County Schools
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Introduction

All technology resources employed by Guilford County Schools should be used in a responsible, legal and ethical manner. To encourage responsible and ethical behavior, guidelines for using these resources must be instituted. The guidelines must safeguard students, protect the district and its staff from liability and protect the district's investment in technology.

When the Council of Great City Schools conducted a Peer Review of the Guilford County Schools Technology Services, one of the recommendations of that audit was that written standards and procedures were needed to insure the integrity of the district's network services.

Board Policy EFE-Acceptable Use of Electronic Transmission Capabilities (AUP) ensures the uses of technology are consistent with the goals of the district. The AUP states that Technology Services is responsible for establishing standards, policies, and procedures related to the use of technology in the Guilford County Schools.

The Technology Policies, Procedures and Standards Manual was written to further outline the districts responsible use technology. The procedures and standards outlined in this document have been developed by the Technology Applications Review Committee (TARC). The goal of the committee is to provide a standard and controllable network environment for the district. The TARC is charged with reviewing, approving and setting standards for all hardware, software and network access.

This document includes important guidelines such as repair of equipment, purchase of software, acceptance of donated equipment, request for data cabling and disposal of old equipment. Requests for technology services that are listed in this document may be submitted to Technology Services through the school or department's Technology Contact Person and the web-based Help Desk Ticket System. Any application not included in this document requires review and approval of the TARC.

Board Policies

Guilford County Schools' Internet connection has been established in the belief that the information and interaction available are valuable additions to educational resources. All technology resources employed by Guilford County Schools must be used in a responsible, legal and ethical manner. Board Policy EFE-Acceptable Use of Electronic Transmission Capabilities (AUP) ensures the uses of technology are consistent with the goals of the district.

Acceptable Use Policy

The Acceptable Use Policy addresses:

1. Acceptable Use
2. Personal Responsibility
3. Network Etiquette
4. Passwords
5. Copyright
6. Security
7. Plagiarism
8. Vandalism

The Acceptable Use Policy is included in the Student Handbook. The Student Handbook includes a Code of Conduct that outlines proper conduct and behavior of students and disciplinary consequences. Each student is required to provide a copy of the Code of Conduct to his or her parent/guardian and every student and parent/guardian will sign as verification that they have reviewed the handbook and understand the consequences.

An updated copy of Guilford County School's Policy EFE-Acceptable Use of Electronic Transmission Capabilities can be found in Appendix A.

Help Desk

The Technology Services Help Desk provides a single point of contact for technology solutions to be resolved as quickly and effectively as possible. Requests for technology services can be made through the Technology Contact Person and the web-based Help Desk Ticket System. All tickets and calls to the Help Desk are logged, assigned and followed through to completion.

The Help Desk is located at the Technology Center on Prescott Street. Normal office hours are from 8 a.m. to 5 p.m. Monday through Friday.

Technology Contact Person

Each school site has a designated Technology Contact person (Appendix B). These employees have attended training or received instructions on the Help Desk Ticket System and have appropriate access to the system. The Technology Contacts are responsible for opening and tracking all tickets for their site. By having a trained person at each site open tickets, the information should be more concise and the chance of multiple tickets being opened for the same problem is reduced. This leads to a more efficient Help Desk and faster ticket resolution.

Reporting Computer Problems or Requesting Technical Assistance

Requests for computer repairs, relocation of equipment, email problems, printer problems, software or hardware installations, wifi access, etc., should be submitted to Technology Services through the Technology Contact Person (Appendix B) and the web-based Help Desk Ticket System.

Inform your school's Technology Contact Person and provide them with the information necessary for keying a request ticket. A Work Order Request Form for Teachers can be found in Appendix C. This form will help you collect the required information for your Technology Contact person. Follow-up phone calls to obtain needed/omitted information will delay ticket resolution.

Before submitting a request, the following may be helpful:

- ✓ If you are having computer problems, refer to the Troubleshooting Guide in Appendix C.
- ✓ Check to see if anyone else in your immediate area is having the same problem you are experiencing. Ask if the problem has already been reported.
- ✓ If you determine you need Technical assistance, complete a Work Order Request Form for Teachers. This can be found in Appendix C. This form will help you collect the required information for your Technology Contact Person.
- ✓ If you are requesting software installation, refer to the software section of this document.

Technology Services will make every attempt to address your request in a timely manner. Requests will be prioritized according to how many users are affected, requirement for job assignment, how long the request has been made and estimated technician time.

Reporting Emergencies

Emergencies may be called directly to the Help Desk (370-8179) by school administrative/office staff or the Technology Contact. If the school's Technology Contact person is available, it is preferable that he/she reports the problem to avoid multiple calls to the Help Desk.

Examples of emergencies are total site network or email outages, the destruction or theft of computer equipment, or a problem during state-mandated computerized testing.

Requesting Password Resets

Requests for password resets may be called directly to the Help Desk (370-8179) by the school employee or a Password Reset Request Form may be completed and submitted to the Help Desk. Be prepared to provide your full legal name, social security number and birth date. The Password Reset Request Form is included in Appendix C.

If a user would like a different password and they know their current password, they can change their password using the Employee Self Service application found on the Employee section of the GCS website.

Requesting Data Cabling

Requests for new data cabling should be submitted to Technology Services through the Technology Contact Person and the web-based Help Desk ticket system. Please check the information on data cabling standards in the Network Access/Email section of this document. If you have questions, you may also call the designated technology support person for your school/department found in the Who To Call List in Appendix B.

Requests should include room numbers and a detailed description. Principal or department head approval should be obtained prior to making the request.

Hardware

The Technology Services Department continues to adopt, review and update standards for the purchase of all hardware used in the district. Those standards are based on *NCDPI's Technological Recommendations and Standards Guide*, the State of North Carolina's Term Contract for Purchases (SC #204A and #204F) and approval of Guilford County Schools' Technology Applications Review Committee (TARC). It is the intent of this committee to provide guidelines for a standard and controllable network environment in support of the mission of Guilford County Schools.

Hardware has been approved by the TARC based on the following criteria:

- Initial cost
- Impact on network and support
- Vendor economic strength, support, and expertise
- Product/technology maturity and availability
- Interoperability
- Use of industry-recommended design standards
- Documentation
- Security and internal control designs
- Learning curve and training requirement for end users
- Consistency with business and education strategies

Hardware Purchasing Standards

Limiting the number of different vendors and hardware types results in a lower initial cost as well as improved support by the technical support staff over time. Technicians will be knowledgeable of the product line and an inventory of appropriate repair parts can be maintained. Interoperability will be greatly improved.

Desktop Equipment - School Purchase

Based on Guilford County Schools' experience with the quality and ongoing support of equipment, the following are approved for purchase:

For specific approved equipment, please see the Hardware section of the GCS Technology Services webpages.

If a school or department is interested in purchasing any of the above equipment, they must call the designated contact for hardware/software purchases found in the 'Who To Call' list in Appendix B since specifications and current quotes for computer hardware change frequently.

Current quotes and suggestions for other technologies such as projectors and digital cameras may also be acquired by calling the designated contact for hardware/software purchases found in the 'Who To Call' list in Appendix B.

Networking Equipment

Based on Guilford County Schools' experience with the quality and ongoing support of equipment, the following will be purchased and used throughout the district:

Hewlett Packard (previously Compaq) servers
Cisco switches and routers
Cisco wireless components

Specifications and current quotes for networking equipment require very specific configurations and features. If a school or department is applying for a grant that includes networking equipment or is interested in purchasing any of the above equipment, they will need to call the designated technology support person for your school/department found in the Who To Call List in Appendix B.

Minimum Standards for Networked Computers

Due to the constant upgrade in computer requirements to run network software and the upgrades necessary to run state-mandated software, the following standards apply to any computer to be added to the Guilford County Schools' network.

For specific approved equipment, please see the Hardware section of the GCS Technology Services webpages.

Any computer already on the network that does not meet the Minimum Standards for Networked Computers will not be moved to another site and/or re-connected to the network.

Computer Repair

Guilford County Schools operates a Computer Repair Facility at the Technology Center. The facility provides cost-effective repair of all computer hardware used throughout the district. Repair technicians have A+ certifications and maintain service provider certification with our major vendors. All requests for repair from school or administrative sites should be submitted through the Technology Contact Person and the web-based Help Desk Ticket System.

Computers for Additional Classrooms

Technology Services will make every effort to provide a computer, similar to those currently installed in the school or department, for additional classrooms. That request can be made through the Technology Contact Person and the Help Desk Ticket System. Principal or department head approval should be obtained prior to making the request.

Relocation of Equipment

Technology Services should be contacted before any computer equipment is relocated. Refer to the Who To Call List in Appendix B to call the designated technology support person for your school/department.

Depending on the situation, permission may be given for the staff to simply continue with the relocation of the equipment.

If the requested relocation requires technical assistance or reconfiguration of computers (such as moving computers to and from mobile units), you will be instructed to submit the request through the Technology Contact Person and the web-based Help Desk Ticket System.

If the requested relocation requires additional data cabling, refer to the information on data cabling in the Network Access/Email section of this document.

Relocating equipment from one site to another is prohibited.

Disposal of Surplus Equipment

Technology-based equipment (such as computers, monitors, and printers) considered to be surplus, must be disposed of by calling the technology contact for surplus equipment as listed in Appendix B. Surplus equipment is stripped for parts, reissued, and/or disposed of according to Guilford County School Board of Education Policy DO. Computer monitors no longer usable are sent to appropriate CRT recycling centers.

School-Based Programs Involving Technology

Any school-adopted program involving technology is the school's complete financial responsibility. This includes any hardware or software installed beyond the established computer standard provided by Technology Services. It will be the school's responsibility for the purchase of the equipment, subscription fees and the logistics of the programs.

All computer equipment must be purchased according to the standards outlined in the Hardware section of this document. Any equipment type not listed there, such as PDA's, cameras, wireless devices, etc. must be pre-approved before purchase. If approved, it will only be configured for the purpose of purchase, and not supported for personal or other use. For software to be run or used on these devices, please refer to the software section of this document.

This also includes any program that allows students to check out laptops or devices for home usage. It will be the school's responsibility for all costs incurred due to loss, theft, or damage that is not covered under warranty and not recovered from the student.

Technology Services recommends that a three-year extended warranty be obtained. Be sure to include LCD damage for laptops, as this is the most common and most expensive repair. The vendor can provide extended warranty information.

Computer Donations

Guilford County Schools is happy to accept donated computers. However, in order to perform effectively within the Guilford County Schools' network environment, donated computers must meet performance and license requirements.

The receiving school or department is responsible for all costs associated with placing donated computers in service. These costs may include the purchase of software, additional hardware components, hardware installation, and infrastructure upgrades (including electrical and data cabling). Repairs of donated equipment that is not in working order upon receipt, is the responsibility of the school or department and should be arranged through an outside vendor.

Computers that do not meet hardware purchasing standards or do not meet the minimum standards for networking cannot be added to the Guilford County Schools' network. Such hardware may be used as a standalone machine. Ongoing repair and support of this equipment will be the responsibility of the receiving school or department.

Donated equipment that meets hardware purchasing standards and meets the minimum standards for networking will be connected to the network. The district will provide ongoing repair and support. It may not be included in the replacement schedule.

Any PIII or older computer must come with a letter from the donor to the school granting operating system license permission OR the school or department accepting the computers must purchase the operating system. Newer models have a Windows Certificate of Authenticity sticker, known as a COA. This serves as sufficient documentation for a valid Windows OS license. The license cannot be transferred from one computer to another.

Employee-Owned Hardware

Technology Services does not support, nor is it, or Guilford County Schools, responsible for loss, damage, movement, or theft of any non-district-owned hardware. This includes, but is not limited to computers, printers, cameras, laptops, and scanners. For this reason it is suggested that no personal equipment be brought onto a GCS site.

In addition, Technology Services will not install or connect personal hardware. It reserves the right to remove any unauthorized hardware from the Guilford County Schools' network and is not responsible if employee owned hardware is removed from a site during an equipment replacement process.

Checkout of School Computers

Removing school computers or other equipment that is connected to the Guilford County Schools' network is prohibited. Computers that are checked out for home usage often return with problems caused by operating system changes, unauthorized software installs, network changes and viruses. These problems prevent the computer from working on the network when returned and usually require technical assistance to reconfigure the computer properly. Viruses and worms may infect these computers when taken home and may then be introduced to the Guilford County Schools' network.

Many schools have non-networked laptops that are designated for checkout to staff members. If so, Technology Services recommends that:

- The staff member should have a business justification for checking out computers.
- No configuration changes or software installs should be made to the computer while off-site.
- Technology Services will not be able to provide district support while the computer is off-site.

In-Home Servicing of Your Personal Computer

Technology Services regularly receives phone calls from district staff seeking recommendations for someone to work on their personal computers. In response to these requests, we have compiled a list of Guilford County Schools Technology Services staff members who are willing to have their names and home phone numbers listed as contacts for technology support at employees' homes. There is a charge for this service and the work cannot be completed during regular working hours of the Technology Services staff.

The billing rate these technicians have agreed to is **\$50 for the first hour and \$35 for each hour thereafter.**

Technicians should not be expected to provide phone support to troubleshoot your particular home computer problem, nor should you contact them at home concerning work-related computer problems. The home phone should only be used to set up technical support appointments for personal home computers.

Guilford County Schools accepts no responsibility or liability for the services provided by the Home Technicians. All transactions conducted between these individuals and their clients are of a personal nature, outside of the Guilford County Schools work hours. **DO NOT contact these individuals during their normal working hours.** This list is only provided to district staff as a courtesy, not a formal recommendation.

See Appendix H

Software

In keeping with the content and philosophies of the *NC Standard Course of Study*, technology is placed in schools not only to support learning computer skills but also to provide activities that support and enhance the curriculum. Standardized age-appropriate software is selected that enables teachers at different grade levels to focus on specific areas of the curriculum or on different skills.

The Technology Services Department continues to review, update and adopt standard software for the district. All software has been approved for use by the Technology Applications Review Committee (TARC). This ensures a standardized and controllable network environment that supports the mission of the Guilford County School District.

Software is divided into two categories, standard software that is provided on all computers in a particular grade/area and approved software that may be purchased by schools or departments.

Standard Software

Appendix E includes a list of all standard software that is typically **installed on every computer at no cost** to the site. The district also provides technical support for all software listed but may not provide extensive user support for individual packages. Different Operating Systems may require different versions of the software to be loaded and not all software is designed for all platforms. Therefore, a computer may not have everything on the list.

Ongoing subscription fees will also be paid from the general Technology Services budget.

Approved Software

Appendix E also lists software that has been approved by the TARC for use on the Guilford County Schools' network. **Schools/departments must purchase** the software and provide proof of license before Technology Services can install any program.

If approved, a minimum software purchase must include a license for every computer in an entire site, grade level, lab, media center or, if in a middle/high school or Central Office, by department. The only exception to this is for dedicated ESL and EC classrooms, where minimum purchase is a license for every computer per classroom. Interactive board software should be purchased as a site license, regardless of how many interactive boards are onsite. Technology Services may allow an exception to this, based on the specific situation. Ongoing subscription fees should be budgeted by the school or department implementing the software.

Requests for installation of approved software should be submitted to Technology Services through the Technology Contact Person and the web-based Help Desk Ticket System.

Software that is already installed and not listed on the Approved List will continue to be supported.

Request for Software To Be Reviewed and Added To Approved List

To guarantee new software choices will successfully co-exist with approved Guilford County Schools' software solutions and to make certain all business and educational technology needs are aligned with district goals, any software not on the Approved Software list must be reviewed and approved by the TARC. Refer to the TARC section of this document for instructions on making a request.

New software should be available in a current version that is designed to operate with Guilford County Schools' hardware standards and installed operating systems. Beta and Trail versions of software products cannot be considered. Approval by the TARC will be based on the following criteria:

- Initial cost
- Impact on network and support
- Vendor economic strength, support, and expertise
- Product/technology maturity and availability
- Interoperability
- Use of industry-recommended design standards
- Documentation
- Security and internal control designs
- Learning curve and training requirement for end users
- Consistency with business and education strategies

Personally-Owned Software

Technology Services does not support any personally-owned software. Technology Services reserves the right to remove unauthorized software from the Guilford County Schools' network.

Screen Savers, Third Party Email or Messenger Services

Guilford County Schools' computers are initially installed with standard desktop and email software. Users should not download or install software such as screen savers, games, backgrounds, music/movies that use excessive resources or cause other software conflicts.

Employees may use the standard Outlook email available on Guilford County Schools' desktops. Email may also be accessed using the Internet on any connected computer at any location. The URL address is <https://outlook.com/gcsnc.com>.

Network Access/Email

An important goal of Guilford County Schools is to provide a powerful and secure network for all administrative and school sites that will enable high-speed access for current and future computerized applications. Updates and additions must follow strict standards to insure interoperability, reliability and maintainability of the networking infrastructure.

All technology resources employed by Guilford County Schools should be used in a responsible, legal and ethical manner. The guidelines must safeguard students, protect the district and its staff from liability and protect the district's investment in technology.

All network access and email guidelines have been approved by the Technology Applications Review Committee (TARC). This ensures a standardized and controllable network environment that supports the mission of the Guilford County School District.

Establishing Network Access and Email Accounts for Employees

User accounts are automatically created for new employees of Guilford County Schools. An account is established at the time an employee is added to the Human Resource Management System (HRMS). User identifications and level of access are correlated to the HRMS system employment assignment.

Employees will be notified via courier mail of account information. Every employee should know his/her email user account name and password. Employees must be familiar with and adhere to the Acceptable Use Policy (AUP). Each employee should keep his/her user name and password secure and should not give it to anyone else for use.

The user's legal first and last name, as stored in the Human Resource Management System, will be used to create network access and email accounts. Following a specific naming convention, the account uses up to six digits of the last name, the first letter of the first name and one additional digit if necessary. For example smithj2 or johnsot.

Display names as listed in Guilford County Schools' address book may be changed to include nicknames or common names. Requests to change the display name may be requested directly to the Help Desk by the school employee.

All questions concerning a user account should be directed to the User Account Manager.

Remote Access

Many of our applications have been designed to be Intranet applications. Intranet applications require users to be directly connected to the Guilford County Schools' network and have proper user identification. Occasionally a user will need to access applications remotely. A Virtual Private Network (VPN) has been established that will allow secure access to the network including internal Intranet applications from remote non Guilford County sites. School and central office administrators are provided VPN accounts upon request.

Servers such as web servers that are accessible to the public may be accessed remotely with proper user identification. They do not require a VPN account.

Name Changes for Network Access and Email Accounts

Network access and email accounts are based on the legal name of an employee as stored in the Human Resource Management System. If a name change has been requested of Human Resources, the network access and email accounts will be changed soon after the system change.

Closing Accounts for Retirements, Resignations or Terminations

Email accounts will be closed within 90 days of retirement or resignation of an employee. Terminations will result in immediate closing of email accounts.

Establishing Network Access and Email Accounts for Non-Employees

User accounts may also be provided to contractors and other companies, agencies or persons doing business with Guilford County Schools where Guilford County Schools benefits from the use of the account as determined by the Technology Applications Review Committee (TARC).

The department requesting network access or email accounts for non-employees should have all non-employees sign AUP forms and forward those forms to the TARC. Refer to the TARC section of this document for further instructions on making a request.

Requesting Password Reset

Requests for password resets may be called directly to the Help Desk by the school employee or a Password Reset Request Form may be completed and submitted to the Help Desk. Be prepared to provide your full legal name, social security number and birth date. The Password Reset Request Form is included in Appendix C.

Logoff and Timeout Policy

Guilford County School's employees should not leave computers logged in with an administrative or teacher user identification when they are not physically present at the computer. This could result in computer misuse reflecting the user's identification. The district may automatically log your computer off after a certain period of idle time.

Computers should be logged off, but not shut down every evening. Be sure to close all applications and save all documents. Leave the computer's CPU and printer turned on. This will enable the Technology Services staff to automatically download software updates and virus updates to your computer during the evening. It is best if you turn the power off on your monitor only.

Security Policy

All desktop computers are "secured" using Microsoft's policy manager and require a user name to log in to the network. Access varies according to the user identification and group.

All teachers have a specific user identification and authentication. They are allowed to download from the Internet and save data to their home directory; however, they are not allowed to load software or map drives. Teachers must submit through the Technology Contact Person and the web-based Help Desk Ticket System any requests for a technician to install new software.

All student accounts have access to installed software with no download capabilities and may save to a removable device.

Users should not modify policies, machine settings, or infrastructure to gain unauthorized access to resources or to circumvent established safety configurations.

Filtering and Access to Information

The Internet provides access to material that may not be suitable for students and/or may not have educational value. In order to ensure that the Internet connection is used in the appropriate manner and that all users are protected from any inappropriate information, the district has implemented a filtering system. All internet access is monitored for online safety and appropriate use. We currently use a centralized solution that blocks access to undesirable sites.

Information is filtered by subject area and includes the filtering of visual depictions. The software has an override feature if filtered information is needed. Schools may also request that blocked sites be enabled through the Internet Advisory Committee. The IAC will make the decision on 'relaxing' or 'enabling' a blocked site if it meets acceptable standards and is for bona fide research or other lawful purposes.

The contact for that committee is included on the 'Who To Call' list in Appendix B.

Personal Use of Email

Email accounts are provided to all employees and should be utilized for school-related purposes and performance of job duties. Incidental personal use of email is permitted as long as such use does not interfere with the employee's job duties, the performance of system operations or other email users. Incidental personal use is defined as use by an individual employee for occasional personal communications. Such personal use must comply with the Acceptable Use Policy and other applicable policies of the district. Employees are reminded that there is no expectation of privacy provided.

Management of Email Accounts

The email system is provided for the purpose of communication, not as a storage device. Individual users must assist in the management of this valuable resource. Therefore, mailbox space will be limited for all employees.

When the user's mailbox is within 10% of the size limit, users will be sent a warning message. It is the responsibility of the user to delete old or unwanted email messages and to move important email messages. Be reminded that graphical email messages fill this space quickly and that sent mail is also saved in the mailbox space. Users are allowed and encouraged to create personal folders to save important mail.

When the mailbox has reached the limit, all incoming mail will be refused.

Since email is not kept permanently, users are advised to print or save email in another manner.

Mass Distribution of Email

Employees are limited to distribution of email to their site only. Email should not be used for any type of personal gain including, but not limited to, money-making schemes, advertising and sales. The distribution of mass emails and chain letters is prohibited.

Release of Email Addresses

The release, publication or distribution of Guilford County Schools email addresses to any outside party whose intent is to communicate with email account holders is prohibited. An email address may only be given to an outside party by the owner of that email address.

Confidential Information and Use of Email

The Family Educational Rights to Privacy Act (FERPA) and Board Policies address the issues associated with the confidentiality of student and employee records. Use of email as a means of communications is subject to all current laws and board policies and must be used with due regard for the need to maintain confidentiality.

Other confidential information that would jeopardize the operations of Guilford County Schools may not be released to anyone outside the system. Information such as passwords, security information, data network information, etc. would be considered confidential.

Privacy of Email

Email is not private. Guilford County Schools is the owner of all messages sent using the district's email system. Employees are reminded that there is no expectation of privacy provided.

Emails are public record. All email correspondence is subject to the North Carolina Records Law, which may result in monitoring and disclosure to third parties. All communication should be conducted with this in mind.

Although Guilford County Schools does not make a practice of monitoring these messages, Guilford County Schools reserves the right to access email at any time for troubleshooting and maintenance purposes as well as any situation in which life, limb or property is in perceived danger. Other access to email including, but not limited to, criminal investigations, civil investigations and supervisory investigations may be approved by the Chief Information Officer, Human Resources or the Superintendent.

Users should be aware that during the performance of their duties, Technology Services personnel need from time to time to observe certain functions of the email system and on these occasions may inadvertently see the contents of email messages. Except as provided elsewhere in this policy, they are not permitted to see or read the contents intentionally or to read transactional information where not germane to the foregoing purpose or to disclose or otherwise use what they have seen unless there is reason to believe that laws or board policies have been violated.

Technicians may need to inspect mail that has been deemed "undeliverable", is suspected of virus content and for other troubleshooting purposes. This inspection is for the purpose of routing and troubleshooting only and does not exempt them from the prohibition of disclosure of personal and confidential information.

Data Cabling Requests - Moves/Adds/Changes

Schools and central offices have existing cabling infrastructures installed that support data, CATV, telephone, paging, intercom and security. CATV adds, moves and repairs should be requested through Maintenance. Cabling requests for telephone, paging, intercom, and security systems should also be requested through Maintenance.

Data cabling is required for all computer access to networks, Internet and email. Requests for data cabling should be submitted to Technology Services through the Technology Contact Person and the web-based Help Desk Ticket System. Requests should include room numbers and a detailed description. Principal or department head approval should be obtained prior to making the request.

Requests will be evaluated for functionality, location, cost, impact on instruction, impact on office personnel and other factors. After evaluation, the request will be determined to be a Technology Services expense or school/department expense. Requests for moves of programs already in service or moves due to personal preferences will typically be categorized as a school/department expense.

Requests categorized as a Technology Services expense will be scheduled with a contractor and paid for through the Technology Services budget.

If the request is determined to be the school/department's expense, Technology Services will work with an approved contractor for an estimate of cost. If the work is over \$5000, Purchasing will bid the work. When the school/department receives the quote and desires to proceed with the work, the school/department should forward a Purchase Order Requisition with signature and budget code to Technology Services. The work will be scheduled.

Technology Services will make every attempt to complete the cabling request in a timely manner. Requests will generally be processed on a first-come first-serve basis. Please allow several weeks for evaluation and receipt of an estimate of cost.

All cabling systems installed in existing buildings adhere to Guilford County Schools' Network infrastructure Standards. Only approved vendors will be contracted to install additional cabling according to those standards. Schools/departments are prohibited from directly hiring contractors or soliciting volunteers.

Data Cabling Requests – Building Renovations and New Construction

Major projects such as entire building renovations or new construction should include cabling infrastructures that support data, CATV, telephone, paging, intercom and security. Major projects should be planned in corporation with Facilities, Maintenance and Technology Services departments.

All cabling systems installed in new construction or renovation projects will adhere to the current Guilford County Schools' Network Infrastructure Standard. Only approved vendors will be contracted to install cabling according to those standards. Schools/departments are prohibited from directly hiring contractors or soliciting volunteers.

Reporting Network Outages or Other Emergencies

Emergencies may be called directly to the Help Desk (370-8179) by school administrative/office staff or the Technology Contact. If the school's Technology Contact person is available, it is preferable that he/she reports the problem to avoid multiple calls to the Help Desk.

Examples of emergencies are total site network or email outages, the destruction or theft of computer equipment, or a problem during state-mandated computerized testing.

Network Access of Mobile Units

Mobile units are connected to the Guilford County Schools' network using a wired or wireless solution. Requests to add connectivity for newly installed mobile units should be submitted to Technology Services through the Technology Contact Person and the web-based Help Desk Ticket System. Include a detailed description. Principal or department head approval should be obtained prior to making the request.

Requests will be scheduled with an approved contractor and paid for through the Technology Services budget. Technology Services will make every attempt to complete the cabling request in a timely manner. Requests will generally be processed on a first-come first-serve basis.

Technology Applications Review

Guilford County Schools Technology Services Department has been authorized to serve as the trustees of the district's data network. In order to maintain the integrity of the district's network services, Technology Services has implemented a Technology Applications Review Committee (TARC). The TARC reports directly to the Chief Information Officer (CIO) and is made up of technical and non-technical district staff appointed by the CIO. It is the intent of this committee to provide guidelines for a standard and controllable network environment in support of the mission of Guilford County Schools.

The TARC is charged with reviewing, approving, and setting standards for all hardware and software for use on the Guilford County Schools' Network. All plans and projects that include a technology component utilizing the network must comply with software standards and hardware standards developed by TARC. Any use of the network that is not included in the published standards requires review by the TARC.

Implementation of a project or plan could be delayed or cancelled if sufficient time is not allowed for the TARC to review the technology components or if it cannot peacefully co-exist on the network. It is the responsibility of the individuals proposing the plan or project to prepare and present the technical materials for review by TARC.

Persons who knowingly or otherwise operate non-standard equipment or who install software on the Guilford County Schools Network that is not approved by the TARC may be denied access to the network or face possible disciplinary action.

Technology Issues that Must be Approved by the TARC:

1. Use of equipment that is not listed on the hardware standard for purchase requires approval of the TARC before it is accepted, purchased or implemented.
2. Use of software that is not listed on the standard or approved software list requires approval of the TARC before it is installed and/or configured and connected to Guilford County Schools Network. **If approved, a minimum software purchase must include a license for every computer in an entire site, grade level, lab, media center or, if in a middle/high school or Central Office, by department. The only exception to this is for dedicated ESL and EC classrooms, where minimum purchase is a license for every computer per classroom. Interactive board software should be purchased as a site license, regardless of how many interactive boards are onsite. Technology Services may allow an exception to this, based on the specific situation**
3. All Grants using or affecting technology must be pre-approved by the TARC before submission.
4. Network access or email accounts for non-employees must be approved by the TARC.
5. Mass distribution of email must be pre-approved by the TARC before distribution.

Requesting Approval of the TARC

To present a proposal to the TARC, please fill out the appropriate form as listed above. Forms may be found in Appendix G.

Every effort will be made to address your requests in a timely manner. If necessary, the TARC chairperson will schedule a time for you to present your request to the TARC.

Requests will be evaluated based on:

- Initial and ongoing cost
- Impact on network and support
- Vendor economic strength, support, and expertise
- Product/technology maturity and availability
- Interoperability
- Use of industry-recommended design standards
- Documentation
- Security and internal control designs
- Learning curve and training requirement for end users
- Consistency with business and education strategies

Appendix A

POLICY EFE & EFE-P

Official and the most current versions of these policies can be found on the GCS website under the District Tab/Policies & Procedures

ACCEPTABLE USE OF TECHNOLOGY

The Guilford County Board of Education recognizes that technology and the Internet offer students and staff the resources of thousands of computers all over the world and to millions of individual people. Students, teachers, and staff may have access to: 1) electronic mail (e-mail) communication with people all over the world; 2) information and news, some of which may include advertisements, from a variety of sources and research institutions; 3) discussion groups on a wide variety of topics; 4) access to many university libraries, the Library of Congress and other libraries around the world.

Guilford County Schools' Network and Internet connection have been established in the belief that the information and interaction made available are valuable additions to educational resources.

The intent of this policy is to ensure that all uses of Guilford County Schools' technology and the Internet are consistent with the goals and educational philosophy of the school system.

Basic tenets of the policy are:

- The use of technology resources and Internet access is to support research and education and to extend the resources of Guilford County Schools.
- All use of technology must be in support of education, research or enrichment and be consistent with the intended purposes.
- Technology Services is responsible for establishing **and users are required to follow all** standards, policies, and procedures related to the use of technology in the Guilford County Schools.
- Use of other organization's networks or computing resources must comply with the rules appropriate for that network.
- Transmission of any material in violation of any law or system policy is prohibited. This includes, but is not limited to copyrighted material, threatening or obscene material, material protected by trade secret, material used for commercial activities by for-profit institutions, and material used for product advertisement or political lobbying.
- Students, teachers and staff members will be informed of issues regarding network etiquette, security and vandalism with the understanding that any violation of the regulations is unethical and may constitute a criminal offense or violation of the "Student Code of Conduct," and require appropriate disciplinary action.

- Teachers and each school's Media Advisory Committee will monitor the use of the Internet and will take reasonable measures to ensure use is consistent with the purposes of the Guilford County Schools. This policy represents the standard for acceptable use of electronic media. The tenets of the standard are communicated to parents, guardians, and students with additional notification of the policy by its inclusion in the student handbook. Schools also may develop individualized local regulations regarding use of technology, email, and Internet access on school premises. Supervisors will likewise monitor staff use.
- Guilford County Schools does not endorse or authorize the use of any of its school names in any electronic medium, examples are websites, user groups, uniform resource locators (URL's), unless express written consent is granted by the Guilford County Schools

Network Etiquette

The use of technology requires that you abide by accepted rules of etiquette which include, but are not limited to, the following:

- a) Courtesy: Do not send or forward abusive messages to anyone.
- b) Appropriate Content: Defamatory, intentionally inaccurate, abusive, obscene, profane, sexually oriented, threatening, racially offensive, harassing or illegal material is prohibited.
- c) Privacy: All communication and information accessible via the network should be assumed to be copyrighted property. Transmission of data on the Internet cannot be guaranteed to be private or secure. Note that electronic mail (e-mail) is not guaranteed to be private. People who operate the system do have access to all mail and electronic transmissions. Electronic transmissions relating to or in support of illegal activities may be reported to the authorities. Do not reveal your or any individual's personal address, phone or credit card number.

Email

Limited personal use of email is permitted, however, personal use should not interfere with assigned duties and responsibilities. The use of email requires that you abide by accepted rules of etiquette which include, but are not limited to, the following:

- a) SPAM, the sending of unwanted mail is a significant problem for users and for the network. Do not send emails that are not directly business or school related to groups or persons within the system.
- b) Using GCS email directories or address books to send emails that are for personal gain or that promise personal gain are a violation of Administrative Policy GAG.
- c) **Use of GCS email directories or address books to communicate views, solicit membership, or raise funds for any non-school sponsored purpose, whether profit or non-profit, is prohibited**
- d) Network administrators will distribute virus warnings. If you feel you have information regarding a virus please contact network administration immediately and do not forward such emails to users.
- e) **Email is not private.** Technicians who operate the system can access all mail. **Access is usually limited to investigative or trouble-shooting purposes, however, the Chief Information Officer, the Chief of Human Resources, or the Superintendent may at any time, and for any reason, allow the search of email or data stored on all district owned computers.**

Passwords

Passwords are personal and should not be shared with anyone. Attempts to login to the system as any other user will result in cancellation of user privileges and/or criminal prosecution. GCS will follow NCDPI password requirements to ensure the security of student data.

Copyright

Information transmitted through the Internet which is copyrighted is subject to the same copyright laws as govern non-electronic data.

Security

Security on any computer system is high priority, especially when the system involves many users. If you feel you can identify a security problem on the service provided you, notify a system administrator or teacher. Do not demonstrate the problem to other users.

Plagiarism

Data received through the Internet is subject to the same rules of documentation as traditional information. Give credit for all material used in research.

Vandalism

Vandalism will result in cancellation of your privileges. This includes, but is not limited to altering web sites, intentionally damaging equipment or cabling, uploading or creation of a computer virus, and any other activity that corrupts individual programs, data or the network.

Network resources

The user is responsible for his or her actions and activities involving the network. Some examples of unacceptable uses are: wastefully using resources such as file space, circumventing safety configurations, modifying setup policies, modifying settings on machines, attaching unauthorized devices, modifying infrastructure, invading the privacy of individuals, gaining unauthorized access to resources or entities, using the network while access privileges are suspended or revoked.

Unauthorized charges

The District assumes no responsibility for any unauthorized charges or fees, including telephone charges, long-distance charges, per-minute surcharges and/or equipment or line costs.

Warranties

GCS makes no warranties of any kind, whether expressed or implied, for the service it is providing. GCS will not be responsible for any damages the user suffers. This includes loss of data resulting from delays, non-deliveries, missed-deliveries or service interruptions caused by its negligence or the users' errors, omissions, **or failure to properly back up their data and files.**

Emerging Technologies

The tenets of Policy EFE are inclusive of emerging technologies in devices that provide wireless capabilities. Examples of these devices include but are not limited to,

mobile phones with cameras and internet capabilities, and Personal Digital Devices (PDA's) with internet connectivity. The following are not permitted uses of these devices by students on Guilford County Schools' campuses and school related activities:

- Connecting to unfiltered Internet information.
- Using such a device to capture images, transmit, and manipulate media electronically.

One example of an inappropriate use is using a camera phone to take pictures, emailing the pictures, then posting these pictures on the web. Student use of these devices is not allowed without written permission from Guilford County Schools' administrative staff with expressed intent and purpose for use.

Teachers and staff members that have devices capable of these functions are guided by the tenets of policy EFE and are to ensure that no privacy rights are violated regarding Family Education Rights Privacy Act (FERPA).

The use of technology resources and Internet access is a privilege and not a right; inappropriate use will result in cancellation of those privileges. Do not use the network in any way that will disrupt the use of the network by others. Technology Services may make decisions regarding whether or not a user has violated standards, policies or procedures; and may deny, revoke, or suspend access at any time.

Web 2.0/Social Networking Tools:

Web 2.0/Social Networking Tools are a catch all phrase used to describe technology which integrates technology, social interaction and content creation.

Limited use of Web 2.0/Social Networking Tools are permitted, however, personal use should not interfere with assigned duties and responsibilities.

Some examples are:

- Blogs
- Chat Rooms
- Podcasts
- Social Networking Sites
- Tweeting "Tweets"
- Virtual Worlds
- Wikis

Employees should familiarize themselves with GCS Code of Conduct found in the Personnel Handbook and other guidelines/resources (such as the Social Media Guidelines) posted on the Guilford County Schools' web site that provide direction for employees participating in online social media activities. The use of Web 2.0/Social Networking Tools requires that you abide by acceptable rules of etiquette. The following conducts are discouraged:

- Engaging in vulgar or abusive language, personal attacks, or offensive terms targeting individual and/or groups
- Endorsement of commercial products, services, or entities
- Endorsement of political parties, candidates, or groups
- Lobbying members of any elected body using resources of GCS.

Issues to be aware of:

- Items published on the web are persistent. You should consider all items published on the web to be public domain.
- When discussing item(s) involving GCS or GCS related matters you may wish to contact the District Relations Department prior to publishing content.
- Per the State of North Carolina guidelines for school system employees, you must maintain an appropriate relationship with students in all settings.
- Access to social media must be closely monitored to ensure that it is appropriate for student use. The educator is solely responsible for the content they allow students to view.
- When posting to web sites outside of GCS you may wish to include a disclaimer such as, "The views expressed in this post are not those of Guilford County Schools."
- Do not reference your position within the GCS system when writing in a nonofficial capacity.
- Respect copyright laws.
- Make sure your online presence reflects how you wish to be seen by the public as a GCS Professional.
- Have no expectation of privacy.

Internet Safety and Children's Internet Protection Act (CIPA) and Guilford County Schools Student Email Accounts:

The Children's Internet Protection Act ("CIPA"), enacted December 21, 2000, require recipients (Guilford Country Schools) of federal technology funds to comply with certain Internet filtering and policy requirements.

Access to Inappropriate Material: To the extent practical and feasible, technology protection measures (or "Internet filters") are used to block or filter Internet traffic, and other forms of electronic communications (student email). Access to inappropriate information as required by the Children's Internet Protection Act, will be filtered or blocked this is applied to visual depictions of material deemed obscene or child pornography, or to any material deemed harmful to minors.

Inappropriate Network Usage:

To the extent practical and feasible technology and policies are used be to promote the safety and security of users of the online computer networks when using electronic mail, other forms of direct electronic communications inappropriate network usage includes, but is not limited to:

- (a) unauthorized access, including so-called 'hacking,' and other unlawful activities;
- (b) unauthorized disclosure, use, and dissemination of personal identification information regarding students.
- (c) using another student's user name and password to access network resources
- (d) transmitting obscene or pornographic visual imagery,
- (e) harassing, menacing or any type of language that is deemed profane, cyber-bullying, threatening; any communication that indicates fear or intimidation to an individual or groups of individuals.

Education, Supervision and Monitoring:

While GCS takes considerable steps to electronically block inappropriate materials and sites, it is the responsibility of all district school staff to educate, supervise and monitor appropriate usage of the online computer network and access to the Internet.

- Students, teachers and staff members will be informed of the intent of the Acceptable Use Policy by its inclusion in the Student Handbook and Personnel Handbook.
- The district will provide teachers, students and parents with guidelines and various computerized informational resources for the protection of students while using technology. The resources will be age-appropriate and designed to promote student safety with regard to Internet usage. This includes lessons on cyberbullying, appropriate online interactions and the use of social networking sites.
- Cyberbullying is the act of bullying or harassment through the use of any electronic means. Any form of cyberbullying is strictly prohibited and will result in appropriate disciplinary action. Students should promptly disclose to their teacher or other school official any inappropriate, threatening, or unwelcomed message (as outlined in District Policy JCDAD).
- Technology Services for Guilford County Schools will supervise and monitor usage of district resources, the network infrastructure, and access to the Internet in accordance with this Policy and the Children's Internet Protection Act. Any use of an electronic medium connected to these resources (an example is, but not limited to; student email accounts) is governed by this Policy.
- Anyone found violating tenets of Policy EFE, the Children's Internet Protection Act (CIPA) or Guilford County Schools Student Email Accounts provision will have their access revoked and will be subject to the actions defined in the Student Code of Conduct.
- Procedures for the disabling or otherwise modifying of any technology protection measures shall be the responsibility of Guilford County Schools Technology Services or designated representatives.

Appendix B

Who to Call

Because this list changes, please access the current Who to Call list posted on the GCS Website/Technology Services webpages under Contact Us.

Appendix C

Troubleshooting Procedures

The suggestions shown here may save you time by solving a problem without opening a Help Desk ticket.

Suggestions to keep your computer equipment running correctly:

- Make sure all cables are plugged in securely and in the correct plugs. All peripheral equipment (monitor, printer, scanner, etc.) should be powered on before turning the computer on. Make sure your cables have plenty of room to lie flat and uncluttered.
- Never plug or unplug anything from a computer that is powered on. Some external devices could send a small charge into the computer and damage it.
- Do not cover the cooling vents on the computer.
- Keep the computer area free from the buildup of dust.
- Do not eat or drink close to the computer.
- Do not download or install any software or hardware on the computer. A ticket must be opened for either of these procedures.
- Log off, but do not shut down the computers every evening. Leave the computer's CPU and printer on, but turn the monitor off using the power button on the monitor. This allows virus updates to be automatically downloaded to your computer during the evening.

Suggestions for Problem Resolution:

- **Before trying anything else**, attempt to **REBOOT** your workstation. Closing all programs, shutting down and powering off your workstation can resolve many problems.

Problem	Steps to Possible Solution
Computer Frozen	<ul style="list-style-type: none">✓ Press CTRL, ALT, DEL buttons simultaneously✓ Choose Select Task List✓ Highlight programs shown as Not Responding✓ Press End Task button✓ Be patient; this may unfreeze computer✓ If possible, shut computer down properly✓ If fails to unfreeze, only option is to power off

Problem	Steps to Possible Solution
	<ul style="list-style-type: none"> ✓ Wait a few minutes and power back on
Nothing seems to be working	<ul style="list-style-type: none"> ✓ Make sure the computer is plugged in and powered on. ✓ Check for secure connections on back of computer for keyboard, mouse, etc. ✓ Follow Ethernet cable (similar to a phone cable) from back of computer to wall, make sure it is secure; the cable should snap firmly into the socket on both the network card in computer and network wall port
Computer booted, cannot logon	<ul style="list-style-type: none"> ✓ Retype your username and password; remember that these are case sensitive and must be exact ✓ Check the third line, it must have gcs-domain typed exactly as shown here; you may try retyping it as shown here ✓ Check the Ethernet cable for secure connection to the back of the computer and to the port on the wall; the cable should snap firmly into the socket on both the network card in computer and network wall port ✓ Borrow another Ethernet cable for a temporary test; if you cannot logon with the original cable but can logon with the borrowed cable, the problem is the cable and not the computer
Computer, monitor or printer does not seem to have power	<ul style="list-style-type: none"> ✓ Check to make sure there is a power cord attached to a viable power source ✓ Check power source with a known working device ✓ If power source is bad, follow site procedure for call to Maintenance Department to correct power problem
Keyboard or mouse does not work	<ul style="list-style-type: none"> ✓ Check the keyboard/mouse cable on the back of the computer; make sure it is secure ✓ Try a different keyboard or mouse; if it works, a Help Desk ticket should be created which specifies what you found
Monitor does not display an image	<ul style="list-style-type: none"> ✓ Check cable from monitor to computer ✓ Make sure power is turned on ✓ Check the brightness and contract knobs (buttons) on monitor ✓ Try a different monitor of the same type; if it works, a Help Desk ticket needs to be created which specifies what you found
Printer does not print	<ul style="list-style-type: none"> ✓ Check the cables ✓ Make sure the power is on ✓ Turn the printer off; leave off a few minutes and then turn back on ✓ Check the paper tray to make sure it is seated correctly ✓ Look at the display or lights on the printer for any error messages

Problem	Steps to Possible Solution
	<ul style="list-style-type: none"> ✓ Check to see that all required print cartridges are installed properly and that they are not empty; if you find you need print cartridges, follow the proper site procedure to order the necessary cartridge(s); print cartridges are not provided by Technology Services
Cannot reach desired web site on Internet	<ul style="list-style-type: none"> ✓ Check the web address for accuracy ✓ Try to connect to a different site besides the GCS or school home page ✓ Try to connect to the desired site from another classroom computer; if it works from another computer, a Help Desk ticket should be created which specifies what you found when you used another computer; appears to be a software issue
Smell something burning or see smoke	<ul style="list-style-type: none"> ✓ Turn the computer off ✓ Unplug computer from wall ✓ A Help Desk ticket should be created which specifies the problem

GUILFORD COUNTY SCHOOLS

Technology Center Work Order Request Form

Technology Contact:		School/Site	
Number of Computers/Devices Affected:		User's Name & Email:	
Room/Bldg:		Room Type: (Networked, Standalone, etc.)	

Work Station Information:

Serial #:		GCS Asset ID:	
Manufacturer:		Model/Type #:	

Item with problem:

Serial #:		Item:	
Manufacturer:		Model/Type #:	
Checklist: Check all boxes that are appropriate	<input type="checkbox"/> Device rebooted <input type="checkbox"/> Power connection checked <input type="checkbox"/> Network connection checked <input type="checkbox"/> Lights are blinking	<input type="checkbox"/> Evidence of physical damage <input type="checkbox"/> Problem limited to one application <input type="checkbox"/> Print cartridge replaced <input type="checkbox"/> Problem is intermittent	
Problem Description: (state attempted solutions and error messages received)	Be Very Detailed:		

Administrative Offices: Please fax to the Help Desk at 370-8012.

Schools: Please give to your school's Technology Contact for processing.

FOR OFFICE USE ONLY:

Date Entered: _____ Call Ticket #: _____

Appendix D

STANDARD AND APPROVED SOFTWARE

STANDARD SOFTWARE

Because this information is updated frequently, please refer to the information posted on the Technology Services Software webpage on the GCS website.

APPROVED SOFTWARE

Because this information is updated frequently, please refer to the information posted on the Technology Services Software webpage on the GCS website.

Appendix F

Technology Applications Review Committee (TARC) Application Forms

All TARC forms can be found on the GCS Technology Services webpage under Quick Links.

Appendix G

Technology Services regularly receives phone calls from district staff seeking recommendations for someone to work on their personal computers. In response to these requests, we have compiled a list of Guilford County Schools Technology Services staff members who are willing to have their names and home phone numbers listed as contacts for technology support at employees' homes. There is a charge for this service and the work cannot be completed during regular working hours of the Technology Services staff.

The billing rate these technicians have agreed to is **\$50 for the first hour and \$35 for each hour thereafter.**

Technicians should not be expected to provide phone support to troubleshoot your particular home computer problem, nor should you contact them at home concerning work-related computer problems. The home phone should only be used to set up technical support appointments for personal home computers.

Guilford County Schools accepts no responsibility or liability for the services provided by the Home Technicians. All transactions conducted between these individuals and their clients are of a personal nature, outside of the Guilford County Schools work hours. **DO NOT contact these individuals during their normal working hours.** This list is only provided to district staff as a courtesy, not a formal recommendation.

IN-HOME SERVICE TECHNICIANS

Patrick Figgatt

Home phone: 336-434-1487

Home email: pfiggatt@triad.rr.com

Area of Service: Guilford County, Davidson County, Randolph County

Services: No exclusions on job tasks.