Technology Policies, Procedures, and Guidelines
Pamlico County Schools

All Pamlico County Schools employees should become familiar with policies related to technology. These policies can be accessed in the technology plan at the district's web site: www.pamlico.k12.nc.us. The following technology policies have been approved by the Board of Education:

- 5410 Materials Selection
- 2420.1 Disposal of Equipment/Replacement of Obsolete Equipment
- 2300 Hardware and Software Procurement
- Copyright Policies
    - 5451.3
    - 6401.9
- Acceptable Use Policies
    - 5450 Internet Access
    - 5451 Appropriate Internet Use
    - 5452 Student Internet Use
    - 5453 Internet Use
- 8410 Equipment/Materials Donation
- 6311 Data Privacy
- 2410 Inventory Control
- Access to Services
    - 6220
    - 6221
- 6400-6500 Student Discipline and Liability
- Remote Access (In compliance with NC WISE MOU)
- Virus Protection (In compliance with NC WISE MOU)
- NC WISE ID and Password Workstation (In compliance with NC WISE MOU)
- Security Awareness (In compliance with NC WISE MOU)
- 5454 Network Security
- 3241 Advertising and Commercialism

Technology Procedures

Technical Support

Technical support for Pamlico County Schools is provided through the office of the Director of Technology, the Network Engineer, the Technicians and each school's Technology Assistant. The school system does not support home computers or electronic devices used within the school system that are not owned by Pamlico County Schools. Thus, the technical staff will assume no responsibility for the maintenance or repair of an employee's personal equipment per Board Policy 5454. Requests should not be made to school personnel for such services.

SYSTEM LEVEL TECHNICAL CONTACTS	SCHOOL LEVEL TECHNOLOGY ASSISTANTS
Jenita Shepard, Director of Technology	Pamlico County Primary School: Linda Rawls
Mark Partin, Network Administrator	Fred A. Anderson Elementary School: Gayle Lupton
Patricia Casey, Technician	Pamlico County Middle School: Sheryl Sanders
Michael Mahoney, Technician	Pamlico County High School: Jeri Broughton

The Technology Department (system level) has two sections: Network & Technical.

The network engineer handles network issues (Internet, wireless, server installations, software installations/troubleshooting on servers, server backup, email, unblocking of web sites, etc.). **If you are having network issues, please let your technology assistant know so she can troubleshoot and document the problem. If she is unable to find a solution, she will submit a work request to the Technology Department. Please do not contact the network engineer directly.**

The technicians handle all technical issues (standalone computers, software installation/troubleshooting of standalone machines, hardware troubleshooting and repairs, printers, etc.) Patricia Casey is in charge of the technical issues at the high school, middle school and central office (including the bus garage and maintenance). Michael Mahoney is in charge of the technical issues at the elementary school, primary school, and the alternative learning center. **If you are having technical issues, please let your technology assistant know so she can troubleshoot and document the problem. If she is unable to find a solution, she will submit a work request to the Technology Department. Please do not contact the technicians directly.**

When new employees are hired, the Personnel Department and/or the Finance Office will submit a New Employee Data Sheet to the technology director so that they can be added to GroupWise and/or NCWISE,

Network and Email Accounts

All Pamlico County Schools employees are provided network and e-mail accounts. Since all networks, computers, and access are provided to support the mission of the school system, use of electronic resources (hardware and software) must be in support of assigned responsibilities. All electronic, telephonic, and communications transmitted by, received from, or stored in these systems are the property of Pamlico County Schools. Users of such systems shall have no expectation of privacy.

Use of Pamlico County's electronic resources must not violate any of the rules contained in Board Policies 5450, 5451, 5452, and 5453. The network administrator will review files and communications to maintain system integrity and to ensure that personnel and students are using the system responsibly.

Data backup is the responsibility of each employee. While this should be done routinely and in more than one location, all employees are advised to backup their data to their home directories prior to leaving for the summer. Anyone not knowing how to backup their data should contact their building level technical support person for instructions. If machines are reimaged, all data on the local hard drive will be lost.

Users are requested to clean up their email accounts by deleting emails that are no longer necessary. Also, do not forget to delete unnecessary sent items.

NC WISE

All new teachers and/or employees needing access to NC WISE will be entered into the system by the technology director. NC WISE data managers are responsible for training teachers at their respective schools in the use of NC WISE in addition to their normal daily duties with NC WISE.

Computer Wellness Reminders

VIRUS PROTECTION
- All computers should be shut down daily.   New virus definition files are loaded daily upon logging onto the network.
- A windows installer window will appear. Do not cancel. Students will need to be instructed to let the installation take place.

E-MAIL
- Do not open any attachments that look suspicious or are from unknown sources
- Delete email from unknown sources and empty your trash
- Contact the sender to confirm the validity of the email if anything looks suspicious even if you know the sender
- Be extremely cautious if you receive an email with an attachment ending in .ZIP

KEEPING YOUR COMPUTER SAFE
- During severe thunderstorms, shut your computer down and unplug electrical and data cords.
- Do not download or install any "free" internet suggested applications. These installations bring with them viruses and spyware.
- Report any extreme change in performance. If your computer is suddenly performing very poorly, you probably have an infected machine.

KEEPING YOUR FILES SAFE
- Don't save your important files only on a floppy or only on your computer's hard drive.
- Save files to your home directory on the server where they will also be backed up to tape nightly.

Maintenance and Repair of Equipment

The technical support staff's responsibility is to report, respond, complete and document the repair process in a timely manner. Effort is made to complete all work with as little disruption to normal classroom or office routines as possible.

- Staff members should contact the building-level technology assistant for computer issues. They should not contact Central Office staff members unless it is during summer when technology assistants are not working.
- If the issue cannot be handled by the technology assistant, she will send a work request to the Technology Director to be handled by the Central Office support staff.
- All repairs are completed and documented. Repair documentation is used to track repair history and reflect trends and parts usage.
- Desktop integrity and problem resolutions are expedient by the use of hard drive imaging and CleanSlate.
- Routine maintenance tasks to include cleaning and optimizing are ongoing with heavy concentration on these tasks during the summer months.

Hardware and Software Purchases

One of the most important concepts in technology planning is that curriculum and instruction decisions must be the driving force behind the selection and purchase of software and hardware solutions. Purchasing computer resources that do not meet instructional needs or that will not operate correctly on the technical platforms supported by the school system will lead to frustration of the instructional staff, technical staff, and students. This frustration leads to lack of use and, thus, inappropriate use of fund. Therefore, all hardware or software purchased and used in Pamlico County Schools must approved by the Director of Technology, in collaboration with directors and the Network Administrator. Likewise, all donations (hardware and software) must be approved by the Director of Technology.

Before purchasing any software or accessing any new web-based programs, please follow the steps below.

1. Make sure that the software is instructional in nature—not just for entertainment.
2. Complete the form **Application for Non-Approved Software**. This form may be obtained from your administrator.
3. Label every piece of software with your school name. The software must be owned by Pamlico County Schools.
4. Put the labeled software, the licensing information, and the completed, signed application into a zip lock bag.
5. Deliver the software to the technology director's office for approval.

You will be notified if the software has or has not been approved for installation. Once installed by the network technician, you will be notified to pick up your software.

Refocusing of Existing Equipment

These procedures address deployment of existing equipment when it is determined that the equipment is no longer meeting the needs of an instructional setting but is capable of meeting the needs of an instructional setting that requires a lower technical standard. (*Example*: Computer hardware in a lab that cannot be cost effectively upgraded to run a required application can be deployed as student workstations for Accelerated Reader testing.)

Procedure
- Equipment in all instructional settings will be evaluated in the spring of each year, prior to beginning the budget planning process, by curriculum support staff, program area directors, instructional staff, and technical support staff.
- If equipment is deemed unsatisfactory, recommendations will be made by the above identified staff to upgrade or replace the specified equipment.
- All recommendations will be presented to the school's principal who will request funding for hardware upgrade or replacement.
- If equipment is appropriate for another instructional setting, it will be deployed to that setting.

Replacement of Obsolete Equipment

If it is determined that equipment can no longer meet the instructional needs of any educational setting, then the equipment is deemed obsolete and will be replaced with existing equipment or by new equipment. See Hardware and Software Procurement Procedures, Policy 2420 - "School Properties Disposal, and Policy 2421 – "Disposal Personal Property."

Hardware Installation

Installation of New Computers
- Setup and installation of new computers will be handled by the technical support staff.
- Strategies for maintaining desktop integrity will be applied to include desktop imaging, CleanSlate installation and configuration.
- Asset control tags will be applied and all paperwork completed for inventory control purposes.
- Equipment will be set up at times that cause minimal disruption.

Installation of Other Peripherals
- Printers and scanners will be setup and configured by the technical staff.
- Asset control tags will be applied and all paperwork completed for inventory control purposes

Software Installation

- The use of CleanSlate requires that the technical support staff do all software installations.
- Documentation of proper licensing must be provided before installations will take place.
- Documentation will be created to facilitate all installations. Please see the procedures for documentation under **Hardware and Software Purchases**.

Web Site Access

Some web sites are blocked by a filtering system. The **Application for Web Site Access** should be used in the event there are web sites that have been blocked but that teachers need to use for instructional purposes. This completed and signed form should be sent to the technology director's office for approval.

Personal Laptop Usage

In order to protect the network and technical resources of Pamlico County Schools, employees who wish to use their personal laptops to access the Internet must have updated anti-virus software installed on their laptops as well as any critical and security update patches. Please complete the Personal Laptop Usage Agreement and submit to the technical assistant at your school.

Web Site Development

School system publications on the web, like all other school system publications, must meet the highest possible standards. All web sites representing Pamlico County Schools must be approved by a committee designated by the superintendent.

Web sites will be evaluated based upon the following criteria.
- Design
- Navigability is good. Links are clearly labeled. Can move from page to page easily.
- Site offers interactivity. Visitors engage with the site.
- Site uses appropriate page format. Pages are not inordinately long.
- Information is easily found.
- Site is aesthetically appealing. Good use of color and graphics.
- Resource links are included.
- Information is useful. Rich, accurate, up-to-date content.

Technical Elements
- All links work.
- Thumbnail graphics used. Graphics download quickly. Animated clipart is not to be used.
- Alternative text page is offered when heavy graphics or frames are used.
- Image links and image maps have a text alternative
- Meaningful information can be seen within 30 seconds.

Credibility
- Contact person is stated along with their e-mail address.
- Links have been kept current.

Points to Remember
- Publishing of student web designs requires a signed statement by the student transferring ownership of web site design and content to the school or school system.
- No student work will be published without permission.
- No student photograph and first name will be published without permission. **(First names only of students should be used.)**
- No employee photograph and name will be published without permission. **(First and last names of employees may be used.)**
- Teacher web sites will be hosted at the web hosting provided by the school district.
- School system e-mail addresses for faculty/staff may be published. No personal e-mail accounts may be published without permission of the school system employee.

Teacher Websites
All employees are required to use the Pamlico County Schools' district network when creating websites for any and all educational purposes and work-related positions or communications with students.

The superintendent may use any means available to request the removal of personal websites that substantially disrupt the school environment or that utilize school district or individual school names, logos, or trademarks without permission

Employees are to maintain an appropriate relationship with students at all times. Having a public personal website or online networking profile or allowing access to a private website or private online networking profile is considered a form of direct communications with students. Employees are encouraged to block students from viewing any material or profiles that are not age appropriate. Any employee found to have created and/or posted inappropriate content on a website or profile that has a negative impact on the employee's ability to perform their job as it relates to working with students will be subject to discipline, up to and including dismissal. This applies to all employees, volunteers, and student teachers working for or in the Pamlico County School System.

Instructional Use of Videos

Within the copyright law, educators are permitted to use lawfully acquired videos in face-to-face teaching situations. All uses should apply directly to the school's curriculum.

General Guidelines
- Lawfully acquired video, whether purchased, rented, borrowed, or recorded off-air, must be used in face-to-face teaching situations. This means the material must be presented by an instructor or pupil as part of a regular instructional activity.
- All videos should be previewed prior to use.
- Lawfully acquired videotapes may be shown on the in-house closed circuit television system within the school if teachers are present and providing instruction in each classroom.
- No fees may be charged for viewing a video on school grounds.
- It is illegal to make copies of purchased or rented videotapes or to alter them in any way.
- Videos purchased by individuals may be viewed in face-to-face teaching situations if they meet Pamlico County Board of Education's selection standards.
- Before showing a video which does not belong to the school or central office collection, teachers must have written permission from the principal on file. Forms are available in each school/media center.

PAMLICO COUNTY SCHOOLS
APPLICATION FOR SOFTWARE INSTALLATION

Name: _____ School: _____

Email address: _____

Name of software: _____

Who owns or will purchase the software? _____

How many licenses have been purchased for this software? _____

Where should the software be installed? (fill in below)

Room #	Computer fixed asset number(s)

Please explain the instructional need for this software:

Please explain your implementation goals for this software, including dates:

The following information for the software will assist us in processing your application:

Software website address	
Technical contact information	
Sales contact information	

_____   _____
　　　　　　　　　　Signature　　　　　　　　　　　　　　　　　Date

_____   _____
　　　　　　　Administrator's Signature　　　　　　　　　　　Date

Please put the <u>labeled software</u>, the <u>licensing information</u>, and the <u>completed, signed application</u> into a zip lock bag and deliver to the technology director's office.
- -
Department of Technology Use Only

Approved: ☐ Not Approved: ☐		
	Director of Technology	**Date**
Reason:		

Approved: ☐ Not Approved: ☐		
	Network Administrator	**Date**
Reason:		

Date installed: _____

PAMLICO COUNTY SCHOOLS
APPLICATION FOR WEB SITE ACCESS

Name: _____ School: _____

Email address: _____

Web site name: _____

Web site address: _____

The web site will be used at what locations? (fill in below)

Room #	Computer fixed asset number	Access needed on what date(s)

Please explain the instructional need for this software:

_____   _____
                        Signature   Date

_____   _____
            Administrator's Signature   Date

- -
Department of Technology Use Only

Approved: ☐ Not Approved: ☐		
	Director of Technology	**Date**
Reason:		

Approved: ☐ Not Approved: ☐		
	Network Administrator	**Date**
Reason:		

Date of access: _____

Pamlico County Schools
Personal Laptop Usage Agreement

Purpose

The purpose of this agreement is to establish an understanding with users of their own personal laptop that Pamlico County Schools has a right to protect its network and technical resources. If users want to access the school's resources with their own personal laptop they must abide by these rules.

In addition to the Pamlico County Schools Acceptable Usage Policy, I agree with the following statements pertaining to my personal laptop usage at Pamlico County Schools.

Anti-Virus Software

I agree to have a paid subscription to Anti-Virus software installed and running at all times, inside and outside of school. I agree to maintain updated Virus Definitions installed for the Anti-virus software.

Anti-Virus Software Expiration Date_____

Is this free software?　　☐Yes　　　☐ No

Microsoft Windows Patches (if applicable)

I agree that I will keep the computer's operating system fully patched with critical and security updates

General

I agree that any faculty and/or staff member may examine my laptop at any time for the purpose of verifying that my personal laptop is in compliance with this agreement.

I agree that my computer's name is _____ and will not change.

I agree that Pamlico County Schools is not responsible for any support of my laptop or any possible damage the connection to the Pamlico County Schools network may cause.

I agree that I am only given access to the Internet from within Pamlico County Schools

I agree that I am only to use PCS managed wireless access points to connect to the internet from within school grounds. I understand that connection to third party access points is not permitted.

Name _____　　　Date _____

Signature_____

Parent\Guardian signature _____

_____　_____　_____

　　　Name and brand of laptop　　　　　NIC MAC address　　　Wireless MAC Address