PROCEDURE IT-001

ACCEPTABLE USE OF INFORMATION TECHNOLOGY	
Superintendent Responsible: Superintendent of Education, Information Technology Services	**Initial Effective Date:** 2014/10/20
Last Updated: 2024/06/24	**Next Review Date:** 2028/08/28

Purpose

The purpose of this procedure is to ensure that employee(s) and students are aware of the acceptable use of the Grand Erie District School Board's (Grand Erie) information technology network, hardware and software in order that they may take all reasonable precautions to maintain a safe, secure, positive and productive Information Technology environment for all users.

Guiding Principles:

1.0 **Responsibilities of the School Board**

It is the responsibility of the Grand Erie District School Board to:

- Protect students and employee(s) from misuse and abuse of information technology resources and services and will take all reasonable steps to ensure that they are used only for appropriate purposes
- Make all reasonable efforts to create and maintain a positive, productive, safe and secure Information Technology environment
- Maintain Information Technology resources and services
- Recognize the potential to support instruction and student learning as well as to support communication and collaboration across the system
- Maintain the right to monitor and access any and all files, documents and electronic communications and Grand Erie technology as well as use of the internet to ensure the integrity of the system and compliance with this procedure
- Grant network accounts to users to assist in fulfilling their employment duties and educational responsibilities
- Grant account access should there be a need for a supervisor to have access to that account, for example in the instance of an illness or investigation of inappropriate use, access will be granted through Information Technology Services in consultation with Human Resources and/or Director of Education. Access provided to the Supervisor will be temporary and for the expressed purposes intended.

2.0 **General Responsibilities of All Users**

Take all reasonable measures and to ensure the safe, secure, ethical and appropriate use of Information Technology resources, as outlined herein, at all times

- All users are expected to report the inappropriate use of Grand Erie's information technology resources in a manner that conflicts with Grand Erie's policies and procedures, or of the suspected loss or theft of board-owned computer property, or any unauthorized access, disclosure or inappropriate copying of confidential information
- Understand that a user's account is the property of Grand Erie and therefore that the user should have no reasonable expectation of privacy for any and all information stored or accessed through Grand Erie's network or devices
- Use and access Grand Erie's technology to the extent authorized by Grand Erie for the purpose of carrying out the mandate of Grand Erie, regardless of the location of the equipment
- Use one's own identity to access the board network and Internet resources
- Maintain privacy of their Grand Erie network credentials with others
- Exercise extreme caution when accessing emails from an external source

- Record passwords in a place that cannot be accessed by others
- Log out to protect their account when not in use
- Complete an on-line acceptance of the Acceptable Use of Information Technology declaration or Appendix A for students, annually
- Complete cyber security training during orientation and as determined necessary by Grand Erie
- Adhere to the expectations of Grand Erie's Social Media Guidelines
- Understand what restrictions and parameters exist under the *Copyright Act* including obtaining, transmitting and/or storing unauthorized copies of licensed and/or copyrighted material which may include, but is not limited to, software, music, video, or other such data
- Use Grand Erie's data network and Internet resources for personal use, provided that such use is reasonable in duration, does not interfere with the user's employment duties and responsibilities, does not result in increased cost to Grand Erie and is in compliance with this procedure. Personal use will occur outside of assigned work time.
- Use discretion when to share guest passwords with non-board employee(s) for temporary access. The employee(s) sharing the access code is responsible for the guest access
- Take reasonable steps to ensure that confidential information stored on Grand Erie's network is not lost, stolen, modified, deleted or subject to unauthorized access, disclosure or copying, including:
  - Be present with ID cards when printing confidential information
  - Situate computer display terminals to prevent disclosure of confidential information
  - Use secure passwords for accessing the system
  - Access email and cloud resources on personal owned devices (laptops, tablets, or cellphones) only if the devices are password protected
  - Use certain forms of data protection and/or encryption depending on a user's role.
  - Safely store computer equipment (i.e., laptops) when not in use or when transporting
  - Return all equipment and portable storage media to the Information Technology department for proper disposal or reuse
  - Understand and apply the responsibilities under privacy legislation for how cloud-based applications are used to collect, use, share, and store/retain student personal information when considering the use of any external tools or applications
  - Follow all applicable privacy legislation when leveraging external tools and applications
  - Educators to leverage School Messenger as the primary application for communicating personal information securely to parent(s)/caregiver(s)
  - Contact ITS Help Desk if it is believed that user network credentials have been compromised and/or a data breach has occurred.

Failure to follow *Acceptable Use of Information Technology Procedure (IT-001)* without obtaining prior documented approval from the Manager of Information Technology Services or the Superintendent of Education, Information Technology Services responsibility, or the Director of Education and Secretary of the Board, shall be construed as a deliberate and malicious act, the consequences of which will be carried out as per the Enforcement Section 8.0.

3.0   **Responsibilities of Administrators, Managers and Supervisors**
It is the responsibility of Administrator(s), Managers and Supervisors to:
- Review and communicate the expectations of Acceptable Use of Technology Procedure (IT-001) annually with employee(s)
- Ensure that employee(s) complete an Acceptable Use of Technology and the Internet Declaration at the beginning of each school year
- Ensure that The Student Acceptable Use of Technology and the Internet Agreement (Appendix A) is signed and returned to the school at the beginning of each school year (Administrator(s) only)

- Restrict access to students on all social media platforms on school networks and school devices
- Ensure social media platforms will only be used by students for educational purposes, directed by an educator
- Determine exceptions for the use of technology and social media by students for pedagogical or work-related purposes
- Use Multi-Factor Authentication on Grand Erie issued devices to access Grand Erie resources
- Co-operate fully with the Grand Erie, local, provincial, or federal officials in any investigation concerning or relating to Information Technology.

4.0 **Responsibilities of Information Technology Services Employee(s)**

It is the responsibility of Information Technology Services employee(s)to:

- Provide and maintain a secure, safe, and productive Information Technology environment
- Inspect the contents of a user's device or other personal electronic data if:
  - directed by the user; or
  - required by law; or
  - required by the policies and procedures of Grand Erie; or
  - at the direction of Human Resources and/or Director of Education in order to investigate complaints regarding inappropriate content which was intentionally sent or solicited, and is alleged to contain defamatory, inaccurate, abusive, obscene, profane, sexually-oriented, threatening, racially offensive, or illegal material.
- Randomly scan data in order to expose instances of unauthorized software and/or data
- which must be reported to the site's Supervisor and deleted when instructed to do so
- Refrain from sharing or communicating confidential information they come into contact with during their day-to-day activities. Any violation of this directive will be treated as a violation of this procedure
- Report violations of this procedure to their immediate supervisor. In some cases, as required by law, employee(s) may be expected to contact law enforcement agencies.
- Carry out activities which fall under the Unacceptable Activities defined in this procedure. These activities are to be undertaken by employee(s) ONLY at the direction of Management in order to monitor and enforce this procedure, and in these specific cases will not be treated as violations. Such activities may include, but not be limited to:
  - Technical maintenance, repair and management
  - Produce information, including e-discovery, as per legal requirements
  - Restore deleted records/files
  - Conduct investigations involving employee use
  - Ensure continuity of work and continuous operations (i.e., employee is absent due to illness and work needs to be retrieved)
  - Improve Grand Erie processes and to manage productivity
  - Prevent misconduct and ensure compliance with the law by monitoring system activity, by conducting periodic audits to the system and by investigating potential misconduct.

5.0 **Responsibilities of Students**

Students should understand that use of Grand Erie Information Technology resources and services is a privilege. It is the responsibility of students to:

- Refrain from using personal mobile devices during instructional time except under the following circumstances:
  - For educational purposes, as directed by an educator
  - For health and medical purposes
  - To support special education needs
- Use information technology resources and services solely for educational purposes and comply with the directives contained in this procedure
- Review and complete the Student Acceptable Use of Technology and the Internet Agreement (Appendix A). The completed Student Acceptable use of Technology and

Internet Agreement will be maintained by the school for the duration of the school year and then will be securely removed in June.

6.0 **Responsibilities of Parent(s)/Caregiver(s)**
In order that parent(s)/caregiver(s) are aware of their responsibilities under this procedure, they will be provided with the Student Acceptable Use of Technology and the Internet Agreement for signature annually. It is expected that parent(s)/caregiver(s) will review this form with their child(ren). Parent(s)/caregiver(s) should understand that use of Grand Erie Information Technology resources and services is a privilege. It is the responsibility of parent(s)/caregiver(s) to:
- Review with their child(ren) and sign The Student Acceptable Use of Technology and the Internet Agreement (Appendix A).

7.0 **Express Restrictions on Information Technology Use**
The following unacceptable activities involving use of the Grand Erie's Information Technology resources are strictly prohibited. Users must not:
- Violate any local, provincial or federal statutes
- Store Grand Erie data on any personally owned device or internet-based service (e.g., Gmail, Dropbox, etc.)
- Use electronic recording devices in schools and the workplace to record any interactions between two or more parties unless all parties explicitly consent
- Use Grand Erie's data network and internet resources to violate a person's intellectual property, including by using Grand Erie's data network and internet resources to engage in theft of software, music and movies
- Engage in personal use of Grand Erie's data network and internet resources that interferes to any degree with the performance of their job responsibilities
- Use Grand Erie's data network and internet resources for the purpose of carrying out a business enterprise without written authorization from Grand Erie, through the Superintendent of Business
- Respond to phishing emails where usernames and passwords are requested
- Use Grand Erie's data network and internet resources for personal, financial or political causes
- Circumvent any security or control measures on Grand Erie's network including the use of unauthorized Virtual Private Networks (VPN's). Use Grand Erie's data network and internet resources for a purpose or in a manner that is inconsistent with Grand Erie's legitimate interests
- Intentionally delete emails with informational value to the detriment of legal and statutory Grand Erie operations
- Willfully collect, maintain or disclose personal information in contravention of the *Municipal Freedom of Information and Protection of Privacy Act*
- Create, transmit, solicit or willingly accept, or store data which is defamatory or harassing towards any individual, contains obscene, indecent, lewd or lascivious material, contains profane language, panders to racism, sexism, any form of discrimination or other material which explicitly or implicitly refers to sexual conduct. including jokes, e-mails, music, videos, sounds, images, GIF's (graphics interchange format) or other electronic forms of information
- Violate any laws or participate in the commission or furtherance of any crime or other unlawful act
- Use Grand Erie's computer equipment/resources to violate another person's intellectual
- property, including engaging in the theft of hardware/software, music and/or movies.
- Intentionally deface and/or damage Information Technology equipment
- Develop automations, scripts or viruses, designed to disrupt usage of Information Technology resources.
- Communicate information concerning passwords, identifying codes, personal identification numbers or other confidential information without the permission of its owner or the controlling authority of the school to which it belongs.

8.0 **Distribution, Registration and Replacement for eTokens and Cell Phones for Multifactor Authentication (MFA)**

Grand Erie shall provide an eToken and, if applicable, access to authentication via cell phone at no cost to employees. eTokens are the property of the Grand Erie District School Board and are not to be tampered with, defaced, damaged, or exposed to theft or loss. Name should not be written on eTokens.

The process for obtaining an eToken is as follows:
- The Human Resources department (HR) will provide eTokens to all new staff members during the onboarding process
- With a refundable deposit of $25.00, Grand Erie may provide eTokens to Grand Erie contractors, as approved by the Manager or Information Technology Services. Authentication via cell phone will be at no charge
- Management staff responsible for contractors will arrange for contractors to receive eTokens from ITS
- Management staff responsible for contractors will arrange for MFA enrollment emails to be sent to those receiving eTokens or wishing to enroll with their cell phones. This is done by contacting the ITS Helpdesk via https://selfservice.granderie.ca
- Registration of eTokens or cell phones must be done within two weeks of receiving registration emails

Damaged eTokens
eTokens damaged from normal wear and tear will be replaced at no charge to employees /contractors. eTokens exposed to excessive or chronic damage, will result in a replacement charge to the employee / contractor. eTokens willfully damaged will result in a replacement charge to the employee / contractor.
Lost eTokens
Employees and contractors are required to notify the ITS Department as soon as they realize their eToken is missing. Replacement eTokens will be issued and result in a replacement charge to the employee / contractor.

eToken Replacement Charge
eTokens have a replacement charge of $25. Contractors will have a deduction applied to their next invoice.

Surrendering eTokens
eTokens are required to be returned under the following conditions:
- Employee(s) who retire, resign, or have their employment terminated are required to surrender their eToken to their immediate supervisor who will return the eToken to ITS.
- Contractors who no longer have contracts with the are to surrender eTokens to:
    Facility Services Clerk
    Facility Services Building
    349 Erie Avenue, Brantford
    519-756-6301 or Toll Free 1-888-548-8878
- Failure to surrender eTokens when required will result in a $25.00 charge.

Employees Changing Locations / Leaves
eTokens remain with an employee during their employment with Grand Erie.
- Changing Locations: Employee(s) transferring to another location will hold onto their eToken.
- Medical, Parental or Other Leave of Absence: eTokens are required to access Grand Erie digital resources while on leaves and should be kept by staff while on leave.

9.0 **Enforcement**

The enforcement of this procedure is the responsibility of all Management. When Grand Erie suspects a violation of this procedure, it may restrict a user's access to the Grand Erie's computer equipment pending completion of an investigation. When Grand Erie finds

that a violation of this procedure has occurred, it may result in the imposition of one or more of the following:

- Restrictions on the use of specific Information Technology resources and services
- Suspension of access to all Information Technology resources and services
- Administration of the Progressive Discipline Procedure (HR-119) process
- Disciplinary action up to and including expulsion (for students)
- Disciplinary action up to and including termination for employee(s)
- Civil or criminal proceedings.

Use of technology is governed by all relevant federal and provincial laws, and Grand Erie's policies and procedures. Activities that are in contradiction of this procedure will be reported to the appropriate level of supervision or Management based on the user involved. In addition, Grand Erie may report, or be required to report, suspected violations of the law to law enforcement and will cooperate with all local, national and international law enforcement agencies. Grand Erie is not responsible for steps taken by these agencies in the investigation and prosecution of public law.

Definitions:

Information Technology, is defined to include but is not limited to Grand Erie owned:

- computers, data devices (e.g., phones, laptops, netbooks, & tablets) and hardware
- servers and data storage devices
- communication networks and associated devices
- data
- software
- systems providing a service that are owned and/or maintained by a third party
- peripherals
- cloud based and subscribed apps and storage
- blogs, websites and social media platforms

Grand Erie data, is defined to include:

- personal student, parent(s)/caregiver(s) or employee(s) information (including text, data, and media files), as well as materials considered to be of confidential nature with respect to school or Grand Erie work

Communication Networks is defined to include, but is not limited to:

- Grand Erie wireless and wired data networks
- Connections to the Internet and Internet Service Providers (ISP)
- Remote connections i.e.. Virtual Private Network (VPN)

Peripherals is defined to include, but is not limited to:

- printers and copiers
- robotics equipment
- monitors, projectors, and interactive devices (i.e.. SMART boards, Assistive technology)
- portable data storage devices
- input devices

Users is defined to include:

- students
- staff
- agencies of Grand Erie
- partners of Grand Erie
- volunteers
- parent(s)/caregiver(s)
- guests

Reference(s):

- Acceptable Use of Information Technology Policy (IT-01)
- Code of Conduct Policy (SO-12)

- Code of Conduct Procedure (SO-012)
- Copyright – Fair Dealing Guidelines Policy (SO-24)
- Copyright – Fair Dealing Guidelines Procedure (SO-24)
- Cyberbullying Policy (SO-09)
- Cyberbullying Procedure (SO-009)
- Duties and Expectations of Teachers Procedure (HR-103)
- *Employment Standards Act (2000)*
- Grand Erie Social Media Guidelines
- *Municipal Freedom of Information and Privacy Protection Act*
- The Provincial Code of Conduct and School Board Codes of Conduct (PPM 128)
- Privacy and Information Management Policy (IT-02)
- Privacy Breach Response Procedure (IT-003)
- Progressive Discipline Procedure (HR-119)
- Progressive Discipline and Promotion of Positive Student Behaviour Procedure (SO-011)

Appendix A

Student Acceptable Use of Technology and the Internet Agreement

Background

Technology Resources, which include software, hardware, the Internet and other components, are an important ingredient to each student's education at our school. Each student has the privilege of using the Technology Resources and must use them in an acceptable way.

Acceptable Use

As a general rule, students must use Technology Resources, including personal devices, in ways consistent with Provincial and Federal laws as well as consistent with the policies and procedures of the School and the School Board.

PROTECT

- I will not post information online that will put myself or others at risk.
- I will report any online attacks or inappropriate behaviour directed at myself or others.
- I will protect myself, my passwords and my resources.
- I will protect others by not forwarding inappropriate communications or materials.
- I will refrain from pirating or distributing digital resources that aren't free or don't belong to me.
- I will verify the accuracy of online information.
- I will refrain from using a personal mobile device during instructional time except under the following circumstances:
    - For educational purposes, as directed by an educator
    - For health and medical purposes
    - To support special education needs

RESPECT

- I will give thoughtful consideration as to what personal information about my life, experiences and relationships I post.
- I will respect myself and others through my online actions and responses.
- I will not use electronic media to insult, bully, harass or stalk other people.
- I will not visit sites that are inappropriate.
- I will request permission to use online resources when necessary and cite all references to websites, books, media, etc.
- I will respect all equipment and all resources available to me.

School Name	
Student Name	
This is to confirm that I have read the Student Acceptable Use of Technology and the Internet Agreement and will abide by the rules and procedures as outlined.	
Signature of Student	Print Name
Signature of Parent/Caregiver Date	Print Name

File location: School Office
Retention: CY (CY = current school year)

Appendix B

Code of Digital Citizenship

CODE OF DIGITAL CITIZENSHIP

PROTECT + RESPECT

RESPONSIBLE ACTIONS IN A DIGITAL WORLD

PROTECT

- I will not post information online that will put myself or others at risk.
- I will report any online attacks or inappropriate behaviour directed at myself or others.
- I will protect myself, my passwords and my resources.
- I will protect others by not forwarding inappropriate communications or materials.
- I will refrain from pirating or distributing digital resources that aren't free or don't belong to me.
- I will verify the accuracy of online information.

RESPECT

- I will give thoughtful consideration as to what personal information about my life, experiences and relationships I post.
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- I will not use electronic media to insult, bully, harass or stalk other people.
- I will not visit sites that are inappropriate.
- I will request permission to use online resources when necessary and cite all references to websites, books, media, etc.
- I will respect all equipment and all resources available to me.

FOR INFORMATION ABOUT DIGITAL CITIZENSHIP, VISIT:

granderie.ca/digitalcitizenship