

**INFORMATION TECHNOLOGY SERVICES
POLICIES AND PROCEDURES MANUAL**

EAGLE PASS INDEPENDENT SCHOOL DISTRICT



Marked for Excellence

MISSION STATEMENT

THE MISSION OF THE EPISD'S TECHNOLOGY PROGRAM IS TO SUPPORT STUDENT LEARNING AND FACILITATE TEACHING. THIS INCLUDES THE SCHOOL NETWORK AND ALL TECHNOLOGY EQUIPMENT USED BY STUDENTS, TEACHERS, AND SUPPORT STAFF. GOALS OF THE EPISD TECHNOLOGY PROGRAM ARE TO:

- PROVIDE ALL STUDENTS THE OPPORTUNITY TO DEVELOP THE TECHNOLOGICAL SKILLS NECESSARY TO BE EFFECTIVE PARTICIPANTS IN 21ST CENTURY SOCIETY AND LIFELONG LEARNERS
- INTEGRATE TECHNOLOGY ACROSS THE CURRICULUM
- PROTECT STUDENTS FROM INAPPROPRIATE INFORMATION
- PROTECT HARDWARE, SOFTWARE, AND DATA (DOCUMENTS, FILES, ETC.) FROM DAMAGE OR DEGRADATION
- ENCOURAGE RESPECTFUL, RESPONSIBLE, AND ETHICAL USE OF INFORMATION TECHNOLOGY
- MAXIMIZE STAFF AND STUDENT ACCESS TO TECHNOLOGY AND THE INFORMATION IT CAN PROVIDE (HIGHEST PRIORITY)
- PROVIDE COMMUNITY ACCESS TO SCHOOL TECHNOLOGY FOR EDUCATIONAL PURPOSES WHEN IT DOESN'T INTERFERE WITH STUDENTS AND SCHOOL STAFF (LOWER PRIORITY)

THE PROCEDURES THAT FOLLOW CLARIFY THE EPISD TECHNOLOGY ACCEPTABLE USE POLICY APPROVED BY THE EPISD BOARD OF TRUSTEES AND PROVIDE MORE SPECIFICS. IF A CONFLICT ARISES BETWEEN THESE PROCEDURES AND THE APPROVED AUP, THE ACCEPTABLE USE POLICY TAKES PRECEDENCE.

HARDWARE SELECTION AND USE

SELECTION:

1. ALL HARDWARE REQUESTS WILL BE MADE THROUGH THE ONLINE PURCHASE ORDER SYSTEM AND APPROVED BY THE EPISD TECHNOLOGY DEPARTMENT. HARDWARE INCLUDES ALL DIGITAL EQUIPMENT SUCH AS COMPUTERS, PRINTERS, DIGITAL CAMERAS, SCANNERS, MEMORY STICKS, EXTERNAL HARD DRIVES, SMART BOARDS, ETC.

2. ONLY CERTAIN BRANDS OF EQUIPMENT WILL BE AUTHORIZED FOR PURCHASE TO ENSURE ONGOING WARRANTY ASSISTANCE, EASE OF MAINTENANCE, AND CONTROL OF TOTAL COST OF OWNERSHIP. COMPUTERS AND PRINTERS WILL ADHERE TO SPECIFICATIONS DETERMINED BY THE EPISD TECHNOLOGY DEPARTMENT AND APPROVED AS HARDWARE STANDARDS.

3. USE OF EQUIPMENT NOT LISTED ON THE HARDWARE STANDARD FOR PURCHASE REQUIRES APPROVAL OF THE EPISD TECHNOLOGY DEPARTMENT. HARDWARE STANDARDS WILL BE UPDATED ANNUALLY.

USE:

4. A. SCHOOL COMPUTERS SHOULD BE USED FOR EDUCATIONAL OR JOB-RELATED PURPOSES.

B. PRIORITY WILL ALWAYS BE GIVEN TO SCHOOL-RELATED PROJECTS AND ACTIVITIES.

C. SCHOOL COMPUTERS WILL NOT BE TREATED AS PERSONAL PROPERTY AND MODIFIED WITHOUT PERMISSION. UNAUTHORIZED MODIFICATIONS TO SCHOOL COMPUTERS WILL BE REPORTED TO THE ADMINISTRATION. THIS INCLUDES INSTANT MESSAGING PROGRAMS.

5. LAPTOPS THAT GO HOME MUST ONLY BE USED BY THE PERSON TO WHOM THE COMPUTER IS ASSIGNED, AND NOT BY OTHER FRIENDS OR FAMILY MEMBERS.

6. NON-SCHOOL COMPUTERS OR DIGITAL DEVICES WILL NOT BE CONNECTED TO THE NETWORK WITHOUT PRIOR APPROVAL OF THE SUPERINTENDENT AND/OR DESIGNEE. ALL PERSONALLY OWNED DEVICES BROUGHT TO SCHOOL MUST BE SCANNED FOR VIRUSES BEFORE BEING CONNECTED TO THE SCHOOL NETWORK.

7. COMPUTERS WILL NOT BE MOVED OR RELOCATED UNDER ANY CIRCUMSTANCES WITHOUT INFORMING TECHNOLOGY PERSONNEL AND SOLICITING THEIR ASSISTANCE. (INCLUDING DURING THE SUMMER MONTHS)

DONATED EQUIPMENT

1. DONATED EQUIPMENT WILL NOT BE ACCEPTED UNLESS IT MEETS MINIMUM HARDWARE STANDARDS AS DETERMINED BY THE EPISD TECHNOLOGY DEPARTMENT.
2. DONATED EQUIPMENT SHOULD NOT BE MORE THAN THREE YEARS OLD AND SHOULD BE COMPATIBLE WITH EXISTING EQUIPMENT IN REGARD TO OPERATING SYSTEM.
3. ANY DONATED EQUIPMENT WILL BE APPROVED BY THE EPISD BOARD OF TRUSTEES PRIOR TO USE IN THE SCHOOL.

SOFTWARE SELECTION AND USE

1. ONLY APPROVED SOFTWARE WILL BE INSTALLED ON SCHOOL COMPUTERS. THE EPISD TECHNOLOGY DEPARTMENT WILL REVIEW ALL SOFTWARE REQUESTS AND MAINTAIN AN APPROVED SOFTWARE LIST.
2. REQUESTS FOR ADDITIONAL SOFTWARE AND/OR SOFTWARE INSTALLATION WILL BE MADE THROUGH THE TECHNOLOGY DEPARTMENT WITH APPROVAL REQUIRED BEFORE USE. ONLY TECHNOLOGY PERSONNEL WILL PERFORM INSTALLATIONS.
3. NO UNAUTHORIZED SOFTWARE WILL BE INSTALLED FROM USB/CD/DVD OR DOWNLOADED FROM THE INTERNET ON SCHOOL COMPUTERS. THIS INCLUDES INSTANT MESSENGER PROGRAMS.
4. SOFTWARE WILL ONLY BE INSTALLED ON MORE THAN ONE COMPUTER WHEN PROPER LICENSING IS AVAILABLE OR ACQUIRED. NO PROGRAMS WILL BE LOADED ON THE SERVER UNLESS A NETWORK LICENSE HAS BEEN PURCHASED.
5. EPISD TECHNOLOGY SERVICES DO NOT SUPPORT ANY PERSONALLY OWNED SOFTWARE OR SOFTWARE THAT IS NOT PROPERLY LICENSED. EPISD TECHNOLOGY SUPPORT SERVICES RESERVE THE RIGHT TO REMOVE ANY UNAUTHORIZED SOFTWARE FROM SCHOOL COMPUTERS (E.G., INSTANT MESSENGER APPLICATIONS).

NETWORK PROCEDURES AND USE

1. EACH STAFF MEMBER WILL HAVE A PERSONAL NETWORK ACCOUNT WHICH IS PASSWORD PROTECTED. ACCOUNTS WILL BE MADE AVAILABLE AFTER THE STAFF MEMBER SIGNS AN AUP AGREEMENT.
2. ALL STAFF MEMBERS ARE REQUIRED TO READ THE EPISD ACCEPTABLE USE POLICY AND SIGN A FORM STATING THEIR COMPLIANCE WITH THIS POLICY. A SIGNATURE IS REQUIRED BEFORE ANY NEW ACCOUNTS ARE ACTIVATED ON THE NETWORK.
3. COMMUNITY MEMBERS WILL SIGN AN AUP AGREEMENT BEFORE USING SCHOOL TECHNOLOGY.
4. USERS SHOULD ONLY BE ACCESSING THEIR OWN FILES OR SHARED FILES. ACCESSING ANOTHER USER'S FILES IS A VIOLATION OF PRIVACY RIGHTS UNLESS THEY HAVE GIVEN YOU PERMISSION.
5. A. FILES SHOULD ONLY BE DELETED BY THE OWNER.

B. LARGE FILES SHOULD BE BACKED UP ON REMOVABLE MEDIA TO CONSERVE SPACE ON THE SERVER. OLD FILES MAY BE MOVED TO BACKUP STORAGE BY TECHNOLOGY PERSONNEL AS REQUIRED.

C. IF YOU BELIEVE A FILE OR FOLDER IS MISSING, CONTACT TECHNOLOGY SUPPORT FOR ASSISTANCE.

D. AT THE END OF THE YEAR, STAFF MEMBERS ARE RESPONSIBLE FOR DELETING OR ORGANIZING FILES IN THEIR ACCOUNTS.
6. FOR SECURITY REASONS, NO ONE IS PERMITTED TO CONNECT A NON-SCHOOL-OWNED COMPUTER, LAPTOP, OR PERSONAL DIGITAL ASSISTANT TO THE SCHOOL'S NETWORK WITHOUT PRIOR APPROVAL FROM THE SUPERINTENDENT AND/OR DESIGNEE.
7. PORTABLE MEDIA (MEMORY STICKS, CDS, DVDS, ETC.) SHOULD BE SCANNED FOR VIRUSES PRIOR TO OPENING ANY FILES THEY CONTAIN. RIGHT CLICK ON MEDIA ICON AND SCAN FOR VIRUSES AS A PRECAUTION WITH ALL PORTABLE MEDIA.
8. IT IS CRITICAL THAT PASSWORDS NOT BE SHARED OR DIVULGED. DO NOT HAVE THE COMPUTER SAVE ANY PASSWORD IF PROMPTED. CLICK ON "NO" IF THE COMPUTER PROMPTS YOU TO SAVE PASSWORD.
9. IF YOU FEEL YOUR PASSWORD HAS BEEN COMPROMISED, YOU SHOULD REQUEST A PASSWORD CHANGE (NEW PASSWORD) FROM THE TECHNOLOGY DEPARTMENT.

INTERNET PROCEDURES AND USE

1. THERE IS A GREAT DEAL OF INAPPROPRIATE MATERIAL ONLINE. DELIBERATELY ACCESSING OR ATTEMPTING TO ACCESS INAPPROPRIATE MATERIAL ON SCHOOL COMPUTERS IS NOT ALLOWED.
2. FILTERING IS IN PLACE TO PROTECT STUDENTS AND MANY SITES MAY NOT BE AVAILABLE AT SCHOOL FOR A VARIETY OF REASONS (E.G., INAPPROPRIATE MATERIALS OR CONTENT).
3. HAVE A CLEAR PURPOSE IN MIND WHEN BROWSING. EPISD SCHOOL RIGHTS AND RESPONSIBILITIES APPLY TO INTERNET USE. YOU HAVE A RIGHT TO BE SAFE AND A RIGHT TO LEARN. YOU HAVE A RESPONSIBILITY TO TREAT OTHERS WITH RESPECT.
4. AVOID ACKNOWLEDGING POP-UPS. ACKNOWLEDGING POP-UPS CAN ALLOW SPYWARE AND ADWARE TO BE LOADED ONTO YOUR COMPUTER WITHOUT YOU BEING AWARE OF THE ACTIVITY. AVOID POP-UP OFFERS AND ANYTHING THAT SAYS YOU'RE A WINNER.
5. IF YOU REGISTER, PURCHASE, OR ORDER ANYTHING ONLINE, MAKE SURE YOU KNOW WHOM YOU ARE GIVING THE INFORMATION TO AND WHAT IT WILL BE USED FOR.
6. THE SCHOOL NETWORK (VIA THE INTERNET) MAY NOT BE USED FOR PERSONAL OR FINANCIAL GAIN.

EMAIL ACCOUNTS AND USE

1. EACH STAFF MEMBER WILL HAVE THE RIGHT TO A SCHOOL E-MAIL ACCOUNT.
2. SCHOOL E-MAIL IS NOT PRIVATE AND CAN BE MONITORED. NO CONFIDENTIAL INFORMATION OR INAPPROPRIATE CONTENT SHOULD BE TRANSMITTED VIA SCHOOL E-MAIL.
3. USERS SHOULD KNOW THEIR USER LOGON AND PASSWORD. PASSWORDS ARE PERSONAL AND SHOULD NOT BE SHARED WITH ANYONE.
4. USERS OF SCHOOL E-MAIL ACCOUNTS ARE EXPECTED TO ABIDE BY THE GENERALLY ACCEPTED RULES OF NETWORK ETIQUETTE. THESE INCLUDE:
 - * BEING POLITE
 - * USING APPROPRIATE LANGUAGE
 - * NOT MAKING THREATS
 - * NOT REVEALING PERSONAL INFORMATION ABOUT STUDENTS OR COLLEAGUES (PHOTOS OR WRITTEN INFORMATION)
 - * NOT SPREADING RUMORS OF FALSE INFORMATION
5. VIRUSES OFTEN COME ATTACHED TO E-MAIL. DO NOT OPEN ANY ATTACHMENTS FROM AN UNKNOWN SOURCE OR THAT LOOK SUSPICIOUS. VIRUSES COMMONLY SEND E-MAILS IN THE NAME OF A USER WHO'S COMPUTER IS INFECTED. DO NOT OPEN ATTACHMENTS UNLESS YOU ARE EXPECTING THEM. EVEN IF AN E-MAIL IS FROM SOMEONE YOU KNOW, IT COULD HAVE A VIRUS ATTACHED. WHEN IN DOUBT, GET HELP OR DELETE THE MESSAGE WITHOUT OPENING THE ATTACHMENT.
6. IF YOU HAVE A SPAM MESSAGE WITH AN UNSUBSCRIBE LINK, DO NOT USE IT. ATTEMPTING TO UNSUBSCRIBE GENERALLY LETS THE SPAM ORGANIZATION KNOW YOUR ADDRESS IS VALID AND MAKES YOU VULNERABLE TO ADDITIONAL SPAM. ALWAYS DELETE SPAM MESSAGES WITHOUT RESPONDING OR OPENING.
7. MANY VIRUS WARNINGS ARE HOAXES. DO NOT FORWARD VIRUS WARNINGS TO OTHER USERS UNLESS THE THREAT CAN BE VERIFIED.
8. STUDENTS ARE NOT ALLOWED TO ACCESS PERSONAL E-MAIL ACCOUNTS FROM SCHOOL COMPUTERS.
9. THE DISTRICT'S EMAIL SYSTEM IS FOR COMMUNICATION AND NOT FOR STORAGE. USERS SHOULD CLEAR OUT THEIR MAILBOX DAILY. THERE IS A STORAGE LIMIT OF 600MB PER USER.

EMAIL DISTRIBUTION LISTS

E-MAIL DISTRIBUTION LISTS ARE USED TO FACILITATE RESOURCE SHARING AND COMMUNICATION. THIS METHOD IS COST-EFFECTIVE AND REDUCES THE AMOUNT OF PAPERWORK DISTRIBUTED THROUGH OTHER ESTABLISHED MEANS SUCH AS INTERCAMPUS MAIL. HOWEVER, THE OVERUSE OF DISTRICT-WIDE E-MAILS CAN REDUCE EFFECTIVE COMMUNICATION.

SEVERAL GROUP DISTRIBUTION LISTS HAVE BEEN CREATED FOR THE PURPOSE OF FACILITATING COMMUNICATION BETWEEN AND AMONG THE MEMBERS OF THE DISTRICT. USAGE OF ALL DISTRIBUTION LISTS WILL BE MANAGED BY THE OFFICE OF TECHNOLOGY SERVICES. THESE LISTS ARE MAINTAINED FOR OFFICIAL DISTRICT RELATED PURPOSES ONLY.

THE FOLLOWING DISTRICT DISTRIBUTION LISTS ARE AVAILABLE FOR DISTRICT E-MAIL USERS:

- ALLSTAFF@EAGLEPASSISD.NET
- PRINCIPALS@EAGLEPASSISD.NET
- ASST-PRINCIPALS@EAGLEPASSISD.NET
- INST-OFFICERS@EAGLEPASSISD.NET
- TEACHERS@EAGLEPASSISD.NET
- SECRETARIES@EAGLEPASSISD.NET
- COUNSELORS@EAGLEPASSISD.NET
- LAB-MANAGERS@EAGLEPASSISD.NET

THE PURPOSE OF THIS PROCEDURE IS TO MANAGE THE USE OF DISTRIBUTION LISTS FOR INTERNAL COMMUNICATION OF NEWS, EVENTS AND OTHER OFFICIAL DISTRICT BUSINESS THROUGH THE DISTRICT'S E-MAIL SYSTEM. IT IS DESIGNED TO BE FLEXIBLE IN FACILITATING COMMUNICATIONS, WHILE MAINTAINING THE SECURITY AND AVAILABILITY OF TECHNOLOGY RESOURCES.

THE INTENTION OF THE PROCEDURE IS TO LIMIT INAPPROPRIATE USE, AND MAXIMIZE THE EFFECTIVENESS OF E-MAIL-BASED INFORMATION FOR THE ENTIRE DISTRICT.

- MESSAGES SHOULD BE KEPT TO **250 WORDS OR LESS**.
- **LISTS ARE NOT OPEN** TO NON-DISTRICT ENTITIES OR INDIVIDUALS
- EACH MESSAGE SHOULD CONTAIN A **MEANINGFUL SUBJECT**.
- **PLEASE USE "PLAIN TEXT" FORMAT**. THE COMPLEX USE OF COLOR AND GRAPHICS AFFECTS FILE SIZE AND LOAD TIME AND SHOULD BE AVOIDED.
- **DO NOT SEND ATTACHMENTS**. IF WISH TO SHARE A DOCUMENT OR COMPLEX GRAPHICS MAKE THE MATERIAL AVAILABLE VIA THE WEB USING A TOOL LIKE SCHOOLCENTER AND PROVIDE ONLY A SUMMARY IN THE EMAIL MESSAGE. THE EMAIL MESSAGE THEN NEED ONLY CONTAIN THE URL IN THE BODY OF THE MESSAGE.
- THE **ALLSTAFF DISTRIBUTION LIST WILL BE MODERATED**. ANY INFRACTION OF THIS PROCEDURE WILL BE HANDLED BY THE SUPERINTENDENT OR DESIGNEE.

TECHNOLOGY SUPPORT

1. ALL REQUESTS FOR TECHNOLOGY SUPPORT WILL BE ENTERED INTO THE SERVICE REQUEST SYSTEM (EDUPHORIA'S HELPDESK). THIS INCLUDES MULTIMEDIA PROJECTS (PHOTOS, POWERPOINTS, BROCHURES, MOVIES, ETC.).
2. TECHNOLOGY SUPPORT WILL BE PROVIDED FOR ALL SCHOOL TECHNOLOGY AND ACCEPTABLE DONATED EQUIPMENT. SUPPORT WILL NOT BE PROVIDED FOR PERSONAL ITEMS OR UNAUTHORIZED EQUIPMENT.
3. TECHNOLOGY REQUESTS WILL BE TRACKED AND PRIORITIZED. AN ATTEMPT WILL BE MADE TO ADDRESS ALL REQUESTS IN A TIMELY MANNER. TECHNOLOGY REQUESTS WILL BE ADDRESSED BASED ON PRIORITY AND AVAILABILITY OF PARTS AND MATERIALS.
4. REQUESTS THAT REQUIRE A LARGE EXPENDITURE OF TIME AND MONEY MAY NEED TO BE ADDRESSED THROUGH THE BUDGETING PROCESS AND WILL REQUIRE APPROPRIATE APPROVAL. AN EFFORT WILL BE MADE TO HONOR ALL REASONABLE REQUESTS.
5. STAFF MEMBERS WHO FEEL COMFORTABLE USING TECHNOLOGY, OR WHO HAVE SPECIFIC AREAS OF EXPERTISE, SHOULD ACT AS MENTORS FOR STAFF MEMBERS WHO NEED ASSISTANCE. THIS CAN BE DONE ON A FORMAL OR INFORMAL BASIS.