

Information Communication & Technologies Policy

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OUR PHILOSOPHY

The smooth operation of our AISD (Australian International School Dubai) network relies upon the proper conduct of staff members who must adhere to agreed guidelines. These guidelines are provided here so that you are aware of your responsibilities. In general, this requires ethical and lawful utilisation of network resources and equipment i.e. laptop and mobile devices.

If a staff member violates these policy guidelines, his/her account will be terminated and future access may be denied.

1. Network

1.1 Acceptable Use

The use of your account must be in support of education and research and consistent with the educational objectives of AISD.

Transmission of any material in violation of AISD policy guidelines is prohibited. This includes, but is not limited to unlawful copying of copyright material, the downloading or transmission of threatening or obscene material, the inappropriate transfer of information and vandalism (any malicious attempt to harm or destroy data of another user or on the network).

1.2 Network Etiquette

You are expected to abide by generally accepted rules of network etiquette. These include (but are not limited to):

- Use of appropriate language
- Respect for other network users
- Downloads are undertaken so as not to restrict the primary function of the network i.e. educational purposes

Similar to organising paper files in a shared filing cabinet to prevent loss and for easy reference, digital files also need to be stored correctly. Please make sure to save digital documents/files in the appropriate folders and sectors within our school's in Google Drive.

Therefore, when saving a digital document or file, think:

- Sector
- Best Folder (most appropriate)
- Add or Replace (replacing updates the newest version)

It is essential to regularly clean out files to avoid clutter. Old documents should be archived or deleted.

Note that electronic mail (email) is not guaranteed to be private. All communications and information accessible via the network may be seen by others.

1.3 Warranties

AISD makes no warranties of any kind, whether expressed or implied. As such, our School will not be responsible for any damages incurred. This includes loss of data resulting from delays, non-deliveries, mis-deliveries or service interruptions caused by its own negligence or by your errors or omissions.

Use of any information obtained via the Internet is at your own risk. AISD specifically denies any responsibility for the accuracy or quality of information obtained through its services.

1.4 Security

Maintaining security on a computer system is of utmost importance. If a security issue is detected on the network, please take the following actions:

- Notify the system administrator
- Avoid demonstrating the problem to other users
- Refrain from using someone else's account
- Do not attempt to log in to the network as a system administrator, as this may lead to cancellation of user privileges.

Please note that users who are identified as a security risk or have a history of problems with other computer systems may be denied access to the network.

1.5 Assessment and Testing of Internal Infrastructure

As cyber security is an important consideration for all organisations, AIS Dubai undertakes an annual Penetration Test provided by NST Cyber. The testing methodology is intended to provide AIS Dubai with an independent, point in time, assessment of our internal security system.

The objectives of the security assessment are:

1. Document and demonstrate likely attack vectors into the networks and systems included in the scope
2. Quantify the impact of a successful attack through active exploration
3. Identify specific vulnerabilities that can be remediated to improve security

2. E-mail Guidelines

2.1 Prior to sending Emails consider the following:

- Is Email the correct medium for communication? Why is the email being sent?
- Content and design, consider level of formality and house style
- To whom the email will be sent (The Whole School group should only be used by management staff).
- Expected communication style
- Only copy in people who have an immediate need for the information
- The length of the email, avoid long detailed emails
- Time required for the recipient to respond
- Determine whether translation should be included

When emailing:

- Include a clear and concise title in the subject field.
- If sending to a group of more than 10 recipients, use the BCC function and avoid using 'reply all' to group emails.
- Always obtain permission from the sender before forwarding emails.
- Before sending, carefully read and review your email. Only send messages that could be displayed publicly on a notice board. If the content is not suitable for public display, consider rephrasing the email or using an alternative means of communication. If uncertain, it is recommended to speak to the intended recipient in person or over the phone.
- Avoid sending large attachments (over 8MB), but you can include links to Google Drive files of unlimited size.
- Refrain from using unnecessary coloured backgrounds or fonts.

2.2 Email should not be used in the following instances:

- Complex issues and topics that require interactive dialogue or robust discussion
- When needing to vent frustration about a workplace situation
- When you find yourself beginning to use emotive language
- To embarrass another person
- For advertising non-school related events

2.3 Signature Style

A decision has been made to standardise the look of our corporate 'signatures' in composed emails. To insert a signature block follow the below instructions:

1. Go to SETTINGS in Gmail and select GENERAL.

2. Scroll down to find the option to edit a SIGNATURE block.
3. Include your position or title beneath your name.
4. Save the attached SIGNATURE BLOCK [AISD image](#) and upload it by clicking the INSERT IMAGE icon and selecting UPLOAD.
5. Check the box 'Insert this signature before quoted text in replies...'
6. Click SAVE to save your changes.

2.4 Expected Communication Styles when Emailing

As a professional, it is important to understand the different communication styles when emailing, as it can greatly affect the tone and message conveyed. By recognising the expected communication style, one can tailor their email accordingly to ensure effective communication and a positive outcome.

- **Executive:**
Organised, logical, professional.
- **Collegial:**
More personable with an emphasis on collegiality and common purpose.
- **Parental:**
Warm, professional, shared interest in child's progress.
- **Community:**
Organised, professional and positive.

Key Suggestions before Sending Emails:

- Carefully proofread every email twice.
- For particularly important or public emails consider printing a draft and review with a colleague.
- Seek approval from the Head of Primary for certain emails and letters.

2.5 Receiving and Managing Emails:

- Always set time aside to deal with emails
- Consider whether to respond, retain, print and/or delete
- Consider carefully the use of the "reply to all" button
- Emails to which you are a recipient in the 'to' field, should be replied to within 2 working days
- Place emails and attachments that require retention in starred folders
- Delete unwanted emails promptly
- Consider using filters
- Protect yourself from viruses. Don't open any suspicious emails, especially with executable files

attached.

- Remember to use “Out of Office” when appropriate

3. Laptop/Mobile Device Use Policy

The use of a laptop/mobile device (eg: Chromebook) to access AISD internet is a privilege, not a right. Staff may choose to use their device to access the AIS-Staff network.

2.1 Roles and Responsibilities of Staff

School iPads and laptops at AISD:

- Are primarily used for educational purposes.
- Should not be used for anything illegal, dangerous, or offensive.
- May be subject to regular checks to be made by qualified AISD network support staff.
- Hardware and software problems that do not relate to the educational purposes of the personal laptop/mobile device are the responsibility of the owner.

2.2 Roles and Responsibilities of System Administrators

The system administrator will:

- Provide instructions regarding the user name and password which will give access to the Internet.
- Maintain the functions of the laptop that relate to educational purposes only.

Staff Access Card - if lost or needs to be replaced a 20aed fee will be charged. When leaving AIS Dubai it is to be returned to the IT department. If it is not returned there will be a 20aed fee.

2.3 Terms and Conditions of Use:

- The system administrator will determine what is appropriate use of laptops/mobile devices on AISD Internet, based on the responsible use of personal laptop/mobile devices outlined above.
- Management will be informed of inappropriate use and their decision is final. This may result in a decision to deny, revoke, or suspend the use of AISD Internet by specific user accounts involving personal laptops/mobile devices.

2.4 Liability:

All laptops/mobile devices (e.g. HP laptops) are covered by a three-year warranty. Any issues of general wear and tear are covered. What is not covered, is when a laptop/personal phone is damaged by being dropped etc. In these instances, a case-by-case decision will be made as to whether AISD will pay the costs of this repair/replacement or whether the individual should be expected to meet this expense.

This is the 'reasonable person' test. Should the individual accept responsibility for this damage or was the damage caused by actions beyond their control. For example:

- A student pushing past them on the stairwell forcing a laptop out of the teacher's hands.
- Slipping on a wet floor whilst carrying an iPad/laptop etc.

Any damage sustained as a result of appropriate usage will be covered by AISD, but ill-considered use by the teacher may result in the teacher being charged to repair the damage. Teachers will be required to pay costs if they are responsible for the damage. This is a rarity. The great majority of teachers, almost all of the time, do exactly what is required of them.

4. Employee Agreement

While I have access to the network/wifi I will:

- Use it primarily for educational purposes.
- Ensure communication relating to my duties at AISD is done via the official/approved school channels using @aisdubai.ae Gmail account, and not personal email accounts.

While I have access to the network/wifi I will not:

- Search for anything illegal, dangerous, or offensive.
- Use the Internet to annoy or offend anyone.
- Reveal home addresses, personal email addresses, or phone numbers.
- Use any digital device inappropriately while at school. This includes taking photographs/videos without permission, recording sound, and sharing content beyond AISD.

If I accidentally come across something illegal, dangerous, or offensive, I will:

- Clear any offensive pictures or information from my screen; and
- Immediately, quietly, inform a staff member; and
- Not share this with others

I understand that if AISD decides I have breached the agreement, appropriate action will be taken. This may include the loss of my network access for a period of time.