

Computer Usage Policy and Technical Standards



Technical Support

Contacting Technical Support



Technology
Services
Department

[helpdesk@east-
cleveland.k12.oh.us](mailto:helpdesk@east-cleveland.k12.oh.us)

-
- (216) 268-6425
- 8:30am – 4:30pm
Monday – Friday

- **Joy Howard**
District Technology
Administrator
- **Gia Dickson**
Business Service II
- **Oliver Hunley**
District Audio/Video Specialist
- **Smart Solutions, Inc.**
Service Level Agreement
Contractor

HELPDESK Services

216-268-6485

MISSION STATEMENT

To provide the best possible assistance, service, technical support, resources and direction to help the district achieve its mission

Computer Usage Policy and Technical Standards



Overview: Purpose of the policy and assurances that the policy is not to impose restrictions that are contrary to the organizational culture or openness, trust, and integrity. Rather, it presents the organization's commitment to protect the employees, partners and the company from illegal or damaging actions by individuals, knowingly or unknowingly. The overview should also summarize the equipment that the policy addresses, such as computer equipment, software, operating systems, storage media, network accounts providing electronic mail, WWW browsing and FTP (file transfer protocol), and remind users that all such equipment and software capability is the property of the organization.

Purpose: Why acceptable use is important: to prevent inappropriate exposure to risks, including virus attacks, compromises of network systems and services, and legal issues.

- **Scope:** To whom the policy applies: employees, contractors, consultants, temporary employees, and other workers, including all personnel affiliated with third parties.
- **Policy:** General use and ownership, stating that users should be aware that the data they create remains the property of the organization and confidentiality cannot be guaranteed; that employees are responsible for exercising good judgment regarding the reasonableness of personal use and should also adhere to any other guidelines of the organization regarding said usage; that sensitive information should be encrypted; and that any traffic may be, for security and maintenance purposes, be monitored; and that the organization reserves the right to audit networks and systems on a period basis to ensure compliance.
- **Security and Proprietary Information:** Explains that some information on the Internet/Intranet/Extranet-related system should be classified as either confidential or not confidential and be consistent with human resource and other policies. This section should also outline policies on keeping passwords secure; not sharing accounts; all work stations should have pass-word protected screen savers and that proper disclaimers on postings should be applied.
- **Unacceptable Use:** Unacceptable activities, including, but not limited to: anything that is illegal or disrupts the course of an employee's legitimate job responsibilities.
- **System and Network Activities:** Strict prohibitions. That should include, but not be limited to: violating copyright laws, trade secrets, patents, etc.; exporting software, technical information, encryption software or technology; introducing malicious software (viruses); revealing your account password or allowing others to use it (including family and other household members); actively procuring or transmitting material that is in violation of workplace sexual harassment or hostile workplace laws; effecting security breaches; circumventing security; providing information about employees to parties outside the organization.
- **Email and Communications Activities:** Prohibited activities include, but are

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not limited to: sending unsolicited “junk mail” or other advertising material; any form of harassment via e-mail, telephone or pager; unauthorized use or forging of email header information; solicitation of email for any other email address, other than that of the poster’s account, with the intent to harass or collect replied; creating “chain letters” or any other “pyramid” schemes of any type; and posting non-business-related messages to large numbers of newsgroups.

- **Enforcement:** Warns employees that any employee found to be violating this policy may be subject to disciplinary action, up to and including termination of employment and prosecution.

- **Definitions:** Includes any language in the policy that is not necessary common knowledge. For example, “Spam” refers to unauthorized and/or unsolicited electronic mass mailings.

- **Revision History:** Provides explanations of any policy changes over time.

Without comprehensive and well-written use policies, ECCSD is putting itself at risk for inappropriate use of its equipment.

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Technical Support
Services



Technology Services provides the following support:

- **Workstation & Network:**
 - PC/workstation and laptop support (hardware, software, and other related issues)
 - Printer support (all printer ink and toner cartridges are to be purchased by each school or department, you will find a vendor list at the end of this guide)
 - Hardware repair (replacement of parts or equipment as needed either warranty or non-warranty)
 - Day-to-day network configurations and maintenance
 - Day-to-day telephone matters (exception, telephone set replacement should be requested in writing and submitted by the supervisor to the Communications Department)
- **Instructional In-service:**
 - Classroom technical support (projectors, workstations, printers, scanners, smart boards, scheduled workshops)
 - Check-out and check-in of equipment
- **Individual or group staff orientation and setup of:**
 - Account maintenance
 - Technical orientation upon scheduled appointment
 - One-on-one instruction, where needed (by appointment)

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Hours-of-Service:

- Call the Helpdesk at 216-268-6485. 7:00 am – 5:00pm. Please be as descriptive of your problem as possible.
 - Office hours are 8:30 – 4:30 Monday through Friday. (Technology Center located at Heritage Middle School)
 - The Help Desk is also assessable via the District Website www.east-cleveland.k12.oh.us.
 - And clicking on District Info then clicking on IT Help Desk. You will need to enter your first initial and last name as your user name and your last name as the password to access the Help Desk work request ticket system. After completing the request you will be issued a ticket number that you can use for inquiries.
 - E-Mail to helpdesk@east-cleveland.k12.oh.us is available 24 x 7 -- generally with response during business hours on the same business day, but at the latest on the next business day, depending on level of urgency.
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Technical Support District Accounts

All network and computer services at East Cleveland City Schools require you to have an account to access the network. Accounts are established upon request from a director or supervisor through the Technical Support team.

A written request e-mailed to helpdesk@east-cleveland.k12.oh.us is the only way to obtain a user account and East Cleveland district e-mail.

There are two types of accounts:

1. ECCS Administrative, Staff and Teacher User Accounts with District E-mail
2. ECCS Network Access Accounts for Students

The ECCS Administrative User Accounts (AUA) provide:

- Access to the district network via individual logons for example,

user name = jdoe

password = ***** (all lowercase alphanumeric characters)

The user name is the first initial and last name. The password is alphanumeric (a combination of letters and numbers), all lower case, and should be easy to remember with a minimum of 4 characters and a maximum of 10 characters. Never give your password to anyone. Tech support does not know your passwords; they can only be reset if you cannot remember them. Also, passwords will expire every 30 days for security purposes. It is recommend that when you are prompted with a message to change your password, that you change your password immediately.

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- Access to the East Cleveland City School District Microsoft Exchange e-mail server. These accounts are setup via request from a director or supervisor. Usually the accounts are available to administrators and other staff members.
- District e-mail can be accessed by way of the Microsoft Exchange INBOX or Microsoft Outlook and by accessing the Internet through the Internet Explorer Browser and entering the district website. www.east-cleveland.k12.oh.us.
- Access to LNOCA (Lakeshore Northeast Ohio Computer Association) databases for student and financial data.

The ECCS Network Access Accounts provide:

- Use of the District PC/Workstations running Microsoft Windows 2000 or XP Operating System.
 - Access to the Internet (security filtering and Firewall are provided by LNOCA)
 - Use of the local, network and centralized laser and inkjet printers
 - Connectivity to other peripheral devices.
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Computer Usage Policy and Technical Standards

Technical Support
Information and Advice

Information and Advice for Employees

1. Software Copyright and licensing

East Cleveland City Schools Technology Services practices strict adherence to software copyright laws and expects all employees and students to also adhere to these laws. The copying or installation of software without appropriate license is unethical and contrary to the law.

Only Technical Support Staff is permitted to install software on District owned computers.

2. Research Resources

Internet Explorer 6.0 or higher (Browser)

Reflections 9.0 terminal emulation; providing network access to LNOCA student or financial data systems. (Also assessable via the web at www.lnoc.org).

3. Supported Software

The following is a list of software that is supported by the Technology Services Department. It installed on PCs that have a user's license requirement; was either purchased by the Technology Services Department or individual departments.

- **Office Suite Program:** Microsoft Office 97 Professional or 2000 Professional (MS Word word processing, Excel Spreadsheet, PowerPoint Presentation, Access Database) — *licensed*
- **Portable Document Format Program:** Adobe Acrobat Reader 6.0(and higher) (www.adobe.com/products/acrobat) — *free download from the Internet*
- **E-mail Program:** Microsoft Exchange (Microsoft Outlook applications) — licensed
- **Telnet client:** Reflections version 9.0 — *licensed*
- **Anti Virus, anti SPAM and pop up Protection Applications:** SOPHOS, Mail Marshal, Webroot — *licensed*

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4. Purchasing non-Supported Software

For the following reasons any software that is being considered for purchase in the district should be evaluated by Technology Services first.

- Not all software will run properly in a network environment.
- Software may have support services that are only available for an additional cost and for a limited period of time.
- It should be determined if the software has any licensing provisions.
- System specifications and requirements should be evaluated.
- Professional Development training should be included in the purchase if necessary.

5. Anti-virus Software

The Technology Services Department has installed Anti-virus software on all its PCs — from the SOPHOS. The virus protection software is kept current.

This software will catch most viruses that may be brought on to our computers. We recommend that you do the same with your personal computers at home. The District does not provide anti-virus software for your personal use.

How do you practice “safe computing”? The following steps should be used:

- Install anti-virus software on your personal home computer.
- Perform a full system scan of your computer from time to time
- Do not borrow programs from others — you probably cannot use them legally anyway. You may be violating ethics, copyright law, and District policy, and therefore putting your system in mortal danger.
- Do not double click or open e-mail attachments *unless you are absolutely certain* that an attachment is safe. A lot of virus attachments masquerade as safe files.
- Do not download any program onto District computers. Do not install or attempt to install programs on District computers. *We don't want them — legally, ethically, and for reasons of safety.*
- If you are in need of anti-virus software because you *already* have a problem we recommend purchasing a retail shrink-wrapped package of Norton Antivirus from a local retailer.

6. Dealing with Viruses

:

- If you suspect that you have a virus or know of a virus, please do not send e-mail to district teachers & staff concerning viruses. Notify the Help Desk by placing a phone call to ext. 268-6485. Sending e-mail could be catastrophic.

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- Don't open files of unknown origin on your computer unless you know that the computer has updated anti-virus software. Do you really need to open it?
- Hope that it will go away. It won't — you need to have operational and current anti-virus software on a system at all times.
- Take the possibility of viruses seriously.
- Let us know that your PC was infected and let us know how you think it happened.

7. Using ECCS Computers & the ECCS Network

All ECCS computers require that the user login to the appropriate system and network. Teachers and Students that have network access, typically access the network with a specified username, no password and a domain name. Access to the Internet and LNOCA will not take place without logging on to the network.

If the Technology Services Department provided to you with your personal login ID, this login ID is always your first initial plus your last name and a default password. During your first login session, you will be prompted to change your password. This password should be easy to remember and consist of a combination of at least 8 lower case letters and numbers. For security purposes, you will be prompted every 30 days to change your password.

You will need this login to access the following:

- The ECCS computers running Windows 2000 and XP
- Your roving network profile and home drive (H:)...This means that if you should find it necessary to log onto a computer as yourself other than the one you normally use, you will be able to access your H: drive.
- The Internet
- Use of specified network printers

8. Passwords for ECCS Network Systems

When the Technology Services Department set you up with login ID, this login ID is used to access the network. Your initial password is a default password. You will be instructed by the helpdesk what that initial password is. For security purposes, you will be forced to change this supplied password when you login for the first time. The best security for passwords includes never writing them down.

You are responsible for safeguarding your password. You should never give your password to anyone.

Recommendations for passwords:

- Use a combination of lowercase letters and digits — never use a single word unaltered
- Do not use uppercase letters, nor punctuation, nor spaces, nor keys to the top and right of the keyboard
- Use at least eight letters/digits minimum

helpdesk@east-cleveland.k12.oh.us

216-268-6485 or Tollfree 877 774-4736

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- If you forget your password, notify Tech Support immediately. The Technology Services Department does not know anyone's password. Your password will be reset to the default password. When you login using the default password, you will automatically be forced to change it to a new one and confirm it. (Be advised that you cannot reuse the previous one, should you remember it that is).

9. Repairs / Problems / Technical Support

All repairs and problems should be reported to The Help Desk, preferably by e-mail helpdesk@east-cleveland.k12.oh.us or web access www.east-cleveland.k12.oh.us.

- Please be patient in expecting repair and problem resolution.
- Please do not try to "fix" problems unless you have consulted with Technical Support.
- Please do not make any wiring changes to computers, printers or the network.
- Please do not move or remove any computers or printers prior to contacting the Technology Services Department in writing. Failure to do so could result in problems with the computer's functionality and unnecessary requests for repair.

NOTE: It is very important that you call the Help Desk with technology issues or problems. This is the most efficient way to problem resolution.

10. Telephone Service at ECCS

All telephone service connections must be requested and submitted through Tech Support in writing and signed by an administrator or supervisor. Telephone equipment requests, moves, adds and changes must be submitted in writing to The ECCS Communications Department addressed to Joy Howard and copied to Oliver Hunley.

11. XEROX Services at ECCS

All XEROX Services are to be handled at the Building Level. ECCS pays for a service and Maintenance contract where XEROX services for the copiers are to be called at the Building level. Each building should have a designated person that will call the XEROX service telephone number located on the front of the copier. Upon placing this call a service technician from XEROX will be dispatched to you location to repair or evaluate for repair. This evaluation may result in ordering parts to service the machine. Do not hesitate to call XEROX, as often as needed when there is a service issue.

There are four models of XEROX copiers (WC4118, WC232, WC5030 and WC5050 as well as the production printers for black and white and color located in the Print Shop at Heritage Middle School.) Below are a list of the basic common features:

- **Copy** – traditional copier functionality

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- **Scan** – Physically scan large quantity copy requests to the DOCU-Tec Center in the Communications office, (more than 5 pages; more than 15 copies) If you or any building office personnel is not familiar with this procedure Please contact Sandy Teel at ext. 6560.
- **Fax** – traditional faxing functionality
- **Print** – traditional printing via the network from desktop computer

12. District Computers for Use at Home:

On occasion, it is necessary for a District employee to conduct District business from home using a desktop workstation and associated devices provided by the District. When this is the case, the request must be submitted in writing from the Administrator, Director, or Supervisor of the department or building and signed by the Superintendent and Treasurer. This is not a regular practice in the district and is intended for district business use only.

13. Support for Your Personal Home Computers

Unfortunately Tech Support is not staffed or budgeted to provide support for your own personal home computers. However, we will make recommendations and give advice if requested.

We don't lend hardware or software for personal use.

14. A Final Piece of Advice ... from Tech Support

These guidelines are to be used as a resource for assistance when you encounter problems with your desktop computer, laptop, printer or other devices. It is to your advantage to consult these guidelines prior to calling Tech Support. You may be able to troubleshoot your own problem or at best be able to provide us with as much detail as possible so that we may assist you faster.

Some of the advice for example, misuse of copyrights, licensing, e-mail and Internet usage and network logins) is absolute. *For these applications we cannot make any exceptions. You may risk losing computer privileges if you disregard the information provided in these guidelines. The use of district systems, equipment and networks is a privilege that is given to you as an employee of the East Cleveland City School District.*

Suggestions helpdesk@east-cleveland.k12.oh.us are welcome.

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Technical Support Miscellaneous Windows Tips

Miscellaneous Windows Tips

How to add a Printer in Windows (for those who have access)

1. To open Printers, click **Start**, point to **Settings**, and then click **Printers**.
2. Double-click **Add Printer** to start the wizard, and then click **Next**.
3. Click **Network printer**, and then click **Next**.
4. Click **Next** to *Find a Printer in the Directory*. (In some cases you will need the software to install the drivers. If this is the case, you will need to contact Technology Services to install this software.)
5. Click Yes to set it as your default printer, and then click **Next**.
6. Click Finish. – Your printer is installed
7. Select the **Reconnect at logon** check box to reconnect to the mapped drive every time you log on

Where can I save my files?

- *On the H:\ Drive* – the H:\ Drive is space on a file server on the network that can be used to store your files. This drive is backed up on a daily basis. You should use this drive as your primary storage device and the C:\ drive as the secondary storage device.

On the C:\ Drive

- *On Flash memory drives* – Flash memory drives can be used like floppy disks; however, they connect to the USB port on the computer instead of being inserted into a drive. Flash Memory drives can store anywhere from 16MB (megabytes) to 2GB (gigabytes or more) of data.

Setting up default Microsoft Word options for your application

In Microsoft Word, go to the “Tools” menu at the top of the screen, Select Options, click on the tab labeled “File Locations” and select the option “Documents.” Click on the Modify button. Enter a location of “H:\”. This sets your H: drive as the default location for saving documents.

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East Cleveland
City School District

Computer Usage Policy
and
Technical Support Standards

2008-2009



Computer Usage Policy and Technical Standards



Technical Support
SYSTEM & NETWORK RULES
AND GUIDELINES

SYSTEM & NETWORK RULES AND GUIDELINES

This document describes what is expected of you as a user of the computing equipment and local area network in The East Cleveland City School District (ECCSD). It is not intended to be a complete list of allowed and forbidden activities, but rather a guideline for the ethical use of our hardware, networks, and software.

As a user of these facilities, you should do your share to keep them as a good place to work. Any activity that would diminish their usefulness has no place. Some specifics are spelled out below. Violations of these principles and guidelines may result in the loss of login privileges and other disciplinary actions.

Examples of inappropriate use: Using machines for playing games on the job is against district policy. Sending inappropriate e-mail to users inside or outside ECCSD is unacceptable. Using the computer and other associated devices for outside business or personal use is prohibited.

1. **Logins:** Your login is for your personal use and no one else's. Do not give your password to anyone. Including students, your spouse, or any other associates. You are required to notify the Technology Services Department if you believe that system security has been compromised. You should log off when you leave the system other than momentarily. You should not use another person's active login for any purpose, but rather log off that person before using the system yourself if it is left in a logged in state.

2. **Unauthorized Use:** Unauthorized use ECCSD computers and the ECCSD network may involve not only a transgression of District policy – subjecting you or others to disciplinary action – but may also be a violation of state and federal laws and have criminal and civil penalties.

3. **Privacy & Confidentiality:** As a user you must respect the privacy of others. Examples of privacy invasion include reading other people's mail, sending anonymous mail, using accounts other than your own, reading or deleting unprotected files, etc. We consider data on the disk as real property. As such, finding a file in another user's directory that is readable to the world is like finding a house with the front door unlocked. It is wrong to read that file without invitation from the owner, just as it is wrong to go into a house with an unlocked door and watch TV. ECCSD will respect your privacy, but reserves the right to inspect electronic mail or other files if need arises. We do not expect to normally need to do so unless there are technical problems that

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we need to fix. In addition, your keyboard input may be monitored in the event of a perceived security incident.

You must also respect the privacy of printed output as well as on-system files belonging to an individual user.

If you are working for ESSCD or use an ECCSD system, whether paid or not, any District information should be held in strict confidence. This is the normal business practice in the outside world and it applies here too.

4. Licenses: All of our software is covered by license agreements between the ECCSD and other companies and organizations. You do not have the right to copy programs from the systems for your own or other use elsewhere - this is both a violation of copyright and of simple ethics. You must not install any programs on any ECCSD computer system, including laptop computers; there are severe penalties under law. The ECCSD stated policy is that illegal copying is both immoral and criminal.

Where programs have been developed specifically for the ECCSD, or data gathered into databases of the ECCSD, you have no rights to determine how these programs function or to browse the databases. Writing of programs to access ECCSD data — or altering existing programs — is not permitted under any circumstances.

5. Electronic Mail: You should treat the use of electronic mail as you would any correspondence. Be careful that others beyond your intended recipient may read what you write eventually — even without your permission.

6. Internet: You need to be aware that excessive time spent browsing the Internet, and some Internet content, may be dangerous to your well being. *Use the Internet wisely. Be circumspect in your use of news groups and list serves. Do not download programs onto the ECCSD computers from the Internet (you may, however, suggest which programs we should consider installing for your use).*

7. Resource Utilization: While the ECCSD will not be charging you for paper or toner for printer utilization, these are real costs to the ECCSD. You should not waste them. You should not waste local or network disk space, or retain excessive email.

8. System Maintenance: You should not alter the configuration parameters of programs, change network hardware or plug in unauthorized devices, etc. All such activities are reserved to *Network Systems Administration*.

Suggestions may be sent to helpdesk@east-cleveland.k12.oh.us. You should take care not to alter or damage network interface devices such as hubs and switches, alter or change cabling and connectors. **Important:** *Do not allow cables to be damaged by stepping on them, rolling chair wheels over them or allowing them to be constricted behind desks or furniture.*

9. Reporting Trouble: Problems with equipment and with computer programs should be reported to the Technology Services Department via e-mail helpdesk@east-cleveland.k12.oh.us, web access www.east-cleveland.k12.oh.us or *phone call at ext.268- 6485* for resolution. You should not attempt to fix these problems yourself.

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THESE RULES & GUIDELINES are not meant to be complete, but are indicative of the standard of conduct that should be maintained by all users of the ECCSD systems and networks -- regardless of whether the user is a student, a member of the staff, a faculty member, or a guest. **YOUR ACCEPTANCE** of these rules and guidelines is a condition for use of the ECCSD systems and networks. Violation of the rules and guidelines may subject to disciplinary action -- and/or civil and criminal penalties when appropriate.

I understand and accept these rules and guidelines.

Printed Name:

Signature:

Date: