



# Questions for technical support (especially e-safety)

Passwords and Personal Data		
<ul style="list-style-type: none"> <li>• Who has access to different parts of the network?</li> <li>• How is sensitive information kept secure?</li> </ul>		
<i>e</i>	Do all learners, users and members of staff have and use individual usernames and passwords? <sup>4</sup>	
<i>e</i>	Is there a guest log-in for visitors/supply teachers?	
<i>e</i>	Are those users with generic usernames and passwords (e.g. KS1 and below, guests) always supervised?	<i>d</i>
<i>e</i>	Are all computers protected by passwords?	
<i>e</i>	Are staff passwords for accounts such as network access, SLP <sup>5</sup> and email complex (are they of sufficient length, contain capital letters and numbers)?	
<i>e</i>	Are staff passwords changed regularly?	
<i>e</i>	Are all devices (ipads/tablets) protected by passwords/PINs?	
<i>e</i>	Have all removable devices (laptops/USB sticks) that store <b>sensitive personal data</b> been encrypted?	
<i>e</i>	Are the administrative passwords up-to-date and available to those with permission to access them, including a member of the school's leadership team?	
<i>e</i>	Are there any logged incidents due to misuse of passwords?	<i>d</i>

<sup>4</sup> This might not apply for young users below Key Stage 1

<sup>5</sup> SLP – Somerset Learning Platform

## Filtering and monitoring

- Does the school have the correct level of filtering software for an educational setting?
- Which websites are regularly used in the school?
- Are there attempts to view inappropriate sites?
- Can staff and pupils access normally filtered sites when this supports a learning activity?

<i>e</i>	Does the school have a filtering service that is designed for educational use? Does it use the IWF's <sup>6</sup> Child Sexual Abuse Images and Content List to restrict illegal content?	
<i>e</i>	Are there any devices that <b>do not</b> use the school's filtered internet feed?	
<i>e</i>	Does the school manage the filtering service <sup>7</sup> ?	
<i>e</i>	Can the filtering be differentiated for different ages of children and for staff?	
<i>e</i>	Is there a list of the most popular sites visited?	
<i>e</i>	Is it possible to monitor the filtering logs? Is this done regularly and by whom?	
<i>e</i>	Is there a list of the filtered sites that users have attempted to access, but access has been denied?	
<i>e</i>	Is there a list of those people who have permission to bypass the filter (Staff Proxy)?	
<i>e</i>	Is there a list of the sites the school have allowed or denied?	
<i>e</i>	Are there any logged filtering incidents?	<i>d</i>

<sup>6</sup> Internet Watch Foundation - <http://www.iwf.org.uk/>

<sup>7</sup> Supplied as part of the LA broadband connection is RMSafetyNet4- this can be managed by the school or the LA.

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## Software Updates

- Is the software on the computers up-to-date?
- Is there an inventory of software?

<i>e</i>	Have all the computers had the latest OS <sup>8</sup> updates applied?	
<i>e</i>	Are there computers with older OS which are no longer being supported?	
<i>e</i>	Is there a list of the software installed on computers?	
<i>e</i>	Has all the software been updated to the latest version available (Office updates)?	

## Hardware Support

- Are all new devices secure and marked?
- Is the any equipment that is coming to the end of its functioning life?

<i>e</i>	Are all new devices loaded with the correct security and virus protection software?	
<i>e</i>	Are all new devices security marked and entered into the inventory?	
	Is the server(s) functioning effectively?	
	Is there any equipment coming towards the end of its functioning effectiveness?	<i>d</i>
	Is there a pattern in the logged hardware incidents?	<i>d</i>

<sup>8</sup> OS – Operating System – the software that controls the computers including security

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## Network Security

- What security measures are in place to protect the school's network?
- Do all devices have updated virus protection?
- Can external devices be connected to the network?

<i>e</i>	Are the security measures that prevent hacking or other unwanted intrusions into the network appropriate? Have these measures been tested?	
<i>e</i>	Is the wireless network secure? Is a key needed to access it?	
<i>e</i>	Are personal devices allowed on the wireless network (BYOD <sup>9</sup> )?	
<i>e</i>	Are staff prevented from loading programs onto their workstations/laptops?	
<i>e</i>	Can removable media (e.g. Memory Sticks, CDs) be used on workstations?	
<i>e</i>	Do all machines that connect to the network have virus protection?	
<i>e</i>	Is the virus protection software up to date and regularly updating on all computers?	
<i>e</i>	Is it possible to easily and regularly monitor what users have completed on network/devices? Would it be possible to identify an individual responsible for misuse?	
<i>e</i>	Are there any logged incidents due to network security or virus issues?	<i>d</i>

<sup>9</sup> BYOD – Bring Your Own Device

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<b>Connectivity</b>		
<ul style="list-style-type: none"> <li>Are there any issues with the connectivity within the school?</li> </ul>		
	Have there been any WAN <sup>10</sup> issues?	<i>d</i>
	Have there been any LAN <sup>11</sup> issues?	<i>d</i>
	Have there been any wireless connectivity issues?	<i>d</i>
	Is there a pattern to the logged network connectivity incidents?	<i>d</i>

<b>Technical Staff (including those teachers with IT responsibilities)</b>		
<ul style="list-style-type: none"> <li>Is there adequate monitoring and support of staff with IT responsibility?</li> <li>How does the school ensure that it fulfils its duty of care to look those staff that may face difficult situations in carrying out their role?</li> </ul>		
<i>e</i>	Are there clear procedures for the monitoring of staff that carry out technical support?	
<i>e</i>	Are there clear procedures in place to support staff when carrying out their role in situations that might involve access to illegal/unsuitable material and the reporting of incidents?	
<i>e</i>	What help, support or training do the technical team need?	<i>d</i>

10 WAN – Wide Area Network – the Internet feed from the supplier

11 LAN – Local Area Network – the schools internal network

# Questions for technical support (especially e-safety)

Developments		
<ul style="list-style-type: none"> <li>• Are there new classrooms or redesigns going to take place in the near future?</li> <li>• Are there any IT developments planned such as the purchase of new hardware?</li> <li>• What support does the technical team need?</li> </ul>		
	What school IT issues/developments have to be addressed (SLP)?	<i>d</i>
	What IT developments need to be investigated?	<i>d</i>
<i>e</i>	Are the developments being made for sound educational and e-safety reasons? Where can independent support and information be found to validate these developments?	<i>d</i>

Notes		
Signatures		
School	Tech Support	Date