*Wayne County School System*
Jesup, Georgia

# Three-Year Technology Plan
# July 1, 2025 – June 30, 2028

*(revised August 2026)*

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# I. Vision for Technology Use

By 2028, the Wayne County School System will harness technology to create engaging, inclusive, and future-ready learning environments where students develop the digital literacy and critical thinking skills essential for success in an evolving world.

**Year 1: Foundation (2025–2026)**

- Infrastructure Upgrade: Continued expansion of high-speed internet access and enhanced cybersecurity protections.
- Digital Equity: Ensure all students have access to devices, prioritizing underserved communities.
- Policy Development: Establish guidelines for AI use, social media use, personal device use, data security, and responsible digital citizenship.

**Year 2: Expansion (2026–2027)**

- AI-Powered Learning: Implement adaptive learning platforms that customize instruction for individual student needs.
- Blended Learning Models: Expand access to hybrid learning, integrating in-person and digital experiences.
- Student-Led Innovation: Introduce coding, robotics, and entrepreneurship programs.
- Community Engagement: Launch digital literacy initiatives for families and local businesses.

**Year 3: Innovation (2027–2028)**

- Immersive Technologies: Incorporate VR and AR to enhance STEM and career-based education.
- Global Collaboration: Connect students with international peers through virtual exchange programs.
- Sustainability & Ethics: Promote environmentally conscious technology practices.

**Final Goal: Future-Ready Graduates**

By 2028, students will leave the Wayne County School System equipped with the digital fluency, adaptability, and innovation skills needed to thrive in higher education and the workforce.

# II. Current Reality

## A. Access to Technology/Data Sources

The following data sources are used by the Wayne County School System to collect data for informed technology planning decisions and purchases.

Annual school system budget that identifies:

- Capital purchases, training, and support expenditures

- New and alternate funding sources

Annual School Technology Inventory Survey, which is submitted annually to the Georgia Department of Education, that includes:

- An inventory of devices that are reaching end-of-life and will need to be replaced soon
- Use of instructional software by students and staff
- The ratio of students to devices to ensure that there are adequate resources for students at each school

Comprehensive Needs Assessment that reveals:

- Priority initiatives for the system and each school
- Professional development needs
- How technology can enhance pedagogy
- Demographic data which reveals the percentage of homes that do not have Internet access to Internet
- Parent survey data that reveals the percentage of homes that do not have sufficient technology devices for students to complete work at home

# B. Technology Use

## 1 - Instructional Technology Use

The WCSS student information system is Infinite Campus. Special education teachers use GOIEP to manage data on students and to electronically generate required paperwork, such as Individual Education Plans (IEPs), and document parent/guardian contacts.

The Wayne County School System has approximately 2,000+ personal computers, 7,500+ Chromebooks, and 500+ printers that are networked on the system's wide area network (WAN). We currently have more than 100 device models that are supported, in addition to 25 operating systems that are supported. The system also has 60+ servers, 200+ network switches, 500+ stationary Wi-Fi access, and 20+ mobile Wi-Fi access points. Connections to schools are at a speed of 10 Gbps, while connections within schools are at a speed of 2.13 Gbps. Bandwidth speed is currently at 3.20 Gbps.

As laptops, tablets, and Chromebooks replace desktop computers, schools are transitioning away from designated computer labs. Many traditional computer labs are being replaced with STEM/STEAM labs where students participate in innovative activities in conjunction with Internet usage, research, writing reports, creating spreadsheets, computer coding, audio/visual production, robotics, and creating materials that display understanding and mastery of subject matter in all content areas.

Software programs used by students include, but are not limited to, Amira, Beast Academy, BrainPop, Byrdseed TV, Character Strong, Class VR, Code HS, Curriculum Suite, Deep Space Sparkle, Delta Math, Edgenuity, EdPuzzle, Excel, Flocabulary, Google Classroom, Google Drive, Generation Genius, Gimkit, Glowforge, i-Ready, IXL, Kuta, Language Live, Junior Achievement, Maneuvering t the Middle, Movie Maker, Nearpod, Microsoft Suite, Nearpod, NoRedInk, OverDrive /SORA, Parent ProTech, PebbleGo, Progress Learning, Reflex, Scholastic Magazine, Starfall, STOPit, Watch & Learn, and Wonder Workshop. Many students participate in high school end-of-pathway assessments to earn an industry credential upon graduation. End-of-grade (EOG) and end-of-course (EOC) assessments are conducted electronically. English language learners (ELLs) and migrant students have access to many of the same programs as well as to English 3D, which is designed to accelerate English language proficiency.

Students in self-contained and resource special education classrooms utilize assistive technology, interactive panels, iPads, touch-screen devices, text-to-speech software and tools, word processors, augmentative communication devices, and assistive visual and listening systems.

Faculty and staff have access to e-mail on one of their computers. Each school's library has desktop computers used for circulation and an Online Public Access Catalog (OPAC). Very few classrooms still have a ceiling-mounted projector or an interactive panel. The vast majority have an interactive panel. All school libraries offer the use of audio-visual equipment, VR sets, Chromebook carts, and interactive panels on rolling stands to incorporate technology into the classrooms. Additionally, each school library is fully automated and connected to all classrooms.

The system continually analyzes and identifies ongoing needs for professional development and technology, and actively seeks financial support through grants and community stakeholders. Based upon survey feedback and results of the annual Comprehensive Needs Assessment (CNA), the system strives to enhance teaching and learning through the use of technology. For students who seek to augment their academic experience through virtual learning, Wayne County encouraged students tparticipate in the Georgia Virtual School program, where they can take online courses that may not be available at our middle schools and high school.

# 2 – Parent & Community Uses of Technology

The Wayne County School System uses e-mail, websites, a phone app, a text messaging system, electronic newsletters, Facebook, and Instagram to improve communication among schools, staff, parents, and community members. Student attendance, disciplinary incidents, demographic information, daily assignments, and grades connect parents to the Infinite Campus Parent Portal. Using a secure password, parents and guardians can access the information on their children.

The school system assists parents with limited English skills by providing documents in Spanish as well as English. The student information system, Infinite Campus, and its Parent Portal support multiple languages, and the district has enabled multiple languages for both the web portal and mobile apps. The system's bilingual support specialist and migrant support providers also work collaboratively to ensure that these families stay well-informed via analog and digital communication. The school system's primary communication tool, Thrillshare, allows the receiver of messages to choose from multiple language options to better facilitate communication.

Thrillshare's automated text messaging system, Rooms, allows district and school administrators and teachers to relay school event notices and emergency information to all stakeholders. The system website and phone app's Live Feed also allow information to be conveyed to stakeholders in real time. Email accounts are set up for students in grades K-12 to assist them in doing research and designing presentations to meet the Georgia Standards of Excellence.

# 3 - Administrative Technology Use

Administrative applications are installed and supported by the district-level technology support team. These applications are readily available to staff at all schools and support staff, and include the student information system, food service information, personnel information, district finances, and purchasing. Blocksi, the system's content filtering and classroom management system, allows teachers to monitor every Chromebook and Windows screen in the classroom collectively or individually. It can be used in remote learning scenarios. The teacher dashboard can also be used to monitor URLs for students and also to deny access to specific or all online resources.

School-based employees have access to web- and cloud-based data via high-speed Internet connections that run between the schools, the Central Office, and the Technology Center. All district personnel are provided with an email account to foster communication between schools, staff, parents, students, and community stakeholders.

New teachers are provided with training in the various platforms and systems that are used in association with their duties and responsibilities. Our goal is to transition from a simple Welcome email sent to new teachers to a more comprehensive Technology Welcome Kit that will provide them with tools and directions for accessing those platforms and systems.

Veteran employees who need refreshers on such tools and resources are given assistance by school-based technology specialists. Central office support staff, school administrators, and instructional coaches are provided with devices that allow them to conduct daily walk-throughs and observations and to record their comments and data in a web-based platform called eWalk. This platform also enables observers to provide immediate electronic feedback. Ancillary staff such as MTSS coordinators, migrant support staff, and the bilingual support specialist are also

provided with devices to aid them in their work.

# III. Communication and Marketing

The Wayne County School System disseminates information to community stakeholders in a variety of ways. The Director of Technology serves as the liaison for communication between the school system, parents, and local and regional media. Live Feed posts, Rooms alerts and text messages, social media (Facebook, Instagram) posts, media releases, and school-based parent newsletters, all communicated in multilingual formats, combine to keep the community informed about system and school activities. System and school websites are also used extensively to communicate with parents and the community.

The Infinite Campus Parent Portal allows parents and guardians to view their child's academic progress, disciplinary incidents, attendance, and announcements published by the schools. Academic progress of schools and the system is also shared on the system website, in the local newspaper, on local radio, at in-person and Facebook/YouTube live-streamed school board meetings, and in both electronic and print newsletters.

Wayne County School System subscribes to a text messaging system entitled Rooms that keeps parents informed on classroom, school, and system news and events. This system is also used to alert parents to emergencies, announcements, changes of schedule, or other important information as needed.

*The Press-Sentinel* and WIFO-FM Radio are longtime partners of the Wayne County School System, frequently sharing school and system information to keep not only parents and guardians informed but also community stakeholders and the general public aware of news and information that impacts students and staff members in our community.

To ensure that information is disseminated in the proper order, the Director of Technology Services serves as the public relations and communications liaison for the system. Information to be shared has prescribed steps to be followed so that stakeholders are informed in proper order:

1 – Contact the Website Administrator (if other than the Director of Technology Services) so that information to be shared on websites, Live Feed, Facebook, and Instagram can be prepared for publication (Step 5).
2 – Send information that is to be disseminated to the interpreter/translator for translation into other languages
3 – Send email to Central Office employees, school board members, and superintendent.
4 – Send email to principals.
5 – Send system-wide email to all employees.
6 – Contact website administrator (if other than the Director of Technology

Services) to post information on websites, Live Feed, Facebook, and Instagram
7 – Send Rooms text messages to parents/guardians.
8 – Send email to local media (newspaper and radio station, if applicable)
9 – Send email to regional media (Savannah TV stations, if applicable

Regular technology planning occurs through collaboration between the technology support team, office of the superintendent, federal programs department, special education department, and curriculum department. Directors in the Wayne County School System communicate regularly with other area district personnel to share ideas and best practices through various meetings and e-mail.

## Professional Learning

Professional learning in Wayne County is designed to foster continuous improvement of all members of our school community. We strive to create opportunities for continuous improvement by aligning resources, activities, values, and visions with the mission of the district to meet the needs of local schools and individuals. The Wayne County School System offers a variety of professional learning opportunities for employees through the curriculum department.

# IV. Technology Literacy

Wayne County teachers have continually expressed a need for ongoing support and training in the use of current and emerging technology. Many also express the desire to become more proficient in the uses of adaptive technology to better meet the needs of students with disabilities. In addition, teachers have also requested software and supportive technology devices that will enable them to better meet the needs of economically disadvantaged students, English Language Learners, migrant students, and minority students.

Technology is seen as a tool for enhancing and augmenting instruction and learning rather than as a replacement for existing methods of instruction. When properly integrated into teaching and learning, technology becomes an extension of the instruction that takes place in a classroom. Technology is also used to provide remediation as well as acceleration of student learning.

Teachers frequently use technology as an organizational tool to maintain student grades/information. The evaluation of technology integration will be through processes and products including, but not limited to, lesson plans, grades posted electronically, evaluation of students' reading achievement, student-generated presentations, and walk-throughs to view integration of technology.

# Goals, Strategies, and Benchmarks

| INSTRUCTIONAL GOALS | | | | |
|---|---|---|---|---|
| **Goal 1: Standardize and refresh student and staff devices and software to increase student achievement and teacher efficacy** | | | | |
| **Strategies** | **Benchmark** | **Evaluation Method** | **Funding Source / Estimated Amount** | **Persons Responsible** |
| Annually replace older equipment and update software programs | All classrooms will have updated equipment and software programs | Annual technology inventory | Local Funds $50,000<br><br>Consolidated Funds $50,000 | Technology Director<br><br>Federal Programs Director |
| Annually purchase new equipment based on each school's priority list as per Wayne County School System's Technology Support Team | All classrooms will be fully equipped to 21st Century Classroom standards | Annual technology inventory and priority list | Local Funds $50,000<br><br>Consolidated Funds $50,000 | Technology Director<br><br>Federal Programs Director |
| | | | | |
| **Goal 2: Ensure that the instructional technology specialist, the technology support personnel, and school librarians are proficient in technology utilization** | | | | |
| **Strategies** | **Benchmark** | **Evaluation Method** | **Funding Source / Estimated Amount** | **Person Responsible** |
| Provide on-going training/state technology conferences to technology staff and support to enhance instruction with the use of technology | PL redelivery from personnel attending training and implementation of strategies within lessons. | Annual Needs Assessment<br><br>Classroom Observation Data<br><br>Technology Surveys<br><br>CLIP/SIPs | Local Funds<br><br>GAMEIS Conference - $10,000<br><br>GAETC - $2,000<br><br>FETC - $2,000 | Technology Director |
| | | | | |

| Goal 3: Implement guidelines and procedures for the use of generative artificial intelligence | | | | |
|---|---|---|---|---|
| **Strategies** | **Benchmark** | **Evaluation Method** | **Funding Source / Estimated Amount** | **Persons Responsible** |
| The Technology Department will establish guidelines for students' appropriate use of generative artificial intelligence | Clear boundaries for generative AI use (e.g., writing aids vs. test-taking), digital literacy curriculum, and ethical use training | Teacher Observation<br><br>Formal and informal assessment | N/A | Technology Director<br><br>School Administrators<br><br>Teachers |
| | | | | |
| **Goal 4: Implement guidelines and procedures for the use of social media** | | | | |
| **Strategies** | **Benchmark** | **Evaluation Method** | **Funding Source / Estimated Amount** | **Persons Responsible** |
| The Technology Department will establish guidelines for students' appropriate use of social media and will provide lessons on cyber safety and digital citizenship | | Classroom Discussion<br><br>Teacher Observation | N/A – Parent ProTech will be provided free of charge through a partnership with the GADOE | Technology Director<br><br>School Administrators<br><br>Teachers |
| | | | | |
| **Goal 5: Implement guidelines and procedures for the use of personal electronic devices during instructional time** | | | | |
| **Strategies** | **Benchmark** | **Evaluation Method** | **Funding Source / Estimated Amount** | **Persons Responsible** |
| The Technology Department will establish guidelines for students' use of personal electronic devices during instructional time. | Student Disciplinary Summaries | Teacher Referrals for Use of Electronic Device | N/A | Technology Director<br><br>School Administrators<br><br>Teachers |
| | | | | |

| ADMINISTRATIVE GOALS | | | | |
|---|---|---|---|---|
| **Goal 1: Provide unified communications** | | | | |
| **Strategies** | **Benchmark** | **Evaluation Method** | **Funding Source / Estimated Amount** | **Person Responsible** |
| Maintain system and school websites & app | All parents/guardians will have access to notifications sent via app and/or website | Website and app usage reports | Local funds $22,000-$25,000 | Technology Director |
| Complete transition of all phone systems to VOIP | POTS is no longer in use; teachers can call out from classrooms. | Staff Survey | Local Funds | Technology Director |
| Streamline meeting requests with school personnel | Parents can request meetings with school staff through an automated system. | Parent Survey | Local Funds | Technology Director |
| | | | | |
| **Goal 2: Wi-Fi Refresh** | | | | |
| **Strategies** | **Benchmark** | **Evaluation Method** | **Funding Source / Estimated Amount** | **Persons Responsible** |
| Expand stationary exterior Wi-Fi access points at schools and community sites; expand mobile Wi-Fi access points on buses | All students will have access to school-provided Wi-Fi service, if needed | Hotspot check-out inventory in IIQ<br><br>Calendar of Wi-Fi bus deployment | E-Rate | Technology Director<br><br>Transportation Director |
| | | | | |
| **PARENT/COMMUNITY USE OF TECHNOLOGY GOALS** | | | | |
| **Goal 1: Utilize technology as a source of information and involvement for parents and community.** | | | | |
| **Strategies** | **Benchmark** | **Evaluation Method** | **Funding Source / Estimated Amount** | **Persons Responsible** |
| Provide parental and community technology access | Workshops or tutorials offered and attended on Internet safety and specific software programs | Parent Survey | N/A | Technology Director<br><br>Family Engagement Coordinator |

# TECHNOLOGY (COMPUTERS & INTERNET)

The Wayne County School System provides students and staff access to a computer network known as the Wide Area Network (WAN). The WAN serves all the schools and Central Office support staff facilities within the school system. It includes computers, file servers, cabling, routers, switches, hubs, software, and other peripheral devices necessary for the proper functioning of the WAN. Internet access is an integral part of the services offered on the WAN. Student and staff access to the WAN and its resources is a privilege and not a right. The WAN is designed to provide resources in support of instructional goals and objectives as well as school system administration. These resources are provided as a non-public forum. Computer technology facilitates communication, innovation, resource sharing, and access to information. Students using school system computers and other devices must adhere to the administrative procedures regarding computer use.

Instructional access to the WAN shall be under the direction of staff and shall have a defined educational purpose. Student browsing should also have an academic purpose and not violate any of the prohibited uses. The school system reserves the right to monitor all computer activity by students. Violating the established policies and administrative procedures shall be subject to revocation of privileges and potential disciplinary and/or appropriate legal action. Students will also adhere to the following prohibitions in the interest of personal safety:

- Students will not post personal information about themselves or others. Personal contact information includes images, telephone numbers, email addresses, or home address.
- Students will not agree to meet with someone they have met online without their parent's knowledge, approval, and participation.
- Students will not share passwords with others.

## Interoperability and Redeployment Procedures

Procedures for Ensuring Interoperability and for Deploying of Older Equipment

The Wayne County School System makes every attempt to purchase high-quality, yet cost-effective, technology equipment for its students and staff. Technology support specialists assigned to each school work very closely with vendors and are responsible for obtaining quotes for desired purchases. Quotes are evaluated not only in terms of cost but also in relation to warranty, service, return procedures, and shipping charges.

School-level software purchases must be evaluated by instructional technology specialists in collaboration with the media specialist and principal. The software applications are viewed, evaluated, tested, and compared to other applications. The Microsoft line of office applications is used in all schools and in the Central Office. All schools use Follett Destiny for media automation and Infinite Campus for student information. Individual schools select smaller applications.

The system's network specialist evaluates and selects applications with performance and

compliance in mind. As of Fall 2025, both YOSS's and Softdoc's Etrieve platform is used by all system employees for document management, HR management and workflow automation, and track employee attendance.

The technology support team keeps equipment in working order through routine maintenance and repair. Parts are salvaged for rebuilding older equipment when possible. Due to warranties on various types of equipment, Wayne County currently has an agreement with a vendor to pick up and discard all technology-related equipment that is no longer in use. This vendor provides the system with a certificate of disposal to ensure that information on any device has been deleted.

**Board Policy IFBG: Internet Acceptable Use**
Appropriate Use of Electronic Media (Including Proposed Revision, May 7, 2025)

It is the belief of the Wayne County Board of Education that the use of technology for the purpose of information acquisition, retrieval, manipulation, distribution and storage is an important part of preparing children to live in the 21st century. The Board further believes that a "technology rich" classroom can significantly enhance both the teaching and learning process. This technology includes computer hardware, software, local and wide area networks and access to the Internet. Due to the complex nature of these systems and the magnitude of information available via the Internet, the Wayne County Board of Education believes guidelines regarding acceptable use are warranted in order to serve the educational needs of students.

It shall be the policy of the Wayne County Board of Education that the school system shall have in continuous operation, with respect to any computers belonging to the school having access to the Internet:

1. A qualifying "technology protection measure," as that term is defined in Section 1703(b)(1) of the Children's Internet Protection Act of 2000; and
2. Procedures or guidelines developed by the superintendent, administrators and/or other appropriate personnel which provide for monitoring the online activities of users and the use of the chosen technology protection measure to protect against access through such computers to visual depictions that are (i) obscene, (ii) child pornography, or (iii) harmful to minors, as those terms are defined in Section 1703(b)(1) and (2) of the Children's Internet Protection Act of 2000. Such procedures or guidelines shall be designed to:

    a. Provide for monitoring the online activities of users to prevent, to the extent practicable, access by minors to inappropriate matter on the Internet;

    b. Promote the safety and security of minors when using electronic mail, chat rooms, and other forms of direct electronic communications;

    c. Prevent unauthorized access, including so-called "hacking," and other unauthorized activities by minors online;

    d. Prevent the unauthorized disclosure, use and dissemination of personal identification information regarding minors; and

e. Restrict minors' access to materials "harmful to minors," as that term is defined in Section 1703(b)(2) of the Children's Internet Protection Act of 2000.

3. Procedures or guidelines designed to provide for students age-appropriate instruction regarding safe and appropriate online behavior, including interacting with others on social networking sites and in chat rooms; behaviors that may constitute cyber bullying; and how to respond when subjected to cyber bullying.

Proposed change to Board Policy (May 7, 2025):

4. In compliance with Georgia Senate Bill 93 (2023), the district will prohibit all employees and students from installing, using, or visiting any of the prohibited social media platforms on system-owned equipment. The law requires the list of prohibited social media platforms be made available to the public through the Georgia Emergency Management Agency and Homeland Security Agency website, and it will be this resource that the district will reply upon for an updated list of prohibited social media platforms.

The district's technology resources are provided for educational purposes that promote and are consistent with the instructional goals of the Wayne County School System. Use of computers and network resources outside the scope of this educational purpose is strictly prohibited. Students and employees accessing network services or any school computer shall comply with the district's "Internet Safety and Computer Acceptable Use" guidelines. The district reserves the right to monitor, access, and disclose the contents of any user's files, activities, or communications. It must also be understood that the Internet is a global, fluid community, which remains largely unregulated. While it is an extremely valuable tool for educational research, there are sections that are not commensurate with community, school, or family standards. It is the belief of the Board that the Internet's advantages far outweigh its disadvantages. The Wayne County Board of Education will, through its administrative staff, provide an Internet screening system which blocks access to inappropriate sites. It should not be assumed, however, that users are completely prevented from accessing inappropriate materials or from sending or receiving objectionable communications.

Additionally, access to the Internet and computer resources is a privilege, not a right. Therefore, users violating the Wayne County Board of Education's acceptable use policy shall be subject to revocation of these privileges and potential disciplinary action.

# Cybersecurity

## Data Security – Passwords and User Accounts

Password protection is utilized for all network logons. Key district applications also require users to have passwords.

- Users are reminded not to share or write down passwords
- Passwords must be more than 12 characters long.
- Passwords for network access are encouraged to be changed periodically.
- Passwords for key district applications are changed periodically.
- Some passwords are randomly and automatically generated and may be changed by the user.
- Passwords should never be written down.

Single Sign-On is available for many key district applications within the district. Access from external sources may require multi-factor authentication.

User accounts are only made for network access and individual application access as required for the completion of the staff duties or learning opportunities for students.

Access to district-wide public or private folders is restricted based on user role

Access to systems with internal data is granted through either a standing definition of the end-user community authorized to access the system(s) or, a documented approval process.

All users must have unique accounts/credentials for access computer systems and other network resources. Sharing of accounts is strictly prohibited.

Access is revoked as soon as is reasonably possible, or immediately for confidential systems, when an employee leaves the school system. Student network and email accounts are created based on the information entered into the system's student information database.

>Student usernames follow a standard convention that consists of the student's unique ID number followed by @wayne.k12.ga.us.
>Password for students in grades K-12 follow a standard convention. Middle school and high school students change their passwords as part of Internet Etiquette and Security training
>Passwords cannot be viewed but can be reset by designated school system staff.
>When a student leaves the system, his/her account is suspended once the student's status is updated in the student information system.

## Email/Network Accounts

All school system and contracted employees are provided with email and network accounts upon approval of employment by the Board of Education. Once notified by Human Resources or the Superintendent's designee, the technology department will create the user's email and network accounts within 1-2 days.

All employees must sign off on the Personnel Handbook via the system's SafeSchool training modules (https://wayne-ga.safeschools.com). Included in the Personnel Handbook is a section on the proper use of electronic resources (WCBOE Policy IFGB).

All District e-mail accounts are created in the same format: the user's first name followed by a dot, followed by the user's last name followed by @wayne.k12.ga.us (ex: john.doe@wayne.k12.ga.us). Staff members whose employment date precedes August 2014 have email accounts with their first initial and last name followed by @wayne.k12.ga.us (ex: jdoe@wayne.k12.ga.us). In the event of duplicate names, a number would follow the last name (i.e., jsmith1 followed by @wayne.k12.ga.us).

## Requesting Technical Support

Requests for technical support are made through Incident IQ (IIQ) link signified by a question mark on the computer's start menu or on the staff link on the system's website (http://helpdesk.wayne.k12.ga.us).

Within IIQ, staff members will provide as much information such as building and room number, a description of the issue, and any associated asset tags or serial numbers, if available/applicable.

No technology issue/request will be addressed unless it has been entered into the IIQ work order tracking system.

Except in cases of emergency, which are defined as situations where a large number of rooms/individuals are affected or there is imminent danger, no request or issue should be reported via email or phone directly to any technology support specialist, instructional technology specialist, or the director of technology services.

## System Software and Applications Authorized for Use in the School System

All software must be approved and installed by the Department of Technology Services.

Purchase and use of new applications, including those that are web hosted and not actually owned/maintained by the school system require approval of the Director of Technology or his/her designee. Among considerations are any licensing issues, purpose of application, compatibility of the new application with the current infrastructure and compliance with system policy as well as Local, State and Federal laws and regulations (i.e., FERPA, CIPA, COPPA, PPRA).

Before installation of new central applications, back-up of systems is done in case of incompatibility and adverse reactions to the new software. Baseline information is held.

Hardware requirements for the new application are identified and purchased well in advance of installation of new applications, if needed.

Hardware and operating systems software must be updated with the latest firmware and

security updates before any applications.

## Securing the System Network from Internet Dangers

Client anti-malware/virus software is utilized on all computers and tablets to prevent major operating system changes and the installation of unauthorized software and cannot be modified by users.

All software must be installed by the Department of Technology, preferably through a content delivery system.

All system switches and servers undergo a “hardening process” upon deployment, which includes removal of unnecessary functions and applications, removal of default accounts and/or changing default passwords.

The system utilizes a gateway/firewall appliance for intrusion prevention/detection, virus/malware/flood protection and application/bandwidth monitoring and control to minimize the potential for unsolicited and unauthorized access to the network.

Vulnerability scans are performed periodically, and a remediation plan is developed to address identified weaknesses.

Patches/Updates are applied to operating systems, applications, and hardware on an as needed basis. Operating systems, applications and hardware that are no longer actively supported are considered obsolete and scheduled for retirement/replacement as soon as possible (or feasible). Access to obsolete systems is limited to an as-needed basis. The system secures the wireless network by using 802.1X and dynamic VLANs to avoid access by unauthorized sources.

Spam filters are enabled and set to “aggressive” to thwart (to the extent possible) spam/phishing attempts. Blacklists are also utilized for known/common offenders.

The system utilizes “Lock Out” features on all end-user devices (when available/possible), where the workstations and password screensavers automatically lock the unit when not in use for a specified time.

## Electronic Email Archival

The school system utilizes Office 365 Archive services to maintain electronic backups of email communications.

The school system may store data indefinitely, including all inbound and outbound email messages.

Email archival system access is restricted to secure system personnel.

Routine checks of the email archival system are made to ensure reliability.

## Web Content Filtering and Supervision

The school system utilizes a content filtering system to monitor and manage access to websites on all District devices, both on and off system property.

The school system currently filters websites that may contain content that violates the system's Acceptable Use Policy and/or CIPA.

An extension or agent is used to filter all staff and student-assigned devices when off school property.

Technology staff conducts regular maintenance of content filter policies and mappings.

The content filtering system regularly and automatically updates to block or allow new websites based on national and proprietary databases.

## Data Backups for Computer Users

All computer documents and files are backed up via One Drive with a local copy stored on backup servers. Users may also back up their own documents and files manually if they desire. Many staff members also back up their documents via Google Drive.

- Quotas for space limitations are being utilized so as not to exceed the capacity of the server space.
- Users of the network storage system agree to store content that is in agreement with the District's Acceptable Use Policy.
- Content that violates the District's Acceptable Use Policy is removed immediately and the user's access is suspended.
- Shared network storage is monitored to ensure proper access based on security groups.
- Network administrators check backups of the system regularly.
- A backup policy that ensures quick recovery is in place.

## Inventory Procedures

Only technology department staff may relocate technology equipment. Devices are inventoried to specific rooms and receive settings specific to that location. Moves and changes will be performed over the summer and are based on lists received from

building administration.

Small technology items such as laptops, remotes, scanners, and document cameras must be stored in a secure area. A building administrator or designee should have access to this area for inventory, routine maintenance, and setup by Department of Technology staff during the summer.

All computers, monitors, projectors, printers, scanners, etc., should be powered down.

A work order should be submitted for any damaged or non-functional technology.

Staff transferring to other schools within the school system must check with the Department of Technology via email or phone regarding their equipment. Equipment rarely moves with an employee.

Staff with an assigned mobile device who are leaving the school system must return their device to the Department of Technology prior to the last day of school.

All Chromebooks must be accounted for, placed properly in each slot, plugged into their AC adapter, and the cart locked. Cart keys should be submitted to the media specialist or technology specialist. The cart should not be left charging over the summer, as this may damage the battery.