



WRDSB COMMUNICATION SYSTEMS

Responsibility:	<i>Superintendent, Student Achievement & Well-Being Senior Manager, Information Technology Services</i>
Legal References:	
Related References:	<i>AP 4070 - Responsible Use Procedure for Information, Communication and Collaboration Technologies AP 4020 - Administrative Computer Accounts</i>
Revisions:	<i>June 2019</i>
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1. Preamble

The following procedure provides general information, guidelines and expectations regarding the use of WRDSB Communication Systems like the WRDSB Google Suite. Related terminology is also defined.

2. Purpose of WRDSB Communication Systems

The WRDSB Communication Systems like G Suite are electronic mail, calendar and contact systems as well as video conferencing and group communications systems, specifically designed to provide rapid and efficient communication among staff and students at all levels. The purpose is to provide a common source for communication within and outside the board and to enhance the educational experience by providing curriculum resources and assisting communication among teachers, support staff, administrators, trustees and school council chairs as well as WRDSB communities.

3. Ownership of WRDSB Communication Systems and their Content

WRDSB Communication Systems are provided by the board to its employees for work related business. They are not to be considered personal communication systems. The messages and documents contained in these systems are the property of the board. Messages that conform to these procedures and contribute to a positive workplace environment will be permitted. All users will use these systems in accordance with AP 4070 - Responsible Use Procedure for Information, Communication and Collaboration Technologies.

4. WRDSB Communication Systems Advisory Committee

The WRDSB Communication Systems Advisory Committee oversees the administration and operation. The Advisory Committee discusses and reviews issues related to WRDSB Communication Systems and deals with issues that fall outside of the procedures. The Advisory Committee reports to the Superintendent of Student Achievement & Well-Being through the Senior Manager of Information Technology Services (ITS). The committee consists of members representing administration, instructional staff and support staff. Concerns about WRDSB Communication Systems should be directed to the Advisory Committee by sending a message to the Senior Manager of ITS.

5. Removal of WRDSB Communication System Privileges

Failure to follow the WRDSB Communication Systems procedures after an infraction may result in the suspension of a user's privileges. The WRDSB Communication Systems Advisory Committee will review the suspension and a decision will be made about the length of the suspension or the permanent removal of the user's account. These decisions are made in collaboration with Human Resource Services and/or school administration depending on the circumstances. The WRDSB Responsible Use Procedures; AP 4070, also applies to the use of WRDSB Communication Systems by employees of the board. During a work stoppage by any employee group, access may be restricted temporarily for the group involved in the work stoppage.

6. Terminology

User Status refers to the type of account assigned to a user or user group. The User Status will be Regular User or Remote User. All user accounts will include a personal mailbox.

Remote User accounts are a separate group of user accounts with a reduced license cost. Only a limited number of Remote User accounts may connect at any one time. If the number of concurrent Remote User connections is at the maximum number allowed, the next attempted connection will be denied. Users will receive an error message and will need to attempt to reconnect at a later time.

Regular User accounts have a guaranteed connection to the WRDSB Communication Systems server within the Level of Access defined for the account.

7. General Procedures and Information

7.1 Accounts

7.1.1 Eligibility and User Status

- Permanent and Contract Employees
 - a) All permanent staff (teachers, support staff, administrators) will automatically receive a WRDSB Communication Systems account, issued by IT Services once confirmation of employment is received from Human Resource Services (HRS).
 - b) User Status = Regular User
- Contract Staff (LTO Teachers and Contract EA's)
 - a) A WRDSB Communication Systems account will be issued or updated once confirmation of employment is received from HRS.
 - b) Account status is reviewed each September.
 - c) User Status = Regular User (Sept. – June) and Remote User (July – August)
- Occasional Teachers and Supply Educational Assistants
 - a) Occasional teachers and supply educational assistants with 25 or more days of service in the previous or current school year may request a WRDSB Communication Systems account. A Principal makes the request on behalf of the O.T. or supply E.A. by logging a ticket at <https://itservicedesk.wrdsb.ca> indicating the user's name, EIN and details.
 - b) Account status is reviewed each September.
 - c) User Status = Regular User (Sept – June) and Remote User (July – August).
- Temporary Hourly Rated (THR) Employees
 - a) People who are on the WRDSB approved THR list will be issued a WRDSB Communication Systems account. The Principal or Supervisor may initiate changes to THR accounts by logging a ticket at <https://itservicedesk.wrdsb.ca>.
 - b) Account status is reviewed each September.
 - c) User Status = Remote User
- School Councils
 - a) The School Council member who is the representative to the Waterloo Region Assembly of Public School Councils (WRAPSC) will be issued a WRDSB Communication Systems account for the term of their work.

- b) Account status is reviewed each September.
- c) User Status = Remote User
- Trustees
 - a) Trustees are issued a WRDSB Communication Systems account for the duration of their elected term.
 - b) Account status is reviewed subsequent to each election.
 - c) User Status = Remote User

7.1.2 Account Security

- WRDSB Communication Systems users must not "share" their accounts with others. User identification and password information must remain confidential. To meet the requirements of the Board's auditors, accurate records of the users of the system must be kept.

7.1.3 Confirmation of Account Information

- Confirmation of user name, password and an information package containing the systems procedures, best practice guidelines and training opportunities will be sent to the staff member once the account is established.

7.1.4 Change of User Name

- User names are based on the legal name as it is recorded in the Human Resource Services data base.
- Users who have a change of name should log an ITS service desk ticket with the necessary information after Human Resource Services has been notified.

7.2 Messages

7.2.1 Language

Private email, documents and group messages posted on WRDSB Communication Systems must be consistent with Board policies dealing with offensive language, violence, harassment, etc. Personal attacks are not permitted under any circumstances. WRDSB Communication Systems is a place to share thoughts, concerns, and ideas. Differences of opinion do exist, but must be expressed in a professional and respectful manner.

7.2.2 Replying to Messages

When replying to messages or group messages, WRDSB Communication System users should consider to whom the response should go. Messages of a personal nature should be directed to the original sender only.

7.2.3 Confidentiality and Sensitivity

Sensitivity and confidentiality of any private message received should be considered before forwarding it to another individual. If in doubt to the confidentiality or sensitivity of a message, request the permission of the sender before forwarding it to other users outside of the group.

7.2.4 Chain Messaging and Spamming

Chain mail that requests that the message be forwarded to an ever increasing number of users is not permitted. The process of 'spamming' (sending the same message to all WRDSB Communication Systems users or a large number of groups) is not permitted. If an identical message is to be sent, it should be sent to appropriate groups only.

7.3 Groups

7.3.1 Public, Private and Read Only Groups

- Public groups are those open to all regular users who are board employees. Initially, groups available to a user are determined by the assigned profile. These are often groups used for sharing curriculum ideas, technical support, news items, bulletins, files, etc.
- Private groups are limited to specific users who are given access by the group moderator. Messages that are posted in these groups are accessible to only authorized users. Private groups appear on the WRDSB Communication Systems desktop only for authorized users. These are often groups used for special focus groups, project groups, etc.
- Messages in private groups are intended to be read by group members only. Confidentiality of opinions expressed in private groups are to be respected.

Messages posted in these groups should not be forwarded to other users without the permission of the sender.

- Read only groups are used to distribute official information from Board sources. Users can read but not post messages to a read-only conference.

7.3.2 Requests for New Groups

- Requests for new public or private WRDSB Communication Systems Groups should be submitted to <https://itservicedesk.wrdsb.ca>. The submission should include the rationale for the creation of the group and the name of the person who will serve as group moderator. All requests will be reviewed but not all requests may be granted.

7.3.3 Group Moderators - All groups are moderated. The responsibilities of the moderator are:

- Monitor the assigned group(s) in a manner that supports the WRDSB Communication Systems procedures and the Responsible Use Procedure (AP 4070). Moderators must have a detailed understanding of the WRDSB Communication Systems procedures. Refer to WRDSB Communication Systems Group Moderator Manual.
- Identify the name of the moderator. Post a document (not a message) in the group defining the purpose of the conference and identifying self as the moderator. The purpose statement must include the following text: "The moderator has the final decision about removing any inappropriate message. The author may not necessarily be notified."
- Ensure that the discussion that occurs within a conference adheres to the established purpose of the conference and, therefore, benefits all conference members. Group discussion can be facilitated by the moderator to help to keep messages on topic or to steer users toward new topics. Issues should be discussed in a professional manner without personal attacks.
- Handle rule violations and resolve disputes in the assigned group.
- The moderator has the right and final decision to remove or redirect messages that do not conform to the purpose of the group. Criticism of the decisions of the moderator are not permitted in the group. Repeated infractions by users are grounds for removal of that user's access to the group and/or withdrawal of all WRDSB Communication Systems privileges.

7.4 WRDSB Communication Systems Restrictions

7.4.1 Commercial Activities and Unlawful Activities

- Personal or corporate advertisements, either selling, donating, or requesting products, are not permitted on WRDSB Communication Systems. The board risks liability if it permits these advertisements to be posted.
- Solicitation of unlawful or illegal activities, or use of any group as a means for such, is prohibited.
- Each group message will be read by the moderator. Any questionable message will be unapproved while it is evaluated. Messages violating this policy will be removed from WRDSB Communication Systems. Repeated violations of this policy will result in the removal of a user's WRDSB Communication Systems privileges.

7.4.2 Educational Products and Services

- Information regarding a commercial educational product or service, deemed appropriate by the WRDSB Communication Systems Advisory Committee may be posted or discussed on WRDSB Communication Systems. Features and qualities of a product or service as it relates to staff and students may be discussed provided that vendor specific information is not included. The WRDSB Communication Systems Advisory Committee has the responsibility to make sure any such postings adhere to the WRDSB Communication Systems procedures.