

## South Burlington School District Information Technology General Information Guide

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### Introduction

The Information Technology (I.T.) department is made up of three *separate* teams, all under one department, managed by Steve Walker, IT Systems Director who is located in the High School, next to the Help Desk, and can be reached at 652-7297. Each team covers specific areas of expertise as follows:

1. Our District Data Team, which is located in the High School behind the Business Office, handles the data needs for the district, and general support for our Student Information Systems. Team members are:
  - a. Raymond Mann, District Data Manager, 652-7254
  - b. Kellee Carman, our District Data Specialist, 652-7061
  
2. Our Network Team, which focuses on our network infrastructure, District technology purchasing, and support via phones for more serious issues.

The Network Team is also located in the High School behind the Business Office. Team members are:

- a. Jake Kane, Network Engineer, 652-7534
  - b. Neil Charland, Network Engineer, 652-7299
  - c. Mike Vining, I.T. Systems Specialist, 652-7298
3. And our Support Team, or more commonly referred to as, the Help Desk. Our Support Team is located in the High School just down the hallway from Guidance, and before the Foreign Language Department (There are signs to help you locate it as well). Team members are:
- a. Andy Pearson, Support Team Coordinator. 652-7024
  - b. Tom Burke, Support Specialist, 652-7163
  - c. Tom Couillard, Support Specialist, 652-7014

## How to Get Help

Our Support Team is your first line of support, and how you get assistance with technology related problems. If you have a problem with:

- Technology items (computers, Smart Boards, Projectors, etc.)
- Telephones
- or Room Temperatures

First visit our [support web page](#) which has lots of information that may fix your problem.

If that doesn't resolve your problem, and you need immediate help, you can contact your local library staff who have been trained in common service related issues like password resets for students. If they're not available or they can't help you, you can call extension 7050\*. One of the Support Team staff will work with you over the phone to do some quick problem solving to try and solve your issue. If your problem is not something we can resolve within a few minutes, or we determine it's a larger problem from the start, we'll get you to the correct person in the right department or, depending on the request, submit a service request to be addressed later during our regular school service time.

***\*Our Help Desk phone system has only two active phone lines. That means if you call, and your call goes to voice mail, it's likely all of our phone lines are tied up. Simply leave a voice message and someone will return your call as soon as possible. Either that, or try calling back in a few minutes.***

If your problem is not urgent, you can also submit a service request via the District website (or access the form directly at <http://it.sbschools.net>) and log in using your network username and password (see the next section under "Using Track-It! The IT Service Request System" for more details on using our service ticketing system).

Each school has designated days for service where the Support Team staff stop in to fix technology issues in person.

Monday's for Chamberlin, Thursday's for Central, and Friday's for Orchard. We try to keep those schedules the same each year, but check with your local librarian to see if they've changed.

The HS and MS do not have regularly scheduled days as they are on the same campus as the Help Desk, so we try and resolve those requests as soon as we can; usually within a few days.

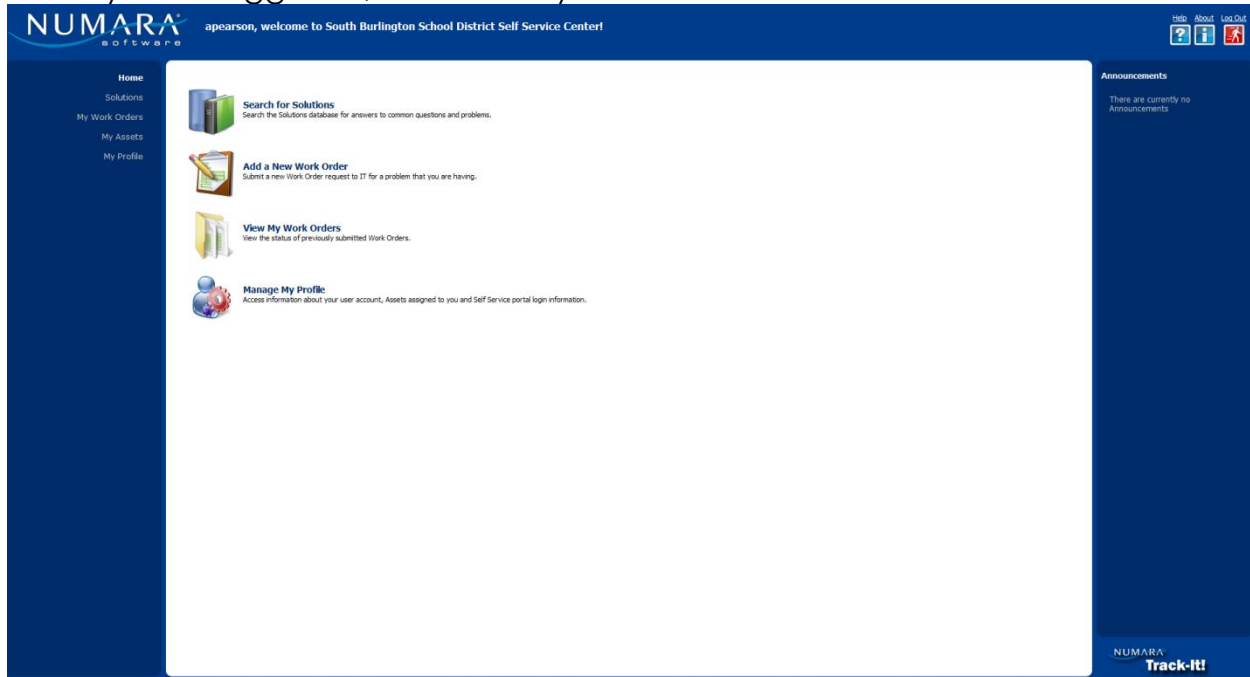
## Using Track-It! The IT Service Request System

These instructions are a simple overview of how to access the South Burlington IT Service Request System and how to enter an IT Service Request. If you have any questions, please don't hesitate to contact the Help Desk at x7050.

### To access the request system:

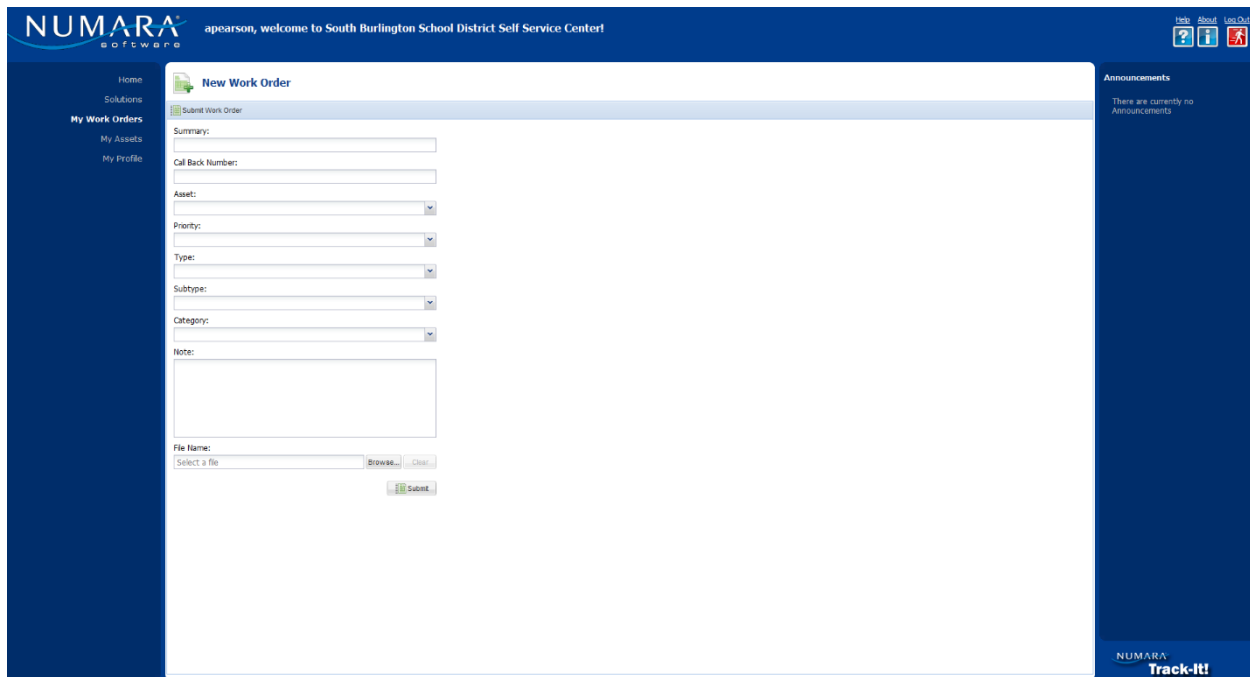
- Use your favorite web browser, (Internet Explorer, Firefox, Safari, etc.) and navigate to - <http://it.sbschools.net>
- You will be prompted to enter a user name and password- Enter your current SBSCHOOLS network login information that you use to sign on to a computer. Same username, same password. Conveniently, when you change your network password, your password for Track-It! will also change.

Once you've logged in, this is what you will see:



To enter a new service request:

- To the left of the screen shown above there is a link to "Add Work Order". This will bring you to the Work Order Request page-shown below.



- Simply fill out the data fields completely before submitting the request. Be sure to include a call-back number. Once the request has been

submitted you can review the status of your pending requests using the "My Work Orders" link on the left of the screen shown above.

## District Provided Network Storage (K, J, and S Drives)

The District provides network storage for all users.

When you log on to your computer and open the My Computer icon, or browse the network, you will see the following storage areas in addition to the standard local C: drive:

**J Drive** - Commonly referred to as your home directory. This is a personal folder for your files and is not shared with anyone. Adults have 3GB of available space and students have 1GB of available space.

**K Drive** - Commonly referred to as the adult drive. This is a storage area dedicated to files for our adult users. Students will not see the K drive. Adult users should contact the helpdesk for assistance with creating shared folders.

**S Drive** - Commonly referred to as the student drive. This is a storage area dedicated to files for our students. Adults may also use this area for collaboration with students. We provide three folders already created within the S Drive, specifically just for this. Each folder has its own function as follows:

- **Transfer** – this folder has very limited security placed on it. Any user in your building (including students) can place and remove files. Its intention is to facilitate the transfer of documents from one user to another.
  - *Please be aware, the contents of this folder are deleted every Saturday at 6 PM.*
- **Drop Box** – this folder has a high level of security placed on it. Students will see the folders, but not their contents. Thus students can place files in the drop folder, but not see or make changes to the files “dropped” in it. Adults can see and change the files in the drop folder.
  - *Please be aware, the contents of this folder are deleted once a year on July 1st.*
- **Read Only** – this folder also has a high level of security. Students can see and use the files in this folder, but they cannot make changes or

place anything in these folders. Adults can add, remove, and modify the contents of these folders.

- o *Please be aware, the contents of this folder are deleted once a year on July 1st.*

## Wireless Access

When you scan for wireless access points in any South Burlington school campus, you will see three wireless options available to you:

- SBSCHOOLS**
- SB-Public**
- SB-Guest**

**SBSCHOOLS** is the choice you want to choose as employees or students. This choice will give you access to all of the district network resources (J drive, K drive, S drive, printers, etc.), and will be appropriately filtered based on the district technology committee guidelines.

**IMPORTANT: Once you connect to the SBSCHOOLS wireless option you will also need to login via a web browser with your network username and password (the same one you use to log in to a regular computer) before you can begin using the Internet.** *This is because of our filtering software which is required for the Children's Internet Protection Act ([CIPA](#)) compliance.*

**SB-Public** is available for anyone visiting our school, or students or staff who want to use their personal devices to get access to the internet. All that's needed for anyone to use this option is an email address.

**Note: This option does not give access to any of our network resources, only internet access.**

Please also note that this access level is filtered for **all** people (adults, students, and guests) at the most restrictive level.

**SB-Guest** is available by reservation only for invited guests, or paying customers with special access needs, or less restrictive internet access requirements than what the SB-Public option offers. Access to this option will not work unless you have been assigned a temporary username and password. Please contact the

Support Team at x7050 for more information if you'd like learn more about this service.

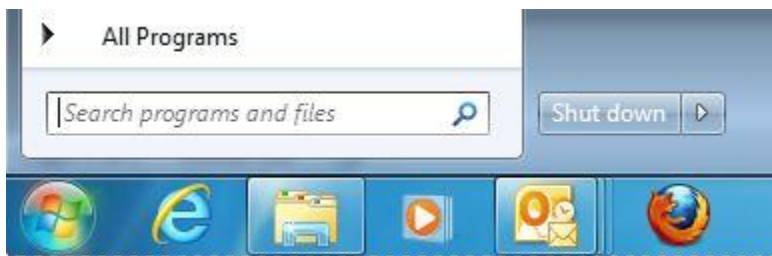
## Printing

### Installing Printers in SBS with Windows 7:

These instructions will allow anyone to install a printer only for *their own* use. For a printer to be installed for *anyone* that logs into the computer please contact the IT Help Desk at x7050.

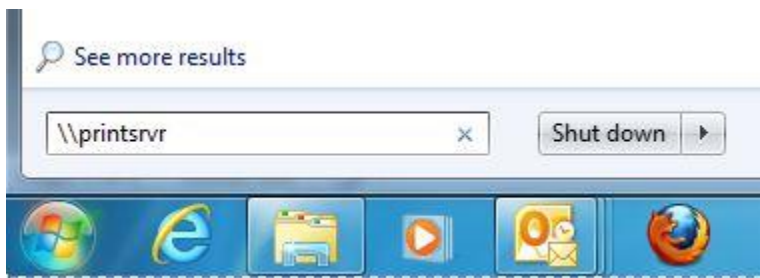
Click on the start menu and find the area that says, **“Search programs and files”**, as shown in Figure 1 below.

Figure 1



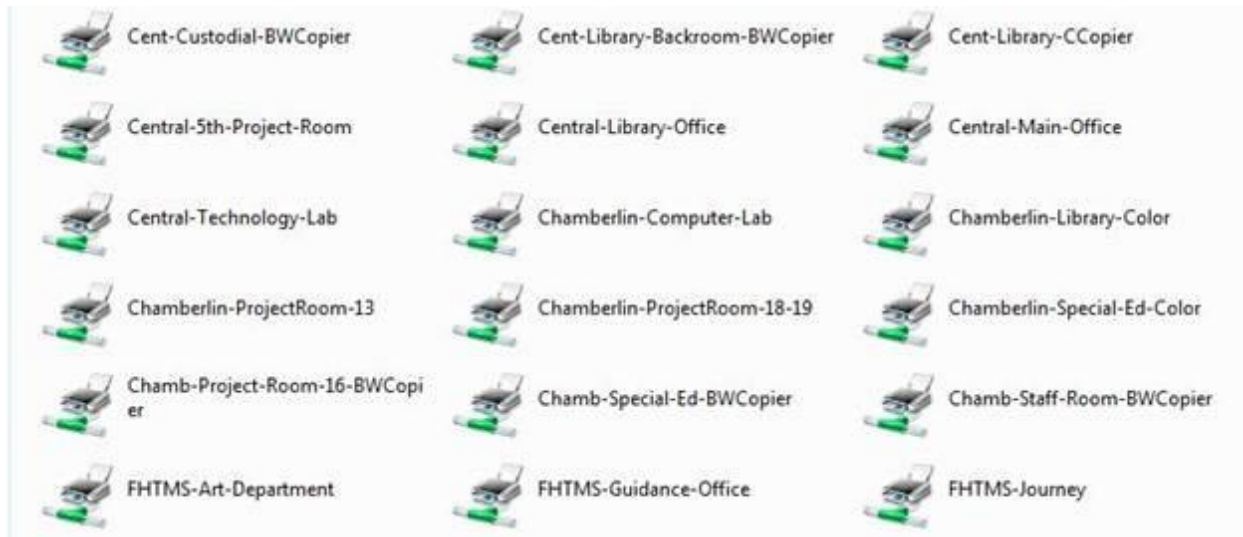
In the search area type the command \\printsrvr (see figure 2).

Figure 2



Once you've typed the command in the search area, just hit enter on your keyboard and a list of all the printers in the school will appear (see figure 3).

Figure 3

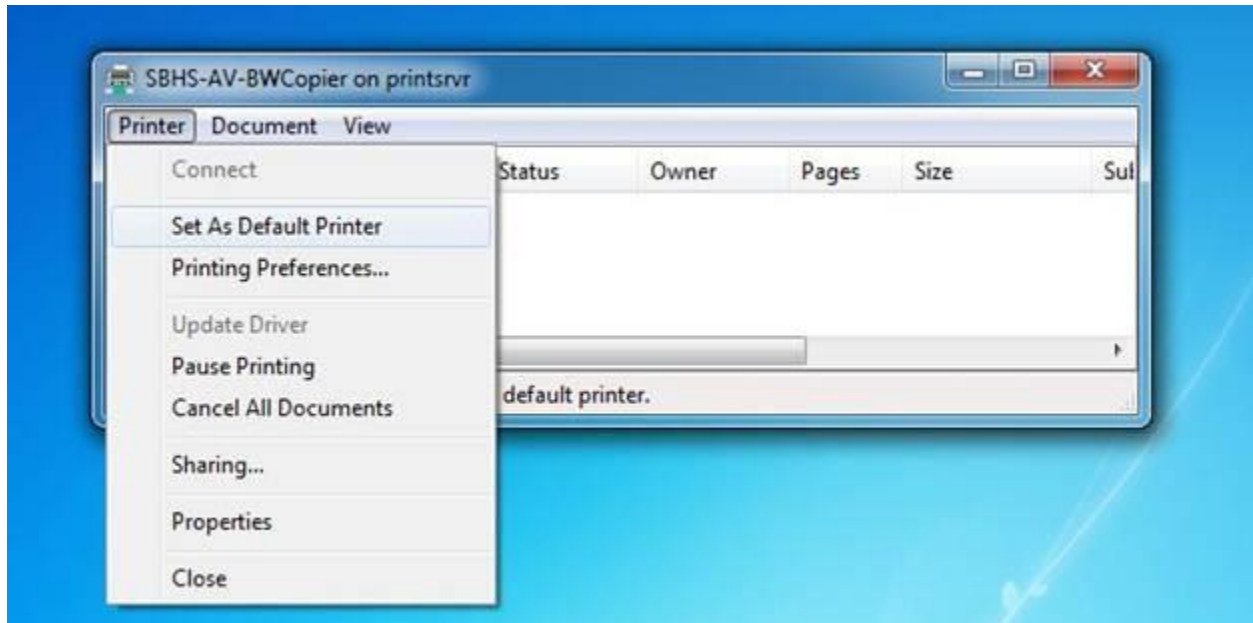


Find the printer you want to install and double click on it. The printer will then be automatically installed on your computer. Once it completes installing a new printer window will appear on your screen.

The final step is to make the printer your "default printer" by clicking on the printer tab, and choosing, "Set As Default Printer" from the drop down menu (see Figure 4 below).



Figure 4



## Responsible Use Policy

Finally, as all things digital these days, the South Burlington School District has a [Responsible Use Policy](#) that all students, and staff are expected to follow and that you agree to abide by when signing your orientation paperwork. For your convenience the policy is printed below as well.

### **SOUTH BURLINGTON SCHOOL DISTRICT**

### **POLICY F14**

#### RESPONSIBLE USE OF INFORMATION TECHNOLOGY

#### **Purpose**

The South Burlington School District uses information technology resources including the Internet to support and enrich the curriculum, to allow students to benefit from access to

electronic information resources and opportunities for collaboration that are uniquely provided by certain electronic technologies, and to enhance learning.

This policy is intended to ensure compliance with the requirements of applicable federal and state laws that regulate the provision of access to the Internet and other information technology resources by school districts.

**Definitions.** As used in this policy, the following terms shall be defined in accord with federal and, where the context clearly allows, state law.

- 1) **Child Pornography** means any visual depiction, including any photograph, film, video, picture, or computer or computer-generated image or picture, whether made or produced by electronic, mechanical, or other means, of sexually explicit conduct, where:
  - a. The production of such visual depiction involves the use of a minor engaging in sexually explicit conduct;
  - b. Such visual depiction is a digital image, computer image, or computer-generated image that is, or is indistinguishable from, that of a minor engaging in sexually explicit conduct; or
  - c. Such visual depiction has been created, adapted, or modified to appear that an identifiable minor is engaging in sexually explicit conduct.
- 2) **Harmful to minors** means any picture, image, graphic image file, or other visual depiction that:
  - a. Taken as a whole, with respect to minors, appeals to a prurient interest in nudity, sex, or excretion;
  - b. Depicts, describes, or represents in a patently offensive way with respect to what is suitable for minors, an actual or simulated sexual act or sexual contact, actual or simulated normal or perverted sexual acts, or lewd exhibition of the genitals; and
  - c. Taken as a whole lacks serious literary, artistic, political, or scientific value as to minors.
- 3) **Technology protection measure** means a specific technology that blocks or filters Internet access to visual depictions that are obscene, child pornography, or harmful to minors.
- 4) **Minor** means an individual who has not attained the age of 18.
- 5) **Computer** means any hardware, software, or other technology attached or connected to, installed in, or otherwise used in connection with a computer.
- 6) **Access to Internet** means a computer that is equipped with a modem or is connected to a computer network that has access to the Internet.
- 7) **Obscene** means materials/pictures considered offensive to accepted standards of decency or modesty.

## Policy

All students and staff will use information technology resources and the Internet as fundamental learning tools. Parents who want to limit their child(ren)'s access to these resources shall contact the school principal in writing if they wish to restrict their child's access to District electronic resources, including the Internet.

The availability of access to electronic information does not imply endorsement by the District of the content, nor does the District guarantee the appropriateness or accuracy of information received. The District shall not be responsible for any information that may be lost, damaged, or unavailable when using the network.

The use by students, staff, or others of District information technology resources is a privilege, not a right. The District's computer and network resources are the property of the District. Users shall have no expectation of privacy in anything they create, store, send, receive, or display on or over the District's computer or network resources, including personal files. The District reserves the right to monitor, track, and log use of information technology resources and may deny access for unauthorized, inappropriate, or illegal activity. The District may revoke access privileges and/or administer appropriate disciplinary action for misuse of its information technology resources. The District shall cooperate to the extent legally required with local, state, and federal officials in any investigation concerning or related to the misuse of the District's Internet, computers or network.

The District shall work to ensure Internet safety for minors by taking steps that include monitoring the online activities of minors and the operation of technology protection measures with respect to any of its computers with Internet access that protects against access through such computers to visual depictions that are obscene, child pornography, or harmful to minors.

In addition to those stated in law and defined in this policy, the District deems the following to be examples of inappropriate actions by minors:

- Capturing, emailing, or publishing nude images
- Defamation of character
- Lewd, vulgar, or profane communication
- Threatening, bullying, harassing, or discriminatory behavior
- Terrorism
- Gambling

### **Administrative Responsibilities**

The superintendent or his or her designee shall coordinate and oversee the use of District information technology resources including the Internet, and will develop procedures necessary to implement this policy. In addition, the superintendent or his or her designee shall ensure that the District, as part of its policy implementation, will educate minors about appropriate online communication which includes cyber-bullying and social networking.

Administrative procedures developed under this policy shall include provisions designed to protect student data and any other confidential information stored in District information technology resources.

In addition, the administrative procedures developed under this policy shall include Internet safety measures that provide for the monitoring of online activities by minors and address the following:

1. Control of access by minors to inappropriate matter on the Internet and World Wide Web.
2. Safety and security of minors when using District electronic communications.
3. Prevention of unauthorized online access by minors, including “hacking” and other unlawful activities.
4. Unauthorized disclosure, use, and/or dissemination of personal information regarding minors.
5. Restriction of minors’ access to materials harmful to them.

The administrative procedures developed under this policy shall also provide that authorized individuals may temporarily disable the District’s technology protection measures to enable access for bona fide research or other lawful purpose.

The superintendent or his or her designee shall conduct periodic analyses of the implementation of this policy, and shall make recommendations to the board as needed to ensure that the District’s approach to Internet safety is effective.

### **User Responsibilities**

During instructional time, information technology resources including the Internet are primarily for school-related purposes. The term “school-related purposes” includes use of the system for classroom activities, such as email communication, curriculum-driven research, or career development, and other school activities.

Students and staff may access the District’s information technology resources for limited personal use. Limited personal use of the District’s information technology resources including the Internet may be allowed if the use:

- imposes no tangible cost to the District;
- does not unduly burden the District’s information technology resources;
- occurs during non-instructional time and does not impede other student or staff access for educational purposes;
- does not adversely impact student learning and/or staff responsibilities; and
- does not violate this policy.

Students will not post personal contact information about themselves or other people and are required to follow administrative safety procedures when using electronic communications, including the Internet.

All users of District information technology resources are expected to act in a responsible, ethical, and legal manner. Specifically, the following uses are prohibited:

1. Commercial or for-profit uses.
2. Commercial product advertisement or political lobbying.
3. Bullying or harassment
4. Offensive or inflammatory communication, including profanity, hate mail, discriminatory remarks, or "sexting."
5. Unauthorized or illegal installation, distribution, reproduction, or use of copyrighted materials.
6. Accessing sending, receiving, transferring, viewing, sharing, or downloading obscene, pornographic, lewd, or otherwise illegal materials, images, or photographs.
7. Impersonation of another user.
8. Loading or using unauthorized games, programs, files, or other electronic media.
9. Disabling or bypassing the Internet blocking/filtering software without authorization.
10. Accessing, sending, receiving, transferring, viewing, sharing, or downloading confidential information without authorization.

### **Parental Notification and Responsibility**

Each school will provide annual notice to parents/guardians about student responsible use of District information technology resources including the Internet, the policies and procedures governing their use, and the limitation of liability of the District. The annual notice shall direct parents/guardians to contact the school principal in writing if they wish to restrict their child's access to District electronic resources, including the Internet.

### **Limitation/Disclaimer of Liability**

The District is not liable for unacceptable use or violations of copyright restrictions or other laws, user mistakes or negligence, or costs incurred by users. The District is not responsible for ensuring the accuracy, age appropriateness, or usability of any information found on the District's information technology resources network including the Internet. The District is not responsible for any damage experienced, including, but not limited to, loss of data or interruptions of service. The District is not responsible for the accuracy or quality of information obtained through or stored on the information technology resources system including the Internet, or for financial obligations arising through their unauthorized use.

### **Enforcement**

In the event there is an allegation that a user has violated this policy, a student will be provided with notice and opportunity to be heard in the manner set forth in the student disciplinary policy.

Allegations of staff member violations of this policy will be processed in accord with contractual agreements and legal requirements.

The District will cooperate fully with local, state, or federal officials in any investigation concerning or relating to illegal activities conducted through the use of the District's information technology resources including the Internet.

**POLICY**

Date Policy Warned: October 5, 2011

Date Policy Considered: November 2, 2011

Date Policy Adopted: November 2, 2011

Signed:

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Richard T. Cassidy, Chair

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Elizabeth E. Fitzgerald, Clerk

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Martin J. LaLonde

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Julie H. Beatty



Diane M. Bugbee

## *AUTHORITY AND CROSS REFERENCE*

### **Legal References**

17 U.S.C. §§101-120 (Federal Copyright Act of 1976 as amended)

20 U.S.C. § 6777 *et seq.* (*Enhancing Education Through Technology Act*)

18 U.S.C. §2251 (*Federal Child Pornography Law—Sexual Exploitation and Other Abuse of Children*)

47 U.S.C. §254 (*Children’s Internet Protection Act*)

47 CFR §54.520 (*CIPA Certifications*)

13 V.S.A. §§2802 *et seq.* (*Obscenity, minors*)

13 V.S.A. § 1027 (*Disturbing Peace by Use of...Electronic Means*)

13 V.S.A. §2605(*Voyeurism*)

### *Cross References*

*Student Conduct and Discipline (F1)*

*Copyrights (G2)*

*Selection of Instructional Materials (G5)*

*Complaints About Instructional Materials (G6)*