



POLICY SECTION: Administration

APPENDIX

SUB-SECTION:

POLICY NAME: Information and
Communication Technology
– Technology Hardware and Software
Standards

POLICY NO: A.34

Date Approved:
April 4, 2012 – Board

**Date of Next
Review:**

Dates of Amendments:

Cross References:

1. Acceptable Use of Technology (A.29)
2. Freedom of Information and Protection of Privacy (A.38)
3. Purchasing Policy (F.P.01)
4. Disposal of Surplus or Obsolete Furniture, Fixtures and Equipment (F.P.07)

Purpose:

The purpose of this policy is to establish adherence to technology standards that support educational and business objectives throughout the Toronto Catholic District School Board (“TCDSB” or “the Board”) schools and offices. The intent of this policy is to protect and service students and employees, to ensure adherence to all applicable laws and regulations, to ensure stewardship of Board resources, and public funds, and to maintain the integrity and quality of technology resources and services.

Scope and Responsibility:



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This policy and associated operational procedures apply to all employees (academic and business), students, trustees, stakeholders, and affiliates of the Board that are seeking or involved with the replacement, implementation, or disposal of technology at the Board for any purposes. Technology includes all types of electronic and digital tools, solutions, and services.

The Director of Education is responsible for the implementation of this policy in alignment with the Multi-Year Strategic Plan and with support of the Executive Superintendent, Technology, Data & Strategic Transformation, and Chief Information Officer. All employees share responsibility for compliance and adherence.

~~The *Joint Technology Team* is comprised of stakeholders representing schools, teachers, support staff, school administration, associations and curriculum and business departments of the Board. The role of this team is to advise and review recommendations for technology initiatives.~~

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~~The *ICT Departments (Academic ICT, Technical Services, and Computer Services)* are responsible for provisioning, supporting and maintaining the Board's hardware and software computing infrastructure and providing professional learning opportunities on how to use the Board's technology environment to meet~~



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~~the educational, school administrative and business requirements of the schools and departments.~~

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~~The *Curriculum and Special Services Departments* are responsible for identifying opportunities within the curriculum that can be supported and benefit from the introduction and use of technology (hardware, software, and Internet resources), reviewing technology options and making recommendations and providing appropriate professional learning opportunities modelling the use of the technology.~~

Alignment with MYSP:

Fostering Student Achievement and Well-Being

Achieving Excellence in Governance

Providing Stewardship of Resources

Policy:

The Board shall set technology standards through a process consistent with the Mission, Vision, and Value statements of the Board and with the following objectives:

- 1. Support the entire system (academic and business) with standardized technology tools, solutions, and services.**



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- 2. Align with current and developing technology standards for academic and business.**
- 3. Streamline processes for all types of technologies.**
- 4. Stewardship of Board technology resources.**
- 5. To ensure student safety, achievement, well-being, and privacy**

~~Within the context of the Multi-Year Strategic Plan and our Christ-focused mission and vision, the Board provides teachers and students access to technology in the schools to create an engaging and innovative learning environment, promote a positive impact on student achievement, improve the quality of learning, and support students with special needs. Administrative staff is provided access to technology to support administrative functions and improve organizational effectiveness. In order to leverage investment in technology, professional learning opportunities are necessary to enhance the learning and teaching environment, to promote the effective use of technology in the classroom and to increase administrative efficiency.~~

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~~ICT standards are established to ensure supportability and maintainability of the technology, compatibility, integration between technologies, security of the network, the systems and the information contained within and the selection of cost effective hardware, software and other technologies that are appropriate for use in~~



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~~the classroom to complement the curriculum and program delivery as well as support staff in the performance of their job responsibilities.~~

Regulations:

- 1. ICT Services in consultation and collaboration with Curriculum, Special Services, and business departments as well as in consultation with pertinent parent groups, schools, and union partners, will define Technology Standards for educational and administrative use.**
- 2. Technology Standards will be set with strong consideration for student safety, achievement, and well-being and privacy. Consideration will be given to financial feasibility, durability, compatibility with other technologies, IT system performance, and other legal requirements or regulatory requirements.**
- 3. New technology requested by schools (including Catholic School Parent Councils, CSPCs) or departments, that are not standardized, must adhere to an intake and review process to ensure it meets all pertinent requirements and resources are available to support the operation of this new technology.**
- 4. All technology, including technology purchase with CSPCs funds, shall be purchased in accordance with the Purchasing Policy (F.P.01).**



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5. To ensure student safety and the protection of Board data and systems only approved technologies may be used in schools and administrative settings.
6. To ensure student safety and the protection of Board data and systems, only technologies with vendor/manufacture security support (i.e., software patches, bug fixes, etc.) by established vendors shall be used. If a vendor ceases security support, the technology will be deemed obsolete and disposed of in accordance with this policy.
7. Technology standards will be published on TCDSB internal websites for ease of access by employees and CSPC Chairs.
8. Donated, used, or refurbished technology must comply with this policy and adhere to these regulations for review and for acceptance or nonacceptance. Accepted technology becomes the property of the Board for appropriate allocation, implementation, and equitable distribution.
9. Reassigning, repurposing, or relocating technology shall be done in coordination with and at the approval of ICT Services.
10. Technology deemed as obsolete, redundant, unsafe, or no longer fit for purpose, compatibility, integration, performance, privacy, or security will be replaced and/or disposed of depending on the circumstances and needs.
11. Disposals must comply with this policy and adhere to these regulations to ensure for return and/or sanitization of any sensitive information or data,



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contractual obligations with suppliers and vendors, and stewardship of technology resources.

12. All damage incidents, including theft, vandalism, water, and fire damage are to be reported and maybe subject to a replacement fee.

13. Any discovery of technology that does not comply with this policy or adhere to these regulations may be removed.

14. ICT Services may publish technology guidelines for personal technology used by students or staff in a school environment.

15. Students may bring personally owned technology to school for the purpose of supporting academic achievement. Such technology shall be use used in accordance with the Acceptable Use of Technology Policy (A.29) and be in line with published guidelines.

16. Select staff, as determined by ICT Services, may bring personally owned devices to work for the purpose of supporting academic achievement in a school setting. Such technology shall be use used in accordance with the Acceptable Use of Technology Policy (A.29) and be in line with published guidelines. No student personal identifiable information shall be downloaded or stored on to staff personally owned devices,

~~1. Hardware~~

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~~(a) The ICT departments in consultation and collaboration with the schools, curriculum, special services and business departments define the hardware requirements and specifications as part of the process to establish hardware technology standards for educational and administrative use.~~

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~~(b) The hardware technology standards must be supportable by the ICT departments and known to function properly in the Board's technology environment to meet end-user requirements.~~

~~(c) The hardware technology standards are established through a procurement process in accordance with the Purchasing policy as maintained by the Materials Management Department.~~

~~(d) The acquisition and purchase of hardware technology for use in schools and departments must be in conformance with these defined hardware technology standards and the Purchasing policy. This is applicable to all departments and schools regardless of funding sources including the use of school block funds, local agency funds or CSAC funds.~~

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~~(e) The ICT Departments will establish and as required periodically revise and update what hardware technology is considered supportable. These hardware standards will be updated and published on a regular basis. Hardware technology~~



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~~that is no longer under warranty, below the minimum configuration requirements and/or prohibitive to repair will not be supported and, in collaboration with the school or department, will be removed from the hardware inventory and deemed as obsolete. Any hardware technology deemed as obsolete will follow the Disposal Policy as maintained by the Materials Management Department.~~

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~~(f) Only the established hardware technology standard will be supported by the ICT departments. The only exception is where a custom hardware configuration is required to meet a specific educational or administrative need. In this case the ICT Department must approve the hardware configuration and specify a support level which may be limited. The acquisition of non-standard hardware technology will not be supported by the ICT departments.~~

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~~(g) Donated, used or refurbished computers will only be accepted if the computers meet the current minimum hardware configuration requirements and are received in working order with a properly licensed operating system. The Board will not accept any computers which may negatively impact the ICT Departments' remote computer management, computer system administration and automated software deployments and updates. Any donated, used or refurbished computers must be reviewed and approved by the ICT departments before being received at the school or department location and may only be connected to the Board's network using an approved computer software image installed by the ICT departments. Any needed~~



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hardware repairs not covered under a warranty agreement will be funded by the school or department.

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~~(h) The ICT Departments, with assistance and collaboration from the schools, will maintain an inventory of the school hardware technology.~~

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~~(i) All allocations of new computers or relocation and movement of existing computers from their assigned placement to another location must be done as a request to and in consultation with the Technical Services Department. This is required to ensure the area where the computers are being located already have the necessary networking access (wired or wireless), electrical power and desk, table or counter space to properly accommodate the computers. The Technical Services Department will advise if the request significantly impacts the building thereby requiring further consultation from the Facilities Department. All costs related to adequately provisioning the area with networking, electrical power, millwork or desks will be the responsibility of the school unless approved as part of a project initiative.~~

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~~(j) The installation, configuration, modification, system administration, upgrade and maintenance of the Board's hardware and software technology is restricted to authorized ICT Department staff or staff so designated and authorized by the ICT Departments.~~



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~~(k) The connecting of devices to the Board's internal network (wired or wireless) is restricted to devices approved in the hardware technology standard or authorized by the ICT Departments. Personal Electronic Devices (PEDs) are permitted to connect to the Board's Guest wireless (WiFi) network and remote access will be permitted through the Board's VPN (Virtual Private Network).~~

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~~2. Software~~

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~~(a) To meet the requirements of the various software use cases within the Board's technology environment, a set of software that supports those users will be established as the software technology standard that is deployed as the computer software image on new and existing computer hardware. The software technology standard is developed in a collaborative process between the ICT Departments and the users to ensure the software meets the educational or administrative needs of the user, can integrate and function properly within the Board's technology environment and is supportable. Support includes providing technical support and opportunities for professional learning.~~

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~~(b) The ICT Departments are responsible for software technical support along with the initial deployment of the software and subsequent upgrades and updates to the software. The Program Coordinators, central resource staff and the local school~~



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staff are responsible for providing “how to” software support and opportunities for professional learning with the objective to promote adoption and proper use of the software in the learning and teaching environment or for administrative functions.

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(c) The software technology standard is comprised of licensed software obtained through the Ministry of Education from OSAPAC (Ontario Software Acquisition Program Advisory Committee), Board level software license agreements and central license agreements established by the curriculum, special services and business departments. Only software that is legally licensed and included in the software technology standard may be installed on the Board’s standard computer hardware.

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(d) A school or department may locally license software specific to a site (site license) or set of computers within the site provided the software has been reviewed and authorized by the Software Review Team which includes the Program Coordinators and ICT departments. This review will be based on applicability to the curriculum, meets educational or business needs and hardware and software compatibility that the software will properly function in the Board’s technology environment. For locally licensed software, compliance to the licensing agreement, any costs for software licensing, software maintenance and upgrades, technical support and professional development is the responsibility of the local school or department.



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~~(e) Any discovery of software on Board-owned computers that is not legally licensed for use or has not been authorized by the ICT Departments and Software Review Team will be removed. This includes software licensed for home use only through OSAPAC or other licensing agreements.~~

Definitions:

Technology includes all types of electronic and digital tools, solutions, and services. Examples include but are not limited to desktops, laptops, tablets, smartphones, laptops, monitors and screens, printers, scanners, copiers, audio/visual equipment, hardware accessories, applications programs, or system software regardless of whether it resides as installed locally on computing devices or is hosted on a vendor's environment and accessed via the internet, software add-ins, plug-ins, functionality changes or new modules or features.

~~**Hardware technology** includes but is not limited to computers, mobile devices, servers, storage, networking equipment, telephone equipment, printers, peripherals, display devices, etc. and the associated connection devices and cabling.~~

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~~Software technology includes software installed as a local installation, client server application, web application or hosted application on an internal or external infrastructure platform.~~

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~~The Board's software requirements, that is the software use cases, includes but is not limited to students (classroom), teachers, special education (including student SEA claims), school administration, central administration staff and other users.~~

Evaluation and Metrics:

The effectiveness of the policy will be determined by measuring the following:

- 1. Streamlined intake, vetting, and approval process.**
- 2. Feedback from approval bodies, supervisory personnel and employees involved with the replacement, implementation, or disposal of technology.**