TECHNOLOGY SYSTEM PRACTICES

The Board recognizes the value of technology and strives to incorporate the use of technology in the educational program in order to enhance instructional opportunities, appeal to different learning styles and meet educational goals. The Board encourages professional use of technology resources both instructional and administrative and adherence to all applicable state, federal, and local policies related to use of technology. The use of technology resources includes but is not limited to:

I. New Technologies

In support of students' learning, Pitt County Schools employs many forms of technology, including print materials, audio and video recordings and computers. New technologies are evaluated and those that are appropriate are used as an integral part of the learning process. These new technologies supplement, complement, and sometimes replace older technologies. The primary purpose of adopting new technologies is to improve learning. Technologies are only one of several means of facilitating learning. Effective learning, itself, is the ultimate goal.

The graduates of Pitt County Schools are already competing in a marketplace dominated by highly technical information handling and processing. To prepare students to work in all aspects of this information society, they must be familiar with these new technologies and educated to use them.

In support of students' effective learning and competency in the use of new technologies, the Pitt County Board of Education:

A. Adopts the *Pitt County Schools Technology Plan*.

B. Requires that each school annually prepare a plan for realizing its portion of the *Pitt County Schools Technology Plan*.

C. Requires that all equipment and associated software purchased or accepted as gifts conform to the minimum standards set forth in the standards.

D. Requires that purchases of equipment and associated software be coordinated centrally in order to realize economy through bulk purchases.

Further, the Pitt County Board of Education authorizes the Superintendent to establish a Technology Advisory Committee, responsible for the annual updating of the *Pitt County Schools Technology Plan.*

II. Advertising and Commercialism

The use of district technology resources or the Internet for one's own commercial gain or profit is not allowed from an educational site.

III. Virus Protection

Virus detection programs and practices shall be implemented throughout the school district. The chief technology officer or designee is responsible for ensuring that the school district network includes current software to prevent the introduction or propagation of computer viruses or other malicious network applications.

IV. Network Security

School technology personnel will evaluate each information technology asset and assign protective controls that are commensurate with the established value of such assets. Appropriate security measures must be in place to protect all information technology assets from accidental or unauthorized use, theft, modification or destruction, and to prevent the unauthorized disclosure of restricted information. Network security measures will include an information technology system disaster recovery process. Audits of security measures will be conducted annually.

All supervisory personnel will ensure the protection and security of information technology assets that are under their control.

V. Security Awareness

The chief technology officer or designee shall provide employees with information to enhance awareness regarding technology security threats and to educate them about appropriate safeguards.

VI. System Access

All users of information technology systems must be properly identified and authenticated before being allowed to access such systems. The combination of a unique user identification and valid password is the minimum requirement for granting access to information technology systems. Depending on the operating environment, information involved and exposure risks, additional or more stringent security practices may be required as determined by the superintendent. The chief technology officer or designee will establish password management capabilities and procedures to ensure the security of passwords.

The chief technology officer or designee will ensure that any school district computers utilizing the NC WISE application pursuant to State Board of Education Policy EEO-C-018 adheres to requirements of the NC WISE password and Workstation Policy, including provisions related to user identification, password and workstation security standards. Employees must follow such standards for all computers used to access

the NC WISE system, including the employee's personal computer.

The superintendent and the chief technology officer may grant remote access to authorized users of the school district's computer system. The chief technology officer or designee will ensure that such access is provided through secure, authenticated and carefully managed access methods.

VII. Disaster Recovery of Data and Hardware

Objective

The purpose of the Disaster Recovery of Data and Hardware Policy is to provide for the continuity, restoration and recovery of critical data and systems. The following sections detail the procedures and practices that will be used to ensure timely restoration of data and services in the event of a disaster.

Data Backup

- Critical data will be backed up periodically with multiple copies maintained at more than one geographic location.
- Server operating system recovery information and data will be backed up on a regular basis to ensure timely recovery from hardware failures.
- Appropriate Service Level Agreements (SLA) will be applied to different classes of data to ensure appropriate data retention.

Risk Reduction

- Critical system hardware will use redundant component where possible.
- Critical servers and hardware will operate from UPS battery backup systems.
- Critical servers will be operated in a high availability mode with totally redundant hardware
- The central data center for the district will be setup and maintained in accordance to industry best practice standards.

VIII. Hardware and Software Procurement

It is the policy of Pitt County Schools to obtain the most cost effective and reliable technology equipment and software. The chief technology officer or designee is responsible for establishing standards to ensure smooth and efficient operation. By utilizing economies of scale, the Information and Technology Department can extend purchasing dollars. Procurement of technology shall be accomplished in accordance with state law, Board purchasing (PCS Policies 3.601, 3.602, and 3.603) and accounting policies, and Pitt County Schools Information and Technology Department purchasing guidelines. The term technology includes computers, software, and peripherals needed

for administrative and instructional purposes in the district.

All purchases of desktop and notebook computers, software, and peripherals – whether stand-alone or networked – must be reviewed prior to purchase by the chief technology officer or designee to ensure compatibility with existing network architecture and with software licensing restrictions. Any technologies that are purchased without prior evaluation by the chief technology officer or designee may not be supported by the Department.

IX. Hardware and Software Deployment

The superintendent or designee will oversee the development of the school district's technology deployment plan. The plan will be designed to ensure organized, effective and efficient means of deploying new hardware and software.

The district will ensure the reliability of technological resources for the schools and will report annually to the board on the rate of reliability of technological resources. The district will provide standards and guidelines for schools to use in planning for technology use.

X. Inventory Control

A. Management

The superintendent or designee is responsible for providing centralized services for purchasing, receiving, storing and maintaining equipment, materials and supplies. Such services will be provided in a manner consistent with Pitt County Schools' goals.

The superintendent or designee will make reasonable efforts to be informed and implement progressive practices in managing equipment, materials and supplies services. Conscientious efforts will be made in the management of these resources to achieve efficiency and economy through centralized and bulk purchasing when this is consistent with available storage and distribution facilities. Good management also requires that needed supplies, materials, equipment, and spare parts be readily available when and where needed, but that space is not used for housing unnecessary inventory. The superintendent will develop administrative procedures for providing and using centralized services and will monitor compliance with these procedures.

B. Record Keeping

The superintendent or designee is responsible for maintaining proper records in accordance with accepted business standards and any legal requirements. These records include inventory records, receiving and distribution records, and equipment maintenance records at the district and school levels.

C. Issuance of Equipment, Materials and Supplies

Any person, including principals, teachers, other personnel or students, who have been issued equipment, materials or supplies owned by Pitt County Schools is responsible for such items. Responsibilities include being able to account for the item, maintaining and using the item in a prudent manner, and storing the item in a reasonably safe and secure place.   Any employee is subject to repayment for items lost, stolen, or damaged while within his/her care.

XI. Equipment Maintenance and Repair

Pitt County School's Technology Department will develop and maintain a process for in-house installations, maintenance and repairs. The Technology Department is solely responsible for installations, maintenance and repairs of technology equipment at all locations.

XII. Alterations of Facilities or Equipment

Alterations of facilities or equipment of the school system including but not limited to installation of personal equipment requiring wiring, carpentry, plumbing, or other changes shall be allowed only upon the approval of the Superintendent's Office.

XIII. Policy Translation

As language minority students continue to enroll in schools throughout Pitt County, the need to disseminate policy information in languages other than English becomes necessary.

In order to overcome language barriers, the following steps are recommended:

A. Parents/guardians must be provided access to district-wide policies, procedures and guidelines in their native languages. If said materials are unavailable in languages other than English, a request must be made to the ESL Director or designee to provide either a written translation or provide an interpreter.

B. The chief technology officer or designee is responsible for ensuring that the translated documents are housed in a centralized location and are made available via the Web.