

Ed-IT Solutions (UK) Limited

Policy – Use Of Mobile Phones Within Schools

Background

As IT Technicians, personnel working for Ed-IT Solutions find the use of a mobile phone an invaluable tool in helping to maintain your IT networks and equipment.

Firstly, for communication on your behalf, between equipment manufactures support/helpdesks. When calling, equipment manufactures support/helpdesks will expect us to be present at the subject piece of equipment for fault diagnosis and rectification, they will not proceed with the call until they have run through their own check list. In most cases it is not possible to take the piece of equipment to a normal landline.

Secondly, for communication with 3rd Party IT Service Providers, very similar to the first point, our technicians on your behalf need to, from time to time talk to the subject agencies about issues or problems that they are experiencing with your network or services, this communication is best done while present at the device, or other item of equipment that is usually located somewhere within school and not necessarily close to a landline phone.

Thirdly, for communication with other Ed-IT Solutions technicians, our technicians are encouraged to share their knowledge and experience with each other, for a faster and more proficient diagnosis and repair of your network and equipment by talking to each other.

Fourthly, to receive incoming calls from other supported schools, unfortunately your technician can not be at your school all the time. Invariable if you have a problem with your network that needs urgent attention, your first port of call will normally be to your dedicated IT Technician, he/she needs, for your benefit to be able to take your call ASAP.

Finally mobile phones and their associated 'Apps', phones are widely used for authentication to key management systems ensuring network security is maintained. Additionally various app-based tools are required in fault diagnosing and rectification of problems and issues on your IT networks.

Procedure

Firstly, Ed-IT Engineers will clarify exactly what your policy on the use of Mobile Phones within School is and come to an agreement on how we will be able to use our devices on school premises.

As a minimum this is what we will do:

- Our technicians will not receive or make any personal calls while on your school premises.
- If a technician has to make a call while on your premises, they will keep their calls to a minimum and only make calls when they are in a designated area where the use of mobile phones is permitted (if any), such as admin areas, staff rooms or Server rooms where children will not present.
- If another school, technician, support desk or other outside agency calls them while on your school premises they will not answer the call unless they are alone in the room or they have moved to a designated area where the use of mobile phones is permitted.
- If a technician needs to take a photograph of a piece of equipment, they will not do so until they have received permission from the school stating what equipment they are taking a photograph of and why. Any photograph taken will not include any pupils.
- Where a technician needs to use their mobile phone to fault diagnose a problem with your network, they will first inform you what they need to do and what areas within your school premises they will be using their mobile phone.

It is hoped that our policy on the use of Mobile Phones can be agreed once with you and there will not be a further need to continually seek your permission for its use.

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