DEC ICT Standards and Policies
DEC ICT Strategic plan

DEC ICT Vision:
Any learning opportunity, any learner, anytime, anywhere.

DEC ICT Mission:
An innovative, agile and cost effective Information Technology Service that enables and enhances the delivery of quality education and training.

Purpose
The main purpose of the Standards Programme is to establish and maintain technical standards that sustain the delivery, implementation and support of technology projects across DEC.

Benefits
• Acquisition/Procurement
• Provide a clear statement of technical requirements with an assurance of conformance
• Streamline acquisition process
• Economies of scale in purchasing
• Total Cost of Ownership
• Interoperability/Portability/Extensibility
• Enable smooth interoperation of systems
• Improve portability and reusability
• Reduce time and effort for application development and integration
• Allow easier system expansion and extension

School ICT Standards and Guidelines

Desktop computers/Notebook computers: Discretionary Purchases

Imaging devices and interactive whiteboards
School ICT Standards and Guidelines

The followings are ICT standards, guidelines, procedures useful to schools.

For Regional IT staff assisting schools in developing their ICT plans, you may also refer to this Planning Assistance.

Hardware and Peripherals
1. Desktop/Portable
   - Equipment Specifications
2. Peripherals
   - Recommended Printers
   - Desktop accessories
3. Server
   - General server specification
   - Content Pre-Positioning Cache
4. Collaboration
   - Video Conferencing
   - Interactive Whiteboards
5. Telephony
   - Telephone Handset Guides
   - Voice Infrastructure and Telephony
   - VoIP Security

Networking
1. Networking equipment
   - Approved Products List
2. Device naming and addressing
   - Device Naming Standards
   - Device Addressing Scheme

Software and System Management
1. Standard Operating Environment
   - SOE inclusions for Desktop PCs and Notebook PCs
2. Deployment
   - Anti malware solution - Forefront Endpoint Protection
   - Symantec AntiVirus (SAV)
   - Windows Server Update Services (WSUS) via Regional Infrastructure
   - Altiris Notification and Deployment Services (NG and DS)
   - Netware Installation/Upgrade
   - Other software deployment (ZenWorks)
3. Backup and Restore
   - Backup Exec Installation/Configuration
4. License Management
   - Novell networks
5. Server Configuration
   - CPC server
6. Server Management
   - OASIS School Management System
7. Web Hosting
   - Corporate Web Hosting Standard Environment
   - Schools Individual Web Sites Standard Environment
   - School Web Sites
8. Network Monitoring
DEC ICT standards and purchasing

ICT rollouts

• T4L – all schools

• Digital Education Revolution (DER) – High School only
T4L Overview

• 2013 is the 3rd year of the new T4L rollout
• P5/P6 schools receive their T4L rollout in 2012, 2014
• Phase 2 2012 T4L Memorandum DN/12/363107, details sent to schools week 2 of T4. Deliveries happening now.
• School entitlement over a four year cycle. Each school’s allocation has been based on the current enrolment data.
• UNITS are allocated on a general formula based on 1 UNIT per 8 students spread out over four years. Roughly 1:32 each year.
• One UNIT is equivalent to a base Windows desktop with a 19” LCD screen or a base model laptop
# Lenovo Desktops

<table>
<thead>
<tr>
<th>Model:</th>
<th>Component:</th>
<th>Units:</th>
</tr>
</thead>
<tbody>
<tr>
<td>M82 Base</td>
<td>2.8GHz CPU, 4GB RAM, 500GB HDD, 4yr onsite warranty</td>
<td>0.75</td>
</tr>
<tr>
<td>M92P Intermediate</td>
<td>i5-3470 3.2GHz CPU, 4GB RAM, 500GB HDD, 4yr onsite warranty</td>
<td>1.00</td>
</tr>
<tr>
<td>M92P Advanced</td>
<td>i7-3770 3.4GHz CPU, 8GB RAM, 500GB HDD, 4yr onsite warranty</td>
<td>1.55</td>
</tr>
</tbody>
</table>

Expected delivery: Term 1, 2013 (happening now)

Note: Monitors not included and are optional. OS is Windows 7 x64
# Lenovo Monitors

<table>
<thead>
<tr>
<th>Model</th>
<th>Component</th>
<th>Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>L197</td>
<td>19” Widescreen</td>
<td>0.25</td>
</tr>
<tr>
<td>L2250p</td>
<td>22” Widescreen</td>
<td>0.35</td>
</tr>
</tbody>
</table>

**Expected delivery:**
Term 1, 2013 (happening now)
# Apple Desktops

<table>
<thead>
<tr>
<th>Model:</th>
<th>Component:</th>
<th>Units:</th>
</tr>
</thead>
<tbody>
<tr>
<td>iMac 21.5&quot; Base</td>
<td>2.5GHz Quad core i5&lt;br&gt;4GB RAM, 500GB HDD, 4yr onsite warranty</td>
<td>2.70</td>
</tr>
<tr>
<td>iMac 27&quot; Advanced</td>
<td>2.7GHz Quad core i5&lt;br&gt;4GB RAM, 1TB HDD, 4yr onsite warranty</td>
<td>3.85</td>
</tr>
</tbody>
</table>

**Expected delivery:** Term 2, 2013

**Note:** OS is Mountain Lion 10.8
# Base model Notebooks

<table>
<thead>
<tr>
<th>Model:</th>
<th>Component:</th>
<th>Units:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lenovo: ThinkPad X131e Base</td>
<td>Celeron 857 Dual Core SSD, 4GB RAM, 128GB HDD, 11.6&quot; screen, white, 4 years onsite warranty</td>
<td>1.00</td>
</tr>
</tbody>
</table>

*Note: Discretionary purchases have only 2 years warranty*

**Expected delivery:** Term 1, 2013 (around April)
# Intermediate Model Notebooks

<table>
<thead>
<tr>
<th>Model:</th>
<th>Component:</th>
<th>Units:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lenovo:</strong></td>
<td>i5-2520, 2.5GHz, 4GB RAM, 320GB HDD, 15.6&quot; screen, 4 years onsite warranty</td>
<td>1.50</td>
</tr>
<tr>
<td><strong>ThinkPad T530</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Acer:</strong></td>
<td>i5-3210, 2.5GHz, 4GB RAM, 500GB HDD, 15.6&quot; screen, 4 years onsite warranty</td>
<td>1.65</td>
</tr>
<tr>
<td><strong>Travelmate P653-V</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Expected delivery: Term 1, 2013.*
## Advanced Model Notebooks

<table>
<thead>
<tr>
<th>Model:</th>
<th>Component:</th>
<th>Units:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lenovo:</strong></td>
<td>Lenovo: ThinkPad T530 i5-3320, 2.6GHz, 6GB RAM, 500GB HDD, 15.6&quot; screen, 4 years onsite warranty</td>
<td>1.90</td>
</tr>
<tr>
<td><strong>Acer:</strong></td>
<td>Acer: Travelmate P653-V i5-3210, 2.5GHz, 6GB RAM, 500GB HDD, 15.6&quot; screen, 4 years onsite warranty</td>
<td>1.80</td>
</tr>
</tbody>
</table>

Expected delivery: Term 1, 2013.
## Apple Notebooks

<table>
<thead>
<tr>
<th>Model:</th>
<th>Component:</th>
<th>Units:</th>
</tr>
</thead>
<tbody>
<tr>
<td>MacBook Pro 13“ Base Model</td>
<td>i5 2.5GHz CPU, 4GB RAM, 500GB HDD, OSX 10.7 (Lion)</td>
<td>3.00</td>
</tr>
<tr>
<td>MacBook Pro 15“ Advanced Model</td>
<td>Aluminium, i7 2.3GHz CPU, 4GB RAM, 500GB HDD, OSX 10.7 (Lion)</td>
<td>4.50</td>
</tr>
</tbody>
</table>

*Expected delivery: Term 2, 2013*
Installation of T4L Windows computers

There is no onsite installation provided for Windows computers.

**eT4L schools – Desktop and Notebook Windows 7 computers**

1. Unbox the computers and connect power and a network cable to a known working outlet. For Notebooks, it is best to leave the battery disconnected during configuration.

2. Follow the steps in the document: *Universal Desktop Rebuild Guide v1.3* which can be found as the first link at this website: [https://detwww.det.nsw.edu.au/it/t4l/t4l_projects/et4l_support.htm](https://detwww.det.nsw.edu.au/it/t4l/t4l_projects/et4l_support.htm)

3. Additional software can be deployed to the computers through UDM.

4. For Notebook computers, shutdown the computer and then insert the battery and plug in power cable. Fully charge the battery (4 hours) and then fully discharge the battery. It is recommended that this step be completed three times in order to condition the battery.

If you are experiencing any difficulties with this process, please log a Service Desk call requesting Sydney Region IT Services Unit - Schools Support to assist. Call the IT Service Desk on: 1800 338 483.
Installation of T4L Windows computers

There is no onsite installation provided for Windows computers.

**Schools not yet migrated to eT4L Services**

1. Unbox the computers and connect power and a network cable to a known working outlet. For Notebooks, it is best to leave the battery disconnected during configuration.
2. Turn on the computer. The computer will commence a setup routine and may restart.
3. Once this routine has completed the computer will auto logon and Internet Explorer will be launched.
4. A commissioning script is now required to be run manually. This script is accessible from the shortcut in Favorites in Internet Explorer which will take you to this URL: http://cws.dtmanagement.det.nsw.edu.au. Select: *Technology for Learning - Commissioning.*

When commissioning is complete there will be two local user accounts created, administrator and localuser. Their default passwords will be displayed in a message box. After restarting, you will be able to logon as one of these two accounts.
Installation of T4L Windows computers

5. To join the computer to your school domain, follow the steps in the linked document:  [http://tinyurl.com/SRdomain](http://tinyurl.com/SRdomain)

6. Take note of the auto-generated computer name, the AMS room number where the PC will be located and identify which printer you would prefer as the default printer. When all computers have been commissioned please log a Service Desk call to Sydney Region IT Services Unit - Schools Support providing this information for each computer so that they can be set to receive the correct printers automatically.

Please log your request online:

7. Shutdown the computer and then insert the battery and plug in power cable. Fully charge the battery (4 hours) and then fully discharge the battery. It is recommended that this step be completed three times in order to condition the battery.

If you are experiencing any difficulties with this process, please log a Service Desk call requesting Sydney Region IT Services Unit - Schools Support to assist. Call the IT Service Desk on: 1800 338 483.
T4L Servers

• Servers are **no longer available** under T4L rollout

• **Discretionary servers are still available**, however for primary schools and SSPs, the eT4L server solution is preferred

• If warranty on your school’s server is reaching the end or has expired, please ring Greg Sharkey 0400 325 094
T4L Regional contact details

• Bambos Meitani
  bambos.meitani@det.nsw.edu.au
  0408 640 208

• Greg Sharkey
  greg.sharkey@det.nsw.edu.au
  0400 325 094
T4L 2013 Overview

• The online order form for the 2013 rollout will not be available until semester 2 and will be accessed through the Principal’s DEC Portal.

• T4L page information on the DEC Intranet: https://detwww.det.nsw.edu.au/it/t4l/index.htm

• The FAQ page provides a range of detailed advice.
The 'Takeback' (Recycling) Program

The computer equipment to be returned will need to be "like for like". For example, if you have received a complete unit (including CPU, HDD, monitor, keyboard, mouse and power cables) you can return a complete unit, if you have received a monitor you can only return a monitor, if you have received a CPU you can only return a CPU. The equipment does not need to be working.

Each of the vendors choose how they will execute the ‘Takeback’ program, and can vary schedules and processes from time to time.

Information relating to the Lenovo Takeback process is available at: https://detwww.det.nsw.edu.au/it/equipment/hardware_stds/lenovo_take_back.pdf

Information relating to the Acer Takeback process is available at: https://detwww.det.nsw.edu.au/it/equipment/hardware_stds/acer_take_back.pdf

Computer recycling – additional service

APCD
APCD provides quality accredited IT asset collection, data sanitisation and environmental disposal services, Australia-wide. APCD is an accredited Government supplier, and provides IT asset disposal services to NSW Police, Australian Customs and the Commonwealth Attorney General’s Department. For more information please visit www.apcd.com.au/services

Collection requests
Collections will be scheduled on a monthly basis.
You can request a collection AT NO COST and provide the necessary details by logging on to:
Please provide as accurate information as possible on the form as it greatly will assist the customer service department. Once the Customer Service team has received your form, you will be contacted to confirm pick-up details.

Additional Information and Questions
If you have any questions or require more information please email APCD
detcollections@apcd.com.au or call (02) 8863 6666.
Computer recycling – additional service

Verser

You can easily submit a request AT NO COST by following the prompts at:

Once the customer service team has received your form, you will be contacted to confirm pick-up details.

Verser Technology Lifecycles collection staff and identification

On the agreed day, the Verser Technology Lifecycles representative(s) will arrive at your school and report to the School Administration desk for instructions. Our staff will:

- Carry clearly marked identification at all times
- Be wearing our black and orange shirts
- Sign in and out of the Visitor’s Register
- Efficiently load the IT equipment onto one of our vehicles, ensuring no mess is left behind
- Work with you to make sure you’re getting the best outcome for your IT assets

Additional Information and Questions

If you have any questions or require more information please email us at nswschools@verser.com.au or call us on 02 9752 1777.
Wireless Access Points (WAPs)

**IAP –105** (2.4 and 5 GHz)
RECOMMENDED IN SR SCHOOLS

**IAP -93** (2.4 GHz only)
NOT RECOMMENDED IN SR SCHOOLS

0.65 units

0.40 units
Wireless Access Points (WAPs)

- K – 6 schools can choose to order Wireless Access Point Bundles using T4L allocations.
- Each bundle includes a WAP, ceiling/wall mounting kit and 4 year next day replacement warranty.
- The bundles do NOT include a network data outlet or a power supply option (either a power injector or a Power over Ethernet [PoE] switch).
- **NOTE:** These bundles are NOT compatible with DER sites which require the Aruba 125 model.
Wireless Access Points (WAP’s)

• There are two bundle options available to schools to suit the varying needs. A cheaper single band option (IAP – 93) is available for very small schools with limited mobile requirements.

• A dual band (2.4GHz and 5GHz) option is also available (IAP – 105) for schools that wish to run larger numbers of mobile devices.

• While Sydney Region recommends the IAP–105 bundle, the aim of the T4L rollout is to improve the computer to student ratio.
Installation - WAPs

• Ideally the school will have discussed its intention to order WAPs with Sydney Region IT Services - School Support prior to ordering. Also consult our online guide


Please contact:

• Bambos Meitani
  [bambos.meitani@det.nsw.edu.au](mailto:bambos.meitani@det.nsw.edu.au)
  0408 640 208

• Stuart Hasic
  [stuart.hasic@det.nsw.edu.au](mailto:stuart.hasic@det.nsw.edu.au)
  0400 329 522
Since 2009 the DER-NSW program has successfully delivered:

- 254,166 laptops to year 9 students,
- wireless access points in over 21,000 learning spaces,
- professional learning experiences to teachers and leaders across the state,
- more than 250 online resources,
- 560 school based Technology Support Officers.

2013 heralds a final rollout of 63,500 laptops.
The Commonwealth DER National Partnership funding finishes at the end of 2013.

- The 2013 laptops will not be considered part of the state wide pool. This means there will be no transfers between schools unless an arrangement is made between principals.
- Principals will be able to work with their school community to develop a distribution process suitable for the school. For example, some schools may wish to allocate laptops to Year 9 students as in previous years. Others may wish to adopt an alternative approach.
- As with previous rollouts decisions on repair costs will be made by the school on a case to case basis.
- Funding for the DER TSO positions ends December 31st 2013.
DEC ICT standards and purchasing

Discretionary ICT purchases

• Local Schools, Local Decisions
• Computers – desktops and notebooks
• Interactive whiteboards / data projectors
• Imaging devices (printers, copiers and faxes)
• Wireless Access points (WAP’s)
• Tablets
Local Schools, Local Decisions

- Local decisions for purchases up to $5000 are in place from 23 April 2012.
- In summary, the new reform is about choice. As a principal, there is now more choice in which suppliers you purchase from. Support and guidelines are available to help you achieve the best outcomes for your school and to avoid the pitfalls in purchasing.
- There are some items that are excluded from the change (PDF available for DEC staff) as advised by the State Contracts Control Board.
Local Schools, Local Decisions

- To purchase an item under $5,000, you now have more options. Principals can continue to purchase from existing State contracts and through the department's online catalogue if they choose.
- However, principals can now buy directly from an alternative or local supplier if it provides better value. [Support and guidelines](#) are available for DEC staff.
- The process is clear:
  - Choose - Contract OR local supplier
  - Be clear that it is value for money
  - Check probity guidelines
  - Purchase or order.

[Detailed guidelines](#) (PDF available for DEC staff)
## Standard 2013 Model Desktop PCs

This pricing is correct as at Friday, 15 February 2013 Only

**STATE OFFICES** supported by ITD Field Services staff, [click here](#).

**SCHOOLS and other STATE OFFICES:** On the day of placing your order, print this page and use as a Quote.

**TAFE:** Specifications are as described. A Quote must be obtained from Lenovo prior to purchase.

<table>
<thead>
<tr>
<th>Type</th>
<th>Base Model Desktop PC (no monitor)</th>
<th>Intermediate Model Desktop PC (no monitor)</th>
<th>Advanced Model Desktop PC (no monitor)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vendor</td>
<td>Lenovo</td>
<td>Lenovo</td>
<td>Lenovo</td>
</tr>
<tr>
<td>Vendor Model</td>
<td>ThinkCentre M82</td>
<td>ThinkCentre M92P</td>
<td>ThinkCentre M92P</td>
</tr>
<tr>
<td>Vendor Model Number</td>
<td>2756BH7</td>
<td>3209C54</td>
<td>3209C49</td>
</tr>
<tr>
<td>Processor</td>
<td>Pentium Dual Core G640 Processor (2.8GHz, 3M Cache)</td>
<td>Core i5-3470 Processor (3.2GHz,6M Cache)</td>
<td>Core i7-3770 Processor (3.4GHz,8M Cache)</td>
</tr>
<tr>
<td>Motherboard</td>
<td>Intel Q75 Chipset</td>
<td>Intel Q77 Chipset</td>
<td>Intel Q77 Chipset</td>
</tr>
<tr>
<td>Memory</td>
<td>4GB DDR3</td>
<td>4GB DDR3</td>
<td>8GB DDR3</td>
</tr>
<tr>
<td>Video-Graphics Card</td>
<td>Intel HD graphics</td>
<td>Intel HD graphics</td>
<td>ATI HD7450(DVI+DP) LP 1GB 64Bit - includes Display Port to DVI adapter for dual monitor setup</td>
</tr>
<tr>
<td>Monitor</td>
<td>None</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Hard Drive</td>
<td>500GB 7200RPM SATA</td>
<td>500GB 7200RPM SATA</td>
<td>500GB 7200RPM SATA</td>
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<tr>
<td>Optical Drive</td>
<td>DL DVD Multiburner</td>
<td>DL DVD Multiburner</td>
<td>DL DVD Multiburner</td>
</tr>
<tr>
<td>Keyboard &amp; Mouse</td>
<td>Included</td>
<td>Included</td>
<td>Included</td>
</tr>
<tr>
<td>Sound</td>
<td>High Definition (HD) Audio, Realtek ALC662 codec</td>
<td>High Definition (HD) Audio, Realtek ALC662 codec</td>
<td>High Definition (HD) Audio, Realtek ALC662 codec</td>
</tr>
<tr>
<td>Network</td>
<td>One gigabit ethernet port, Intel 82579, Wake on LAN</td>
<td>One gigabit ethernet port, Intel 82579, Wake on LAN</td>
<td>One gigabit ethernet port, Intel 82579, Wake on LAN</td>
</tr>
<tr>
<td>Rear Ports</td>
<td>2 USB 2.0, 4 USB 3.0, Serial (9-pin), Ethernet (RJ-45), VGA DB-15, DisplayPort</td>
<td>2 USB 2.0, 4 USB 3.0, Serial (9-pin), Ethernet (RJ-45), VGA DB-15, DisplayPort</td>
<td>2 x USB 2.0, 4 x USB 3.0, Serial (9-pin), Ethernet (RJ-45), VGA DB-15, DisplayPort</td>
</tr>
</tbody>
</table>
Interactive whiteboard equipment

Before you buy, here's what you need to know
Panasonic is no longer selling interactive whiteboard equipment.

Schools with Panaboard will remain protected by the warranty terms and conditions that the Department negotiated as part of the Contract pricing for the remainder of the product warranty period.

Electroboard will continue to supply SMARTBoard interactive whiteboard bundles and products to schools.

The Department has bundled interactive whiteboard equipment together to save you time and money. Each bundle includes an interactive whiteboard, projector, wall brackets, speakers, installation, delivery and warranty.

Bundles differ in price based on the size of the interactive whiteboard, the ‘throw’ of the projector (short v long throw) and whether or not it is wall mounted or mobile. To find out more about what’s in each bundle click here for our Bundle Breakdown.

Interactive whiteboard equipment

Standard Bundle
- this Bundle includes some products used in an interactive classroom installation, without the video conferencing connectivity.

• SMART Board (77 inch or 87 inch widescreen multi finger touch) interactive whiteboard with wall mount bracket
• Epson ultra short throw data projector with wall mount bracket
• 15 watt per channel stereo smart speakers
• Wall plate and cable kit
• Installation by Electroboard
• 4 year warranty
(1 year on-site swap out
3 year 'back to base' warranty)

77” = $6,466 ex GST*
87” = $6,832 ex GST*

*As at February 2013
Imaging devices
(Printers /copiers/faxes) – one off orders

Ordering Process:


- Identify the brand and model you wish to order by familiarising yourself with the options available.
- Complete and submit the Information Requirements Form (click on supplier name in step 2). This form is used to provide the relevant supplier with useful information to talk to you about specific requirements. It is not a purchase order.
- The vendor will contact you and provide a quotation.
Imaging devices
Pay as You Print Optimisation Program

• The Pay as You Print Optimisation Program is an opportunity to replace your school’s entire fleet of imaging devices with the latest technology as part of a managed service.
• The school will only pay for what you print.
• This program takes a new approach to imaging by offering a total fleet management service.
• Rather than being charged for the purchase of individual devices, you will only receive a monthly charge for what you print across your whole fleet.
• The fleet is updated with new technology on a 4 yearly cycle in line with your needs at that time.
• Cash refunds may be offered for existing devices that are replaced.

Discretionary Purchases – Imaging devices
Pay as You Print Optimisation Program

1. Register
Register your interest online.

2. Account Manager contacts you
Your Fuji Xerox Account Manager calls your school to introduce them self and discuss the Program and process.

3. Your expert review
The site assessment company calls your school to organise a site assessment.

4. Site assessment
It’s vital this data is as accurate as possible - wide variations will mean the solution designed won’t properly suit your needs and could cost more down the track.

5. Principal verifies review data
Your Account Manager sends you the data from your site assessment for your Principal to verify.

6. Prepare for solution design meeting
Your Account Manager will contact your school to arrange a time to meet with all key stakeholders and to design your solution.

7. School solution design meeting
Your Account Manager meets with your school’s key stakeholders and decision makers to customise your solution design. You can sign off at this visit; a 7-day cooling off period applies.

8. Prepare for installation
Once your school sign off is effective, a Fuji Xerox Installation Manager contacts you to agree on an installation date and to discuss getting ready for the installation.

9. Installation
Your school’s equipment is installed.

10. Payment
You will be billed for the copies you print in your school’s sundry tax invoice about a month after your installation.

11. Monitor your usage
You can access all of your invoices and equipment details through Fuji Xerox’s Pay as You Print Optimisation portal. Log in details will be supplied at the time of your first sundry tax invoice.

Visit DEC Procurement Solutions’ Intranet site
Fuji Xerox
Contact your Account Manager on the number they provide to you.

DEC Procurement Support team
1300 338 289
Wireless Access Points (WAPs)

SR Wireless Guide –
http://tinyurl.com/srwirelessguide

IAP –105 (2.4 and 5 GHz)
RECOMMENDED IN SR SCHOOLS

IAP -93 (2.4 GHz only)
NOT RECOMMENDED IN SR SCHOOLS

Discretionary purchases
Apple iPads in Sydney Region

- The number of schools in the state that have purchased iPads has been growing rapidly with many more looking to implement iPads.
- iPads and related accessories are not available on DEC contract and are not directly supported by Service Desk or Region.
- General advice and direction on configuration is available through Sydney Region ICT School Support. Please contact: Bambos.meitani@det.nsw.edu.au and/or stuart.hasic@det.nsw.edu.au with details of your intentions.
- At this stage, any decision to take this path must be fully owned by the school. Direct Regional IT support is not available.

Android Tablets

- Some schools in NSW are implementing various flavours of Android Tablets.
- Multiple brands/models are available providing different sizes, feature sets and prices, as well as different versions of Android.
- Apps that require Internet access will likely not work within DEC limiting the usefulness of the tablets.
- Purchasing Apps from Google Play (the Android Marketplace) may be an issue due to the requirement for a credit card.
- **At this stage, any decision to take this path must be fully owned by the school. Direct Regional IT support is not available.**
Windows Surface and other Win 8 tablets

• The first Microsoft tablet was released on October 26th 2012.
• It runs Windows 8 RT designed specifically for mobile devices that use ARM processors
• It is supplied with an RT version of MS Office, but is otherwise not compatible with general Windows programs on PCs.
• The Windows RT store has less than 6000 Apps, in comparison to more than 700,000 Apps each in Google Play and the Apple App Store (as at end 2012).
• An Intel version of Surface was released in early 2013 (USA).
• At this stage, any decision to take this path must be fully owned by the school. Direct Regional IT support is not available.
IT Services and Support

DEC ICT policies, procedures and services

Software
Security and access
Spam and phishing
School website Service
DEC staff and social media
DEC Standard Operating Environment (SOE)

Software (work and home)

Antivirus (home)

For home Windows 7 and XP computers, NSW DEC recommends that staff use the free Microsoft Security Essentials program. For Windows 8, the standard Windows Defender tool is built in.

Under home use rights, DEC employees with Apple Mac computers are licensed to use Symantec Endpoint Protection on one home computer only. Please note that there is no technical support provided for home computers.
IT Services and Support

Security and access

- Internet and Email Services: Acceptable Usage for Schools
- Communication Devices & Associated Services Policy
- Internet Filtering
Spam and phishing tips

• The best thing to do with spam is to just delete it. If you don’t recognise the sender or the subject looks suspicious, play it safe and hit ‘Delete’ without opening the message.
• Never open attachments or click on links in messages from strangers, or even suspicious-looking messages from people that you know.
• Never call phone numbers provided in emails, always check the number is authentic via the website or directory services.
• Never reply to spam messages or attempt to contact the sender. This will just make you a target for even more spam.
• Before you give your email address to anyone, make sure you know who they really are.
• If an email asks you to confirm details like account numbers or passwords, it’s almost certainly a phishing scam – just delete it. If you believe the email may be genuine, contact the institution and confirm its validity.
• The Department or other reputable organisations will never ask for your password by sending you an email message.
• If you continue to receive hoax emails from a particular address, forward a copy to abuse@det.nsw.edu.au, to help us improve our filtering.
IT Services and Support

School Website Service

This is the support site for the School Website Service. You can find out about the service and register here, keep up to date with the latest announcements, or find help and support materials.

Getting started
You’ve read all about the School Website Service and want to know what to do next?

FAQs
Having problems and need help? Look up our frequently asked questions and answers.

Content
View and preview content that comes with the service, find out about recent additions, and find resources to help you write your own.

Learning
Learn about how to use the School Website Service and view helpful video tutorials, tips and guidelines.

Feature Websites
- Oakhill Drive Public School
- Tuggerah Lakes College, Tumbi Umbi Campus
- Hoxton Park High School
- Mullaway Public School
- Map of schools using the service
- List of school website service sites

News & Updates
- November 2012 update
- School Website Service wins federal eGovernment award
- All updates

DEC staff and Social Media

- Department staff can access policy and guidelines that set out how they should use social media for professional and personal use.
- The **Social media & technology guide for staff** on the intranet outlines the department's **policy and guidelines** for staff engaging in conversations on social media networks.
- Among the 12 social media guidelines are a requirement for staff to "know and follow relevant department policies, including the Code of Conduct" and for staff to "be transparent" and identify themselves when discussing department-related topics or issues.
- The guidelines also stress that department staff need to:
  - be aware when mixing their "work and personal lives"
  - make it clear that their personal views "do not necessarily represent the official views of the department"
  - be "original, respect copyright and acknowledge" sources of information.
  - demonstrate NSW public education values (fairness, respect, integrity and responsibility).
Sydney Region
ICT Coordinators Induction Day

QUESTIONS?