INFORMATION TECHNOLOGY
HANDBOOK

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INTRODUCTION

Welcome to the Poplar Bluff School District Technology Department Handbook. This handbook serves as a comprehensive guide for faculty, staff, and students, providing essential information about the technology infrastructure, resources, and policies within the school district. As technology continues to evolve and play an increasingly significant role in education, it is crucial for our community to understand and effectively utilize the resources available to them.

Purpose of the Handbook

The purpose of this handbook is to:

- Provide a detailed overview of the technology department's structure, personnel, and their roles and responsibilities
- Establish clear guidelines and expectations for the use of technology within the school district
- Outline the technology infrastructure, including network architecture, hardware, and software management
- Describe the support services available to assist faculty, staff, and students with technology-related issues
- Promote a culture of digital citizenship and responsible technology use

Scope and Applicability

This handbook applies to all faculty, staff, and students within the Poplar Bluff School District. It covers the technology resources provided by the district, including computer systems, networking equipment, software applications, and internet access. The policies and procedures outlined in this handbook are subject to change as technology evolves and the needs of the district change. Updates will be communicated to the school community as needed.

Vision and Mission of the Technology Department

Vision: The Poplar Bluff School District Technology Department aspires to create a dynamic, innovative, and supportive learning environment by empowering educators and students to use technology effectively and responsibly.

Mission: The Technology Department is committed to providing the necessary resources, infrastructure, and support to enhance teaching, learning, and administrative processes. Through collaboration with educators, staff, and students, we strive to promote digital literacy, foster critical thinking, and inspire creativity, while prioritizing the safety, security, and privacy of our school community.

We encourage all members of the Poplar Bluff School District to familiarize themselves with the contents of this handbook and take advantage of the resources and support available. Together, we can create a positive, technology-rich learning environment that prepares our students for success in the digital age.

Governing Policies and Procedures

The Technology Department's operations are guided by policies and procedures established by the Board of Education. These policies serve as the foundation for all technology-related decisions and actions within the district, ensuring that technology resources are used responsibly, effectively, and in compliance with applicable laws and regulations. Users are encouraged to familiarize themselves with these policies and procedures, as they provide important details about the acceptable use of technology, digital security and privacy, and other relevant topics. Adhering to these policies not only supports the effective management of the district's technology infrastructure but also fosters a safe and productive digital learning environment for all.

The purpose of this handbook is to supplement the official policies and procedures established by the Board of Education, providing practical guidance and information to help users navigate the district's technology environment. It is important to note that this handbook does not override any policy or procedure set forth by the Board of Education. Instead, it serves as a valuable resource for understanding the day-to-day operations of the Technology Department, addressing common questions, and offering helpful tips for technology use within the district. Users should always consult the official policies and procedures of the Board of Education for definitive information on technology-related matters, and when in doubt, seek clarification from the Technology Department or school administration.

- Policy EGAAA: Reproduction of Copyrighted Materials
  - Administrative Procedure EGAAA-AP(1): Usage Guidelines
  - Administrative Form EGAAA-AF(1): Copyright Notices
  - Administrative Form EGAAA-AF(2): Request for Off-Air Video Recording
  - Administrative Form EGAAA-AF(3): Interim Designation of Agent to Receive Notification of Claimed Infringement
- Policy EHB: Technology Usage
  - Administrative Procedure EHB-AP(1): Technology Safety
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  - Administrative Form EHB-AF(1): Parent/Guardian Technology Agreement
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  - Administrative Form EHB-AF(4): External User Technology Agreement
- Policy EHBC: Data Governance and Security
  - Administrative Procedure EHBC-AP(1): Incident and Data Breach Response Plan
  - Administrative Procedure EHBC-AP(2): Data Management
  - Administrative Procedure EHBC-AP(3): Account Management
  - Administrative Procedure EHBC-AP(4): Security Controls
  - Administrative Form EHBC-AF(1): Confidentiality and Security Agreement for Employees and Volunteers

DEPARTMENT STRUCTURE AND PERSONNEL

The Technology Department plays a vital role in supporting and maintaining the technology infrastructure within the Poplar Bluff School District. Our team of dedicated professionals is committed to providing exceptional service and support to ensure the smooth operation of technology resources throughout the district. This section outlines the organizational structure and the roles and responsibilities of the department's personnel.

Organizational Chart

The Technology Department is organized into the following positions, to facilitate effective communication and decision-making:

Director of Technology
MOSIS Data Coordinator
Network Administrator
Assistant Network Administrator
Media-AV Specialist
Technology Support Specialists
Help Desk Technician
Computer Lab Instructors

Roles and Responsibilities

Director of Technology: The Director of Technology is responsible for overseeing the entire technology department, setting strategic goals and priorities, managing the department budget, and ensuring alignment with the district's overall objectives.

MOSIS Data Coordinator: The MOSIS Data Coordinator is responsible for managing, organizing, and submitting state-required data. They are responsible for the accuracy, consistency, and timeliness of all required data submissions.

Network Administrator: The Network Administrator is responsible for managing and maintaining the district's network infrastructure, including routers, switches, firewalls, and wireless access points. They also handle network security, monitoring, and troubleshooting to ensure reliable connectivity for all users.

Assistant Network Administrator: The Assistant Network Administrator manages the district's server infrastructure, storage systems, and software applications. They are responsible for system updates, backups, disaster recovery planning, and ensuring optimal performance and security for all district systems.

Media-AV Specialist: The Media-AV Specialist is responsible for the design, implementation, and maintenance of audiovisual (AV) systems throughout the district. This includes the installation and maintenance of all projectors, interactive display panels, and audio systems.

Technology Support Specialist: The Technology Support Specialist is responsible for providing technical assistance and support to faculty, staff, and students. This includes troubleshooting hardware, software, and network issues, assisting with technology integration, and offering training and support for district-approved technology tools.

Help Desk Technician: The Help Desk Technician oversees the help desk operations and ensures efficient resolution of technology-related issues for faculty, staff, and students.

Computer Lab Instructors: Computer Lab Instructors provide first-level support for technology-related issues, including hardware and software troubleshooting, user account management, and device setup.

Contact Information

For general inquiries or to report technology-related issues, please contact the Technology Department at:

Office: (573) 785-1021
Help Desk: (573) 772-4163
Email: techsupport@pb.k12.mo.us

For specific questions or concerns related to a particular area of expertise, please refer to the contact information provided in the relevant sections of this handbook.

We encourage faculty, staff, and students to reach out to our team whenever they need assistance or support with technology-related issues. Our goal is to provide timely and effective solutions to ensure a positive technology experience for everyone in the Poplar Bluff School District.

TECHNOLOGY INFRASTRUCTURE

The Poplar Bluff School District Technology Department is responsible for maintaining a robust and secure technology infrastructure that supports the educational and administrative needs of the district. This section provides an overview of the key components of our technology infrastructure, including network architecture, internet access and filtering, Wi-Fi access and security, server and storage management, and backup and disaster recovery.

Enhanced Network Architecture

The district's state-of-the-art network architecture boasts a blazing-fast 4.75Gbps fiber-optic internet connection that effortlessly serves all school buildings and administrative offices. This future-proof infrastructure has the potential to scale up to 10Gbps, accommodating the growing needs of the district for years to come. It supports high-bandwidth applications, such as ultra-high-definition video streaming, real-time online assessments, and efficient cloud-based services.

To complement the wired infrastructure, the district maintains an extensive wireless network of over 500 access points, offering comprehensive coverage and strong connectivity throughout all locations. This ensures a seamless and uninterrupted user experience for students, staff, and visitors alike.

The network is thoughtfully designed with redundancy and failover capabilities, guaranteeing maximum uptime and unwavering reliability for the district's essential digital operations. By investing in this advanced network architecture, the district demonstrates its commitment to providing a robust and cutting-edge technology environment that supports the educational needs of its community.

Internet Access and Filtering

All schools and administrative offices within the district enjoy access to high-speed internet through a reliable and scalable connection, ensuring seamless connectivity for educational and administrative purposes. To safeguard students from inappropriate content on school devices, the district adheres to the Children's Internet Protection Act (CIPA) guidelines by implementing a robust content filtering system.

The district employs a comprehensive filtering strategy, incorporating both on-site and off-site filtering mechanisms. This layered approach effectively blocks access to unsuitable websites and materials, protecting students from harmful content while using the internet for educational activities. The filtering system is diligently maintained and updated regularly to address evolving online threats and maintain the highest level of safety and well-being for our students.

In addition to the comprehensive filtering strategy, the district has also incorporated GoGuardian, a powerful tool that empowers teachers with even more granular control over the content accessed in their classrooms. GoGuardian enables teachers to monitor student activities in real-time, customize content filtering, and block or allow specific websites on a per-classroom basis. This ensures that the online resources accessed align with the educational objectives and adhere to the guidelines set by the school.

Wi-Fi Access and Security

The district offers secure Wi-Fi access for faculty, staff, and students across all school buildings and administrative offices. Separate networks are designated for district-owned devices, personal devices, and guest access to maintain optimal security and organization. All Wi-Fi networks are safeguarded using industry-standard encryption and authentication protocols, ensuring a protected and reliable connection.

Users must sign in with their district-provided credentials to access the secure networks. For guests who require temporary Wi-Fi access during events or visits, the district provides access on an as-needed basis. Guests and/or their sponsors are encouraged to contact the Help Desk prior to their event, allowing the district to create and provide guest access credentials in a timely manner.

Server and Storage Management

The Technology Department manages a centralized server infrastructure that supports the district's core applications, data storage, and backup systems. These servers are housed in a secure, climate-controlled environment with redundant power supplies and network connections. The department also leverages cloud-based storage solutions to provide additional scalability, flexibility, and security for the district's data.

Backup and Disaster Recovery

The Poplar Bluff School District prioritizes the protection and availability of its data, diligently aligning its operations with nationally recognized standards, such as the Center for Internet Security (CIS) and the National Institute of Standards and Technology (NIST). The Technology Department implements a comprehensive backup strategy that encompasses regular, incremental, and full backups of all critical systems and data.

These backups are securely stored both on-site and off-site, ensuring swift and efficient data restoration in the event of a system failure or disaster. In adherence to best practices set forth by CIS and NIST, the district maintains a robust disaster recovery plan to guide the recovery and restoration of technology services in the event of significant disruptions.

HARDWARE AND SOFTWARE MANAGEMENT

The Poplar Bluff School District Technology Department is responsible for managing and maintaining the district's hardware and software resources. This includes inventory and asset management, procurement, hardware and software standards, software licensing and compliance, and equipment maintenance and replacement. This section provides an overview of the key aspects of hardware and software management within the district.

Inventory and Asset Management

The Technology Department maintains an up-to-date inventory of all technology assets, including computers, tablets, servers, network equipment, and peripherals. This inventory system tracks asset details such as make, model, serial number, location, and assigned user. Regular audits are conducted to ensure the accuracy of the inventory and to identify any assets that may be due for replacement or disposal. Refer to Appendix C: Technology Inventory and Asset Management Procedures for the most current details on technology inventory management.

Procurement and Vendor Relations

The procurement of technology equipment and software is managed centrally by the Technology Department, in accordance with district purchasing policies and procedures. This process includes researching and evaluating products, soliciting bids, negotiating contracts, and managing vendor relationships. The department works closely with other district stakeholders to identify technology needs and ensure that purchases align with district goals and budgetary constraints.

Hardware and Software Standards

To ensure compatibility, ease of support, and cost-efficiency, the district has established hardware and software standards for all technology resources. These standards outline the minimum specifications for computer systems, peripherals, software applications, and other technology equipment. The Technology Department reviews and updates these standards periodically to accommodate advances in technology and evolving district needs. Refer to Appendix A: Hardware and Software Standards for the most current listing of standards.

Software Licensing and Compliance

The Technology Department is responsible for managing software licenses for all district-owned applications. This includes maintaining accurate records of software installations, ensuring compliance with licensing terms and conditions, and managing the renewal process for expiring licenses. The department also collaborates with faculty and staff to evaluate and recommend software solutions that support instructional and administrative needs.

Equipment Maintenance and Replacement

To ensure the reliability and performance of technology resources, the Technology Department provides regular maintenance and support for district-owned hardware. This includes routine diagnostics, updates, and repairs, as well as coordinating warranties and service contracts with vendors. The district has established a technology refresh cycle to replace aging equipment and ensure that users have access to up-to-date technology resources.

USER SUPPORT AND SERVICES

The Poplar Bluff School District Technology Department is committed to providing responsive and effective support services for faculty, staff, and students. These services aim to address technology-related issues, minimize downtime, and ensure that users can make the most of the district's technology resources. This section outlines the key aspects of user support and services, including help desk and technical support, user accounts and access management, device setup and deployment, software installation and updates, and troubleshooting and repair.

Help Desk and Technical Support

The Technology Department is committed to offering a centralized support system, serving as a single point of contact for all technology-related concerns and queries. Our dedicated technical support team is readily available to provide assistance in areas such as hardware and software troubleshooting, user account management, and other technical support requirements.

- Students are advised to report any technical issues concerning their devices or accounts to their respective teachers. Subsequently, the classroom teacher will escalate the matter to the Technology Department or Help Desk personnel as necessary.
- Parents and guardians should communicate with their child's teacher to address any concerns related to assignments or classroom activities. In case of technical difficulties, parents and guardians can reach out for further support by calling 573-785-1021.

- Educators and staff members are encouraged to initiate the work order process by submitting their requests via email to techsupport@pb.k12.mo.us.

User Accounts and Access Management

The Technology Department manages user accounts and access control for all district technology resources, including computers, network drives, email, and other software applications. User accounts are created based on the user's role within the district (e.g., faculty, staff, or student) and are granted access to the appropriate resources. Users are responsible for maintaining the security of their account credentials and are encouraged to follow best practices for password management.

Device Setup and Deployment

The Technology Department is responsible for setting up and deploying technology equipment for faculty, staff, and students. This includes configuring devices with the appropriate hardware, software, and network settings, as well as configuring any necessary accessories or peripherals. Users are expected to treat district-owned devices with care and to report any issues or damage promptly.

Software Installation and Updates

To ensure that all district technology resources are secure, reliable, and compatible, the Technology Department manages the installation and updating of software on district-owned devices. This includes operating system updates, security patches, and application upgrades. Users should not attempt to install or update software on district-owned devices without the assistance of the Technology Department.

Troubleshooting and Repair

In the event of a technology-related issue, the Technology Department is available to assist with troubleshooting and repair. Users are encouraged to contact the help desk for assistance and to provide as much information as possible about the issue they are experiencing. Depending on the nature of the issue, the help desk may provide remote support or schedule an on-site visit by a technician.

DIGITAL SECURITY AND PRIVACY

Protecting the digital security and privacy of our school community is a top priority for the Poplar Bluff School District Technology Department. We are committed to implementing and maintaining robust security measures and fostering a culture of responsible technology use. This section outlines the key aspects of digital security and privacy, including network security, data protection, user privacy, cybersecurity awareness, and incident response.

Network Security

The Technology Department adopts a multi-layered approach to network security, deploying firewalls, intrusion prevention systems, and conducting regular vulnerability assessments to

shield the district's network from unauthorized access, attacks, and other threats. Network traffic is persistently monitored, and security updates are applied promptly to address potential vulnerabilities.

In addition to its internal security measures, the district leverages the expertise of a third-party Security Operations Center as-a-Service (SoCAAS) provider. This partnership enhances the district's network security by offering continuous monitoring of network anomalies and rapid response to potential threats. The SoCAAS provider works in tandem with the Technology Department, ensuring a comprehensive and proactive approach to maintaining the highest level of network security.

Data Protection

To safeguard the integrity and confidentiality of the district's data, the Technology Department implements strict access controls, encryption, and secure storage practices. In addition, the department adheres to all applicable data protection laws and regulations, including the Family Educational Rights and Privacy Act (FERPA) and the Children's Online Privacy Protection Act (COPPA).

User Privacy

The district is committed to respecting and protecting the privacy of its faculty, staff, and students. Personal information is collected and used only for legitimate educational and administrative purposes and is not shared with third parties without proper consent, except as required by law. Users should be aware that their activities on district-owned devices and networks may be monitored for security and compliance purposes.

Cybersecurity Awareness and Education

The district recognizes the importance of promoting a culture of cybersecurity awareness to safeguard its technology resources and protect users' privacy. The Technology Department is committed to providing resources and training on best practices for digital security, encompassing password management, phishing awareness, and safe browsing habits.

To enhance the district's cybersecurity preparedness, a robust phishing simulation platform is employed to test users and offer guidance on potential phishing attacks. These simulations help identify vulnerabilities and provide targeted training to educate users on how to recognize and respond to real-life phishing attempts effectively.

Users are encouraged to stay informed about emerging threats and to report any suspicious activity or security concerns to the help desk. By actively engaging in cybersecurity awareness and education, the district fosters a secure and vigilant environment for all members of the educational community.

Incident Response

In the event of a security incident, such as a data breach, malware infection, or other compromise of the district's technology resources, the Technology Department has an incident

response plan in place. This plan outlines the steps to be taken to contain, investigate, and remediate the incident, as well as to notify affected parties and regulatory authorities, as required. Users are urged to report any suspected security incidents immediately.

TECHNOLOGY INTEGRATION AND TRAINING

The Poplar Bluff School District recognizes the importance of effectively integrating technology into the classroom to enhance teaching and learning. The Technology Department is dedicated to supporting educators and staff in leveraging technology resources to promote student success, foster collaboration, and streamline administrative processes. This section outlines the key aspects of technology integration and training, including professional development opportunities, technology planning and consultation, and online resources and support.

Professional Development
The Technology Department, in collaboration with the Curriculum and Instruction team, offers a variety of professional development opportunities for faculty and staff. These trainings cover topics such as integrating technology into the curriculum, using digital tools for formative and summative assessments, and leveraging learning management systems and other instructional platforms. Training information is communicated through the Curriculum and Instruction team throughout the school year.

Technology Planning and Consultation
The Technology Integration Coaches are available to work with teachers and administrators on technology planning, both at the classroom and school levels. This may include collaborating on lesson plans and instructional strategies and evaluating and recommending new technology tools and resources. To schedule a consultation, please contact the Technology Integration Coaches directly.

Online Resources and Support
The Technology Department is dedicated to providing comprehensive online resources to support technology integration and digital learning. To this end, the department maintains the Staff Support Portal at https://techsupport.pbmules.com, which offers an extensive repository of resources, tutorials, and best practices. This portal includes guides and tips for using the district's instructional platforms, software applications, and other technology tools.

In addition to the Staff Support Portal, the district has also established the LevelUp Professional Development website at https://levelup.pbmules.com. This platform provides faculty and staff with access to valuable professional development opportunities related to technology integration, teaching strategies, and innovative educational practices.

Faculty and staff are encouraged to explore these resources, engage in professional development, and share their own experiences and insights with their colleagues. By offering these online platforms, the district fosters a collaborative and supportive environment that empowers its educational community to thrive in an increasingly digital landscape.

Ongoing Support

The Technology Department is committed to providing ongoing support and assistance for technology integration initiatives. This includes troubleshooting technical issues, providing guidance on technology use and best practices, and offering additional training as needed. Users should feel free to reach out to the Technology Integration Coach or the help desk with any questions or concerns related to technology integration.

Technology Use Guidelines

The Poplar Bluff School District is committed to providing a safe and productive learning environment that promotes the responsible use of technology resources. Policy EHB: Technology Usage outlines the expectations and guidelines for appropriate behavior when using district-owned devices, networks, and digital resources. All students, faculty, and staff are required to adhere to the Technology Usage Policy to ensure a positive and secure learning environment for all users.

Purpose and Scope

The Technology Usage Policy is designed to:

- Protect the safety and privacy of students, faculty, and staff.
- Preserve the integrity and security of the district's technology infrastructure.
- Promote responsible and ethical use of technology resources.
- Encourage digital citizenship and respect for intellectual property.
- Comply with all applicable laws and regulations, including those related to copyright, privacy, and data protection.
- The Technology Usage Policy applies to all users of the district's technology resources, including students, faculty, staff, and any other individuals who access or use these resources.

Acceptable Use

Users are expected to:

- Use technology resources for educational, professional, or administrative purposes.
- Respect the privacy and personal information of others.
- Protect their own account credentials and not share them with others.
- Follow the district's guidelines for digital citizenship and online etiquette.
- Adhere to all copyright laws and respect intellectual property rights.

Unacceptable Use

Users must not:

- Engage in any activities that are illegal, malicious, or harmful to others.

- Access, create, or share inappropriate or offensive content.
- Use technology resources for personal financial gain, commercial activities, or political campaigning.
- Attempt to bypass network security measures, including content filtering, or gain unauthorized access to restricted systems or data.
- Install unauthorized software or hardware on district-owned devices.
- Use technology resources in a manner that disrupts the normal operation of the district's network or devices.

Monitoring and Consequences

The district reserves the right to monitor the use of technology resources to ensure compliance with the Technology Usage Policy and to maintain the security and reliability of the technology infrastructure. Any violation of the Technology Usage Policy may result in disciplinary action, up to and including suspension or termination of access to technology resources, as well as legal consequences, where applicable.

User Agreement and Acknowledgment

All users of the district's technology resources are required to read, understand, and sign the appropriate Technology Usage Policy Agreement. By signing this agreement, users acknowledge their responsibility to comply with the Technology Usage Policy and to use technology resources in a responsible, ethical, and lawful manner.

The Poplar Bluff School District Technology Usage Policy serves as a foundation for fostering a safe and productive learning environment that encourages the responsible and ethical use of technology resources. By adhering to the Technology Usage Policy, students, faculty, and staff contribute to a positive and secure digital atmosphere within our district.

APPENDICES

The appendices section provides supplementary information, resources, and forms related to the Poplar Bluff School District Technology Department Handbook. These documents serve as useful references and tools for faculty, staff, and students as they navigate the district's technology landscape.

Appendix A: Hardware and Software Standards

The purpose of this appendix is to provide a comprehensive guide to the Poplar Bluff School District's hardware and software standards. These standards ensure that technology resources are consistent, reliable, and compatible across the district. By adhering to these guidelines, the district can maintain a high level of performance and security while minimizing support and maintenance costs.

Hardware Standards

Computer Systems:

- Desktops:
    - Minimum Processor: Intel Core i5 or equivalent
    - Minimum RAM: 8 GB
    - Minimum Storage: 256 GB SSD
    - Operating System: Windows 11 Enterprise
- Laptops:
    - Minimum Processor: Intel Core i5 or equivalent
    - Minimum RAM: 8 GB
    - Minimum Storage: 256 GB SSD
    - Operating System: Windows 11 Enterprise
    - Minimum Battery Life: 6 hours
- Chromebooks:
    - Minimum Processor: Intel Celeron N-series or equivalent
    - Minimum RAM: 4 GB
    - Minimum Storage: 32 GB eMMC
    - Operating System: Chrome OS w/ Management License
    - Minimum Battery Life: 8 hours
- Peripherals:
    - Monitors:
        - Minimum Screen Size: 21.5 inches
        - Minimum Resolution: 1920 x 1080 pixels (Full HD)
    - Printers:
        - Type: Laser (monochrome or color, depending on the department's needs)
        - Minimum Resolution: 600 dpi
        - Minimum Print Speed: 20 pages per minute
    - Projectors:
        - Minimum Brightness: 3000 lumens
        - Minimum Resolution: 1280 x 800 pixels (WXGA)
        - Connection Types: HDMI, VGA, USB

Software Standards

- Productivity Suite: Google Workspace or Microsoft 365
- Learning Management System: Google Classroom
- Web Browser: Google Chrome, Mozilla Firefox, or Microsoft Edge (latest version)
- Antivirus Software: Windows Defender or other approved antivirus solutions
- Additional software applications: As per departmental requirements and approved by the Technology Department

Approved Vendors

The district maintains a list of approved vendors for technology purchases. These vendors have been vetted for quality, reliability, and pricing. Please contact the Technology Department for a current list of approved vendors.

Purchasing Guidelines
- All technology purchases must be approved by the Technology Department.
- Prior to purchasing, please consult with the Technology Department to ensure compatibility with existing systems and infrastructure.
- Purchases should be made through the district's approved vendors whenever possible.
- The Technology Department will assist with obtaining quotes, ensuring competitive pricing, and coordinating the purchase and delivery of equipment.

By following these hardware and software standards, the Poplar Bluff School District ensures that its technology resources are consistent, reliable, and well-suited to the needs of the educational community. Adhering to these guidelines also helps streamline support and maintenance processes, ultimately allowing the Technology Department to provide a higher level of service to students, faculty, and staff.

Appendix B: Technology Usage Agreement Forms

Below are links to printable versions of the Acceptable Use Policy Agreement Forms for different user types. These forms must be read, understood, and signed by all users of the district's technology resources. Each form includes a summary of the Technology Usage Policy, an acknowledgment of the user's responsibility to comply with the policy, and a space for the user's signature and date.

- [Administrative Form EHB-AF(1): Parent/Guardian Technology Agreement](#)
- [Administrative Form EHB-AF(2): Student User Agreement](#)
- [Administrative Form EHB-AF(3): Employee Technology Agreement](#)
- [Administrative Form EHB-AF(4): External User Technology Agreement](#)

Upon submission, these signed forms are kept on file for each user as a record of their agreement to adhere to the district's Technology Usage Policy. If a user violates the policy, their access to the district's technology resources may be terminated, and disciplinary action may be taken as deemed appropriate.

Appendix C: Technology Inventory and Asset Management Procedures

This appendix provides a comprehensive guide to the Poplar Bluff School District's technology inventory and asset management procedures. Effective asset management ensures that the district's technology resources are accurately tracked, maintained, and replaced as needed. These procedures help optimize the use of technology resources, minimize costs, and support informed decision-making.

Asset Tagging and Tracking
All technology assets, including computer systems, peripherals, and other equipment, are assigned a unique asset tag upon arrival at the district. The asset tag includes a barcode and a

unique identification number. The Technology Department maintains a centralized inventory system that contains information about each asset, including the asset tag number, make and model, location, purchase date, warranty information, and assigned user.

Regular Audits

To maintain the accuracy of the inventory system, the Technology Department conducts regular audits of technology assets. These audits may include physical inspections of equipment, verification of asset tags, and updates to the inventory system to reflect changes in location or user assignments. The frequency of audits may vary by school or department but should be conducted at least annually.

Updating the Inventory System

The Technology Department is responsible for keeping the inventory system up-to-date. Any changes to technology assets, such as new purchases, reassignments, or disposals, should be reported to the Technology Department promptly. Users are encouraged to notify the Technology Department of any discrepancies they discover in the inventory system, such as missing or incorrect information.

Disposal and Replacement of Outdated Equipment

When technology assets reach the end of their useful life or become obsolete, they must be disposed of or replaced in accordance with district guidelines and applicable laws and regulations. The Technology Department is responsible for identifying equipment that needs to be replaced and coordinating the disposal process.

The following steps outline the general process for disposing of or replacing outdated equipment:

1. The Technology Department identifies equipment that is due for replacement based on age, performance, or other criteria.
2. Users are notified of the planned replacement and provided with information on any required actions, such as backing up data or returning the old equipment.
3. The Technology Department coordinates the purchase and delivery of the replacement equipment, following the purchasing guidelines outlined in Appendix B.
4. Once the replacement equipment is received and set up, the old equipment is collected and processed for disposal.
5. The inventory system is updated to reflect the replacement and disposal of the equipment.

By following these technology inventory and asset management procedures, the Poplar Bluff School District ensures that its technology resources are effectively managed and maintained. These procedures support the optimal use of technology assets, minimize costs, and contribute to a well-organized and efficient technology environment.

Appendix D: Student Device Loan Agreement

In designated grade levels, the Poplar Bluff School District may supply and allocate an electronic device to students for at-home use, intended exclusively to enrich their educational experience. District technology resources must be utilized in strict accordance with district policies and procedures. When a device is assigned for a loan period, both students and parents are required to complete a Device Loan Agreement, acknowledging their comprehension of usage policies and potential repair costs, if necessary.

Any damage to district-issued devices must be reported to the respective student's school without delay. A technician will evaluate the damages, and the appropriate repair costs will be added to the student's record of fines and fees – charges must be settled in full. While the repair costs for the most commonly damaged components are listed below, please note that this is not an exhaustive list:

- Charger: $40.00
- Screen: $45.00
- Keyboard: $50.00
- Trackpad: $30.00
- Logic Board: $120.00
- Complete Replacement: $250.00

Appendix E: Incident Response Plan

The Technology Department recognizes the importance of being prepared for cybersecurity incidents and, as such, maintains a comprehensive incident response plan to address any potential issues that may arise. This plan outlines the steps and procedures to be followed in the event of a security breach, cyberattack, or other cyber-related incidents, ensuring a swift and effective response to mitigate risks and minimize potential damage.

Due to the sensitive nature of the information contained within the incident response plan, it is not published publicly. However, the Technology Department diligently updates and refines the plan as needed, incorporating the latest best practices and industry standards in cybersecurity to safeguard the district's digital assets and protect the privacy of its students, faculty, and staff.

Appendix F: Data Governance Plan and Student Data Protection

The district places a high priority on protecting student data and adhering to strict data governance practices. In an effort to reinforce data privacy and align with best practices, the district has joined the Missouri Student Privacy Alliance (MOSPA). This collaborative organization assists Missouri school districts in addressing the complex issues surrounding student data privacy and security.

By implementing a comprehensive Data Governance Plan, the district ensures the privacy, security, and appropriate use of student information in accordance with federal and state regulations as well as MOSPA guidelines. The Data Governance Plan outlines the district's policies and procedures for collecting, storing, accessing, sharing, and disposing of student

data, aiming to minimize the risk of unauthorized access, breaches, or misuse of sensitive information.

Regular audits and reviews are conducted to ensure that the district's data management practices remain effective, up-to-date, and in alignment with MOSPA standards. In addition to safeguarding student data, the Data Governance Plan also promotes transparency and accountability by establishing clear roles and responsibilities for staff members involved in managing and handling student information. This includes defining access permissions, ensuring proper training, and fostering a culture of data privacy and security throughout the district.