INFORMATION & COMMUNICATION TECHNOLOGY
SUPPORT POLICY

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Compiled: C Malcolm
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PREAMBLE:

The IT department consists of an IT Network Manager, a Senior IT Technician and an IT Intern Technician. There is also a Printer Technician who works closely with the department. This group will attempt to assist in solving technical problems related to the use of Information Technology in the school. They will also advise as to what hardware and software is best suited in the Bridge House IT learning environment. This will include advice as to what hardware and software can be supported by the school.

It is important that users (and parents) familiarise themselves with the school's Information Technology Acceptable Use Policy, the Information Technology Guidelines for Boarders and the Code of Conduct and Disciplinary Procedure Guidelines.

As the number of devices connecting to the school's network increases, so the IT Department has had to manage the amount of time spent by the technical staff to support these machines.

IPADS:

Bridge House school has a 1:1 iPad programme from Grades 4 to 7. A detailed policy specific to the use of iPads is available on the school's website or at the following link: https://www.bridgehouse.org.za/school-policies/

LAPTOP COMPUTERS:

We support Windows10 and this is the version we recommend you use. If your machine is supplied with any other version of Windows, please upgrade it to Windows10 before bringing it to the IT Department for configuration onto the school's network. Remember that there are certain features of other operating systems that are not supported on the school's network. We cannot guarantee that you will have full functionality on these versions.

Windows 10 and office 365 are available to Bridge House students at greatly reduced costs as part of Microsoft's School Licence Agreement. Please see the Network Manager for details regarding this offer.

APPLE DEVICES:

Apple devices (both iPads and Macbooks) are able to print directly to the school's printer in the Learning Commons for College students and the JP Computer lab for Prep pupils.

SECURITY:

All devices on the school network must have an up-to-date anti-virus software installed. The IT department can advise users as to what Anti-Virus software is recommended. Great care is taken to ensure that all files and the network as a whole are virus-free.

BACKING UP DATA:

When any device is brought to the IT department for configuration or upgrade it is the user's responsibility to back up their data. The IT department will not be held responsible for any loss of data when working on a device.

REPAIR AND UPDATE OF DEVICES:

It is the user's responsibility to fill in all the relevant details and to sign the form in the IT Department office when they hand over any device to be worked on by the department.

RELATED POLICIES:

1. Code of Conduct
2. Disciplinary Procedures Guidelines.
3. Information Technology Acceptable Use Policy
4. Boarding Guidelines for Information & Communication Technology