DER-NSW has developed these Student Security Processes procedures as a guide to schools. The procedures are designed to ensure procedural fairness for students suspected of breaching the Laptop User/Loan Charter and/or Online Communication Services: Acceptable Usage for School Students that forms part of the Charter. This process reflects other warning systems including N Awards and suspension/expulsion and is designed to convey the message to students that their actions on line are not private.

There are two types of technical security breaches:

1. STUDENT WELFARE BREACH  Student welfare related breaches include attempting to bypass filtering, accessing inappropriate sites, accessing hacking forums designed to share hacking information or other unacceptable breaches of the Charter.

2. ASSET PROTECTION BREACH Serious asset protection breaches include modification of the device’s software or hardware which places the managed state wide DER technical solution in jeopardy. This is identified by Computrace and could result in the laptop being shutdown. Laptops will be recalled for investigation.

The steps to be followed are:

Step 1: Breach is identified. In case of asset protection breaches the Regional DER Manager will contact the school with details. See pro forma 1 below. A draft email that could be sent to the student after consultation with the principal is provided below – pro forma 2).

Step 2: The Principal or delegate interviews the student and reinforces the terms of the Laptops User Charter. Parents are notified. See draft letters below – pro formas 3 and 4.

Step 3: If necessary the laptop will be retrieved and reimaged by the TSO.

Repeat of incident or serious incident:

Step 1: Breach is identified.

Step 2: The principal or delegate retrieves the laptop and issues a loan laptop pending investigation. Parents are notified.

Step 3: The laptop is investigated and reimaged and the principal or delegate informed of the results.

Step 4: If the investigation has shown that a breach of security has definitely occurred, school based behaviour management processes will apply. While the principal will decide the nature of disciplinary action within the context of the school, it is expected that in most circumstances there will be as a minimum temporary loss of laptop take home privilege combined with other school sanctions as well as counselling on the risks of cyber crime and digital citizenship. See pro forma draft 5.

Note that permanent loss of laptop access in class is **not** an option under the DER NSW program requirements. If take home privileges are removed, arrangements need to be made to provide the student with a day loan.

In some cases of Asset Protection Breaches the laptop will made inoperable when the breach is identified.
Should there be difficulties retrieving the original or loan laptop, the principal can request through the DER Manager that the device be frozen using the Request to Shut Down a Device process.

PRO FORMAS

1. Notification to Principal – Security Breach initiated by DER Manager
2. Sample email that could be sent to student by DER Manager in consultation with Principal
3. Student Welfare Breach - sample warning letter
4. Asset Protection Breach - sample warning letter
5. Letter to parent – sample follow up/consequences letter

Pro forma 1: Principal's Notification to Principal –Asset Protection Breach initiated by DER Manager

Dear Principal,

This email confirms our telephone conversation. The following student has been identified as responsible for an actual or suspected technical security breach of the Student Laptop Charter. The details are:

Regional DER Manager enters details here
Name of student:
Nature of breach:

If you require more detail please contact me.

You are requested to do the following:

- retrieve the laptop from the student
- give the laptop to the TSO for investigation
- issue a loan laptop while the laptops is being investigated

It is recommended that the following actions are taken:

- Interview the student.
- Remind the student of the requirements of the signed Laptop User Charter. Draw attention to those items relating to technical security.
- Warn the student that breaches of the Laptop User Charter can result in the following:
  - Loss of take home privilege until such a time as responsible behaviour is demonstrated
  - Other school behaviour management processes such as suspension
  - Counselling on the risks of cyber crime.
- Send a warning letter.
- Once the results of the investigation are available, notify the student and parents and apply sanctions if necessary.

Thank you
DER Regional Manager

**Proforma 2: Sample email that could be sent to student by DER Manager in consultation with Principal**

**Warning !!**

It appears that the user of this laptop has acted in breach of The Laptop User Charter.

Such actions include: attempts to bypass the filtering, accessing inappropriate sites, accessing hacking forums designed to share hacking information, modification of the device’s software or hardware which places the managed statewide DER technical solution in jeopardy or other technical security breaches.

Should you repeat such actions you risk loss of the laptop, loss of take home rights and other sanctions according to your school discipline policy.

Your principal has also been alerted. Should you wish to appeal this warning or seek further information about the nature of the breach, you should discuss this matter with your principal.

DER Regional Manager

**Pro forma 3: Letter to parent – Student Welfare Breach - sample warning letter**

Dear (Parent)

Subject: Laptop Security Breach

To ensure a safe and secure learning environment for all students, regular security checks are conducted on the DER-NSW laptops and wireless systems. A recent check has detected that (name of student) may be responsible for a security breach of the Laptop User Charter.

Security breaches of the Laptop User Charter can include:

- Attempts to bypass the Department of Education (DET) Internet filtering systems
- Accessing inappropriate websites
- Accessing ‘hacking’ forums designed to share hacking methods
- Modification of the laptop's software or hardware which could compromise the state-wide DER-NSW managed network
- Other technical security breaches

Please discuss the conditions of the Laptop User Charter at home. A copy is attached. Should security breaches be identified in the future the following actions may be taken:

- Loss of take home rights until such a time as responsible behaviour is demonstrated
- Other school disciplinary actions
- Counselling on the risks of cyber crime.

Thank you for your support in this matter. Our goal is to teach our young people what it means to be a good digital citizen and to use technology appropriately.

Sincerely,

Principal

Pro forma 4: Letter to parent – sample consequences of asset protection breach letter

Dear (Parent)

Subject: Laptop Security Breach

To ensure a safe and secure learning environment for all students, regular security checks are conducted on the DER-NSW laptops and wireless systems. A recent check has detected that (name of student) may be responsible for a security breach of the Laptop User Charter.

Security breaches of the Laptop User Charter can include:

- Attempts to bypass the Department of Education (DET) Internet filtering systems
- Accessing inappropriate websites
- Accessing ‘hacking’ forums designed to share hacking methods
- Modification of the laptop's software or hardware which could compromise the state-wide DER-NSW managed network
- Other technical security breaches
The laptop has been retrieved for investigation. A loan laptop has been made available while the laptop is investigated. The results of this investigation will be made available to you.

Should security breaches be identified the following actions may be taken:

- Loss of take home privilege until such a time as responsible behaviour is demonstrated
- Other school disciplinary actions
- Counselling on the risks of cyber crime and digital citizenship.

Please discuss the conditions of the Laptop User Charter at home. A copy is attached.

Thank you for your support in this matter. Our goal is to teach our young people what it means to be a good digital citizen and to use technology appropriately.

Sincerely,

Principal

Pro forma 5: Letter to parent – sample follow up/consequences letter

Dear (Parent)

Subject: Laptop Security Breach

As you are aware I recently initiated an investigation of (name of student)’s laptop. The laptop investigation has detected that (name of student) appears to have been responsible for a security breach of the Laptop User Charter as follows:

Details of breach

As a result I have determined that the following actions should occur:

Details of sanctions e.g. Loss of access to the laptop

- Loss of take home privilege until such a time as responsible behaviour has
been demonstrated

- Other school disciplinary actions
- Counselling on the risks of cyber crime and digital citizenship.

Thank you for your support in this matter. Our goal is to teach our young people what it means to be a good digital citizen and to use technology appropriately.

Sincerely,

Principal