



WATERWORKS

Responsibility: *Executive Superintendent of Business Services*

Legal References:

Related References: *Administrative Procedure 4070 - Technological Property: Acceptable Use;*
Administrative Procedure 4020 - Administrative Computer Accounts

1. Preamble

The following procedures provide general information, guidelines and expectations regarding the use of WaterWorks. Related terminology is also defined.

2. Purpose of WaterWorks

WaterWorks is an electronic mail and conferencing system designed to provide rapid and efficient communication among staff at all levels. The purpose of WaterWorks is to provide one common source for communication within the Board and to enhance the educational experience by providing curriculum resources and assisting communication among teachers, support staff, administrators, trustees and school council chairs.

3. Ownership of the WaterWorks FirstClass System and Its Contents

WaterWorks is provided by the Board to its employees for work-related business. It is not to be considered a personal email system. The messages contained in this system are the property of the Board. Messages that conform to these procedures and contribute to a positive work place environment will be permitted. All users will use the system in accordance with these procedures and the WRDSB Technological Property: Acceptable Use Procedures (AP 4070).

4. WaterWorks Advisory Committee

The WaterWorks Advisory Committee oversees the administration and operation of WaterWorks. The WaterWorks Advisory Committee discusses and reviews issues related to WaterWorks and deals with issues that fall outside of the procedures. The WaterWorks Advisory Committee reports to the Superintendent of Instruction through the Manager of IT Services. The committee consists of members representing administration, instructional staff and support staff. Concerns about WaterWorks should be directed to the WaterWorks Advisory Committee by sending a WaterWorks message to *Administrator*.

5. Removal of WaterWorks Privileges

Failure to follow the WaterWorks procedures after an infraction and a subsequent warning will result in the suspension of a user's WaterWorks privileges by the WaterWorks Administrator. The WaterWorks Advisory Committee will review the suspension and a decision will be made about the length of the suspension or the permanent removal of the user's WaterWorks account. The *WRDSB Technological Property: Acceptable Use Procedures (AP 4070)* also apply to the use of WaterWorks by employees of the Board. During a work stoppage by any employee group, access to WaterWorks may be restricted temporarily for the group involved in the work stoppage

6. Terminology

To Be Reviewed

- 6.1 User Status refers to the type of account assigned to a user or user group. The User Status will be Regular User or Remote User. All user accounts will include a personal mailbox.
- 6.1.1 Remote User accounts are a separate group of user accounts with a reduced license cost. Only a limited number of Remote User accounts may connect at any one time. If the number of concurrent Remote User connections is at the maximum number allowed, the next attempted connection will be denied. Users will receive an error message and will need to attempt to reconnect at a later time.
- 6.1.2 Regular User accounts have a guaranteed connection to the WaterWorks server within the Level of Access defined for the account.
- 6.2 The Level of Access for WaterWorks users determines the daily time allocation they have for access to the system and whether or not access to Internet email is allowed through WaterWorks. Three levels of Access for WaterWorks users exist as described below. The process by which users attain each level is also indicated.
- 6.2.1 Level 1 Access
- Thirty minutes of daily time allocation.
 - No access to Internet email through WaterWorks (i.e., email messages are limited to sending to, and receiving from, other WaterWorks users).
 - No access to WaterWorks via a web browser (i.e., the First Class software must be used to access WaterWorks).
 - All new users are provided with this level.
- 6.2.2 Level 2 Access
- One hour of daily time allocation.
 - No access to Internet email through WaterWorks (i.e., email messages are limited to sending to, and receiving from, other WaterWorks users).
 - No access to WaterWorks via a web browser (i.e., the First Class software must be used to access WaterWorks).
 - Users will be provided with this level after completing their WaterWorks résumé and notifying the WaterWorks administrator that it is completed (message sent to *CompAccounts* in WaterWorks).
- 6.2.3 Level 3 Access
- Four hours of daily time allocation.
 - Full access to Internet email through WaterWorks (i.e., email messages can be sent to, and received from, all internet users).
 - Full access to WaterWorks itself via a web browser (i.e., from a non-Board location, WaterWorks can be accessed via a web browser at fcis.wrdsb.on.ca).
 - Users will be provided with this level after completing the optional but recommended Introduction to WaterWorks Training Course.
- 6.3 A User Profile determines the initial WaterWorks desktop setup and default conference access. The profile is based on the user status along with the roles, responsibilities and associations of the user.

7. General Procedures and Information

7.1 Accounts

7.1.1 Eligibility and User Status

- Permanent and Contract Employees
 - a) All permanent staff (teachers, support staff, administrators) will automatically receive a WaterWorks account. WaterWorks accounts will be issued by IT Services once confirmation of employment is received from Human Resources.
 - b) User Status = Regular User
- Contract Staff (LTO Teachers and Contract EA's)

To Be Reviewed

- a) A WaterWorks account will be issued or updated once confirmation of employment is received from Human Resources.
- b) Account status is reviewed each September.
- c) User Status = Regular User (Sept. – June) and Remote User (July – August)
- Occasional Teachers and Supply Educational Assistants
 - a) Occasional teachers and supply Educational Assistants with 25 or more days of service in the previous or current school year may request a Waterworks account. A Principal makes the request on behalf of the O.T. or supply E.A. by sending a WaterWorks message to *CompAccounts* indicating the user's name, EIN and details.
 - b) Account status is reviewed each September.
 - c) User Status = Regular User (Sept – June) and Remote User (July – August)].
- Temporary Hourly Rated (THR) Employees
 - a) People who are on the WRDSB approved THR list will be issued a WaterWorks account. The Principal or Supervisor may initiate changes to THR accounts by emailing a request to *CompAccounts*.
 - b) Account status is reviewed each September.
 - c) User Status = Remote User
- School Councils
 - a) The School Council member who is the representative to the Waterloo Region Assembly of Public School Councils (WRAPSC) will be issued a WaterWorks account for the term of their work.
 - b) Account status is reviewed each September.
 - c) User Status = Remote User
- Trustees
 - a) Trustees are issued a WaterWorks account for the duration of their elected term.
 - b) Account status is reviewed subsequent to each election.
 - c) User Status = Remote User
- Non Board Employee and Special Project User
 - a) People involved in special projects and partnerships with the Board will be issued a WaterWorks account at the request of the project supervisor. The request must include start and end dates for the project.
 - b) Account status is reviewed annually.
- User Status = Remote User
- Note: The use of WaterWorks by students is not permitted.

7.1.2 Account Security

WaterWorks users must not "share" their accounts with others. User identification and password information must remain confidential. To meet the requirements of the Board's auditors, accurate records of the users of the system must be kept.

7.1.3 Confirmation of Account Information

Confirmation of user name, password and an information package containing the WaterWorks Procedures, Best Practise Guidelines and training opportunities will be sent to the staff member once the WaterWorks account is established.

7.1.4 Change of User Name

- User names are based on the legal name as it is recorded in the Human Resources data base.
- Users who have a change of name should send the necessary information in a WaterWorks message addressed to *CompAccounts*, after Human Resources has been notified.

7.1.5 Storage of Files

WaterWorks is a communication tool, not a file storage system. All new users are provided with 15 Megabytes (MB) of space for active mail. Critical information received through WaterWorks should be saved elsewhere. In special circumstances, when needs justify it, additional space may be provided.

To Be Reviewed

Requests for additional space should be sent to *Administrator*. File attachments for incoming or outbound Internet email are limited to 10 MB.

7.1.6 Termination of Accounts

WaterWorks accounts will be terminated when the user leaves the employ of the Board. The Board retains the right to remove the account privileges for failure to comply with the WaterWorks Procedures or the Acceptable Use Procedures.

7.1.7 User Resumes

Users are required to complete a WaterWorks résumé that includes general information about themselves such as school or work site, grades or subjects taught or general responsibilities. Résumés should be updated annually or when a change in work location and/or job description occurs. Résumés must not contain personal or corporate advertising.

7.1.8 Passwords

New WaterWorks users must change their passwords immediately after receiving confirmation of their accounts. Passwords must be at least 8 characters long and contain both letters and numeric digits. There is a forced password change every 90 days. User IDs and passwords must not be shared. (Refer to AP 4710)

7.1.9 FirstClass Software

The current versions of the FirstClass software necessary to run WaterWorks on both Windows and Macintosh computers are available in every school through the library or through the ITS Technology Learning Centre at the Education Centre.

7.1.10 WaterWorks Email Addressing

WaterWorks users who have Level 3 access are able to send and receive email messages to the wider Internet community outside of WaterWorks. The WRDSB has a registered domain name and the email address for WaterWorks users has the form `firstname_lastname@wrdsb.on.ca`. i.e., the email address for Jane Schmidt would be `jane_schmidt@wrdsb.on.ca` and for Barry Archer would be `barry_archer@wrdsb.on.ca`.

If a user's email address is to be included in a Board business card it should be listed according to the above format.

7.1.11 Questions or Problems

Questions or problems related to WaterWorks accounts should be directed to the system administrator by sending a WaterWorks message to *CompAccounts*.

7.2 Messages

7.2.1 Language

Private email and conference messages posted on WaterWorks must be consistent with Board policies dealing with offensive language, violence, harassment, etc. Personal attacks (commonly called flames) are not permitted under any circumstances. WaterWorks is a place to share thoughts, concerns, and ideas. Differences of opinion do exist, but must be expressed in a professional and respectful manner.

7.2.2 Replying to Messages

When replying to conference messages or group messages, WaterWorks users should consider to whom the response should go. Messages of a personal nature should be directed to the original sender only.

7.2.3 Confidentiality and Sensitivity

Sensitivity and confidentiality of any private message received should be considered before forwarding it to another individual. If in doubt to the confidentiality or sensitivity of a message, request the permission of the sender before forwarding it to other users outside of the conference.

7.2.4 Chain Messaging and Spamming

Chain mail that requests that the message be forwarded to an ever-increasing number of users is not permitted. The process of 'spamming' (sending the same message to all WaterWorks users or a large number of conferences) is not permitted. If an identical message is to be sent, it should be sent to appropriate conferences only.

7.2.5 Subscribing to Internet Mailing Lists

To Be Reviewed

Subscribing to Internet mailing lists should be limited to educationally valid and secure sites. Subscribing to a non-secure site is a major source of Spam, viruses and junk mail.

7.3 Conferences

7.3.1 Public, Private and Read Only Conferences

- Public conferences are those open to all Regular Users who are Board employees. Initially, conferences available to a user are determined by the assigned Profile. These are often conferences used for sharing curriculum ideas, technical support, news items, system memos, bulletins, and files, etc.
- Private conferences are limited to specific users who are given access by the conference moderator. Messages that are posted in these conferences are accessible to only authorized users. Private conferences appear on the WaterWorks desktop only for authorized users. These are often conferences used for special focus groups, project groups, etc. Messages in private conferences are intended to be read by conference members only. Confidentiality of opinions expressed in private conferences are to be respected. Messages posted in these conferences should not be forwarded to other users without the permission of the sender.
- Read-only conferences are used to distribute official information from Board sources. Users can read but not post messages to a read-only conference.

7.3.2 Requests for New Conferences

Requests for new public or private WaterWorks conferences should be submitted to *Administrator*. The submission should include the rationale for the creation of the conference and the name of the person who will serve as conference moderator. All requests will be reviewed but not all requests may be granted.

7.3.3 Conference Moderators

All conferences are moderated. The responsibilities of the moderator are:

- Monitor the assigned conference(s) in a manner that supports the WaterWorks Procedures and the Acceptable Use Procedures. Moderators must have a detailed understanding of the WaterWorks Procedures. Refer to WaterWorks Conference Moderator Manual.
- Identify the name of the moderator. Post a document (not a message) in the conference defining the purpose of the conference and identifying self as the moderator. The purpose statement must include the following text: "The moderator has the final decision about removing any inappropriate message. The author may not necessarily be notified."
- Ensure that the discussion that occurs within a conference adheres to the established purpose of the conference and, therefore, benefits all conference members. Conference discussion can be facilitated by the moderator to help to keep messages on topic or to steer users toward new topics. Issues should be discussed in a professional manner without personal attacks.
- Handle rule violations and resolve disputes in the assigned conference.
- The moderator has the right and final decision to remove or redirect messages that do not conform to the purpose of the conference. Criticism of the decisions of the moderator are not permitted in the conference. Repeated infractions by users are grounds for removal of that user's access to the conference and/or withdrawal of all WaterWorks privileges.

7.4 WaterWorks Restrictions

7.4.1 Commercial Activities and Unlawful Activities

Personal or corporate advertisements, either selling, donating, or requesting products, are not permitted on WaterWorks. The Board risks liability if it permits these advertisements to be posted on WaterWorks.

Solicitation of unlawful or illegal activities, or use of any conference as a means for such, is prohibited.

To Be Reviewed

Each conference message will be read by the moderator. Any questionable message will be unapproved while it is evaluated. Messages violating this policy will be removed from WaterWorks. Repeated violations of this policy will result in the removal of a user's WaterWorks privileges.

7.4.2 Educational Products and Services

Information regarding a commercial educational product or service, deemed appropriate by the WaterWorks Advisory Committee may be posted or discussed on WaterWorks. Features and qualities of a product or service as it relates to staff and students may be discussed provided that vendor specific information is not included. The WaterWorks Advisory committee has the responsibility to make sure any such postings adhere to the WaterWorks Procedures.

7.4.3 Information from Outside Organizations

Permission for the distribution of information from outside organizations is granted through the Director's office. Reference to activities or events that have been so approved may be made in WaterWorks in the appropriate conferences.

For clarification on the status of an outside organization, contact the Administrative Assistant to the Chairperson of the Board.

7.4.4 Posting of Copyrighted Articles on WaterWorks

Journal articles, newspaper articles, and website content may not be digitally reproduced and disseminated (i.e., full text posted in WaterWorks) unless the terms and conditions of the source website permit such reproduction, or, unless permission is requested and granted from the copyright owner to reproduce a specific document in such a manner. If permission is granted, a statement of permission must be included in the WaterWorks message. Instead of posting full-text, it is appropriate to include a link to the home page of the website containing the article or content of interest, with a path of links to reach the specified page. The Board's *Access Copyright* contractual licence does not apply to digital reproduction.