

# Centrally Hosted Services Administration Tool Advice and Guidance Document

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## Introduction

Following the adoption of the Centrally Hosted Email and MIS systems it has become apparent that users within schools would like some form of self management of user accounts for these systems. In that vein the ICT Service has developed the “**Centrally Hosted Services Administration Tool**”. This software is capable of many functions which will be detailed later in this document and is constantly being evaluated and updated to include new features as systems change.

This document is designed to outline the potential benefits and also the potential issues that this software represents and to assist you in determining who you will allow to access this software. This document is accompanied by a sign off sheet which is an agreement between the Local Authority and the school detailing the nominated “**Account Operator**”. This agreement should be reviewed at least annually and must be re-signed when (a) the head changes and (b) the nominated individual changes. In the absence of the nominated person, account management can be performed by the helpline, but only when authorised by an email from the main school admin office@ or head@ account

## Software Functions

- Create/Delete User Accounts
- Enable/Disable User Accounts
- Allow/Disallow access to SIMS/FMS & other CH MIS Software
- Reset User Passwords
- Rename User Accounts
- Create/Delete Email Accounts
- Configure Email Forwarding
- Add Email Addresses
- Manage Email Distribution Lists
- Manage Mailbox Permissions

## Things to consider

Although this software is extremely useful it does also represent potential security risks to sensitive data and requires an element of trust of the user to whom you grant access to this tool.

A user with access to this tool could:

- Change the password of another user account and then log in to that users email or CH MIS account and view their data.
- Configure forwarding of email from one account to other thereby intercepting emails.
- Grant themselves access to a mailbox, therefore allowing them full access without changing any passwords and giving no indication to the mailbox owner that it has been done.

It is therefore essential that you understand the extent of the access which is being granted to the user you nominate in this form. All activity in the user tool is logged and will be kept for a minimum of 1 month in case of incident.

You are recommended to ensure that your Acceptable Use Policies for staff cover this particular use of technology and that their use of it is reviewed regularly

# CH Services Account Operator Sign-Off Sheet

School Name		Nominated Account Operator	
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This Sign off Sheet will only be accepted when signed by the **Headteacher** of a school.

I hereby authorise the above named person to be granted access to the “**Centrally Hosted Services Administration Tool**” and I have read and understood the information contained within the “**User Administration Tool for Centrally Hosted Systems Advice and Guidance**” document about its uses.

This agreement should be reviewed annually and must be re-signed when there is a change of either the Headteacher or the nominated account operator. This sign off should be kept by the school for its records.†

## ***Terms of Use***

The account operator agrees to only use the tool to carry out user admin tasks at the request of either the Head teacher or the individual who owns the account.

The account operator agrees NOT to create generic user accounts with access to Centrally Hosted MIS. i.e. “**Supply.c9s**” or “**Test.c9s**”, all users accessing Centrally Hosted MIS must have an individual account to provide an audit trail. If generic accounts are created they will be deleted without warning.

All data hosted on Centrally Hosted MIS is considered IL3 Restricted therefore the school must not grant access to anyone who has not been cleared by the Headteacher to have access to this type of data.

The account operator agrees to never give their logon credentials to anyone else.

The account operator agrees not to grant anyone (including themselves) access to any additional mailboxes in the school unless at the explicit request of the mailbox owner.

Signed by Headteacher		Print Name		Date	
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Signed by Nominated Account Operator		Print Name		Date	
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