

In confidence

Education Digital Services

Accessing customer ICT systems

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**EDUCATION DIGITAL
SERVICES**

Access to customer ICT systems

We strive to provide the correct support wherever possible. To do this, we use the right people, at the right time, using the right tools to assist you.

Sometimes we need to provide remote support to our customers. We do this in a range of ways – sometimes by guidance over the phone, but sometimes it is necessary to remotely connect to a computer to assist with an issue.

Our existing customers will recognise our remote support ISL-light tool that we have used for many years. This is a secure, reliable tool that requires a member of staff to grant access to their computer by manually entering a code into a program on their computer. ISL-light is our preferred method of access, as:

- It needs a member of school staff to request a session from Education Digital Services each time.
- School staff can cancel the session at any time.
- All connections and data transfers are logged by the ISL-light system.

ISL is great for the majority of support calls, but there are some situations where it can be improved:

- Education Digital Services are unable to provide support when staff are not available (i.e. during school holidays). If our monitoring systems detect a failure with a backup or planned upgrade, then we are unable to fix that issue in a timely fashion. This can lead to downtime for users when they return to school.
- Some computers that require support do not have monitors or keyboards connected & so customers experience difficulty starting an ISL Light session.

Due to these issues, we are using an additional program from ISL, called ISL-AlwaysOn.

1.1 What is ISL-Light?

This is a program that requires a member of school staff to grant access each time it is used. A unique code is provided by a member of our team and the school staff member enters it into the ISL-Light client at school to allow our support team access. After the session is started, both people can see and control the desktop of the device in question.

1.2 What is ISL Always-On?

This is a program that runs in the background on a supported computer. It permits Education Digital Services to connect to that device on-demand. It does not require a member of staff to enter a code or manually grant access.

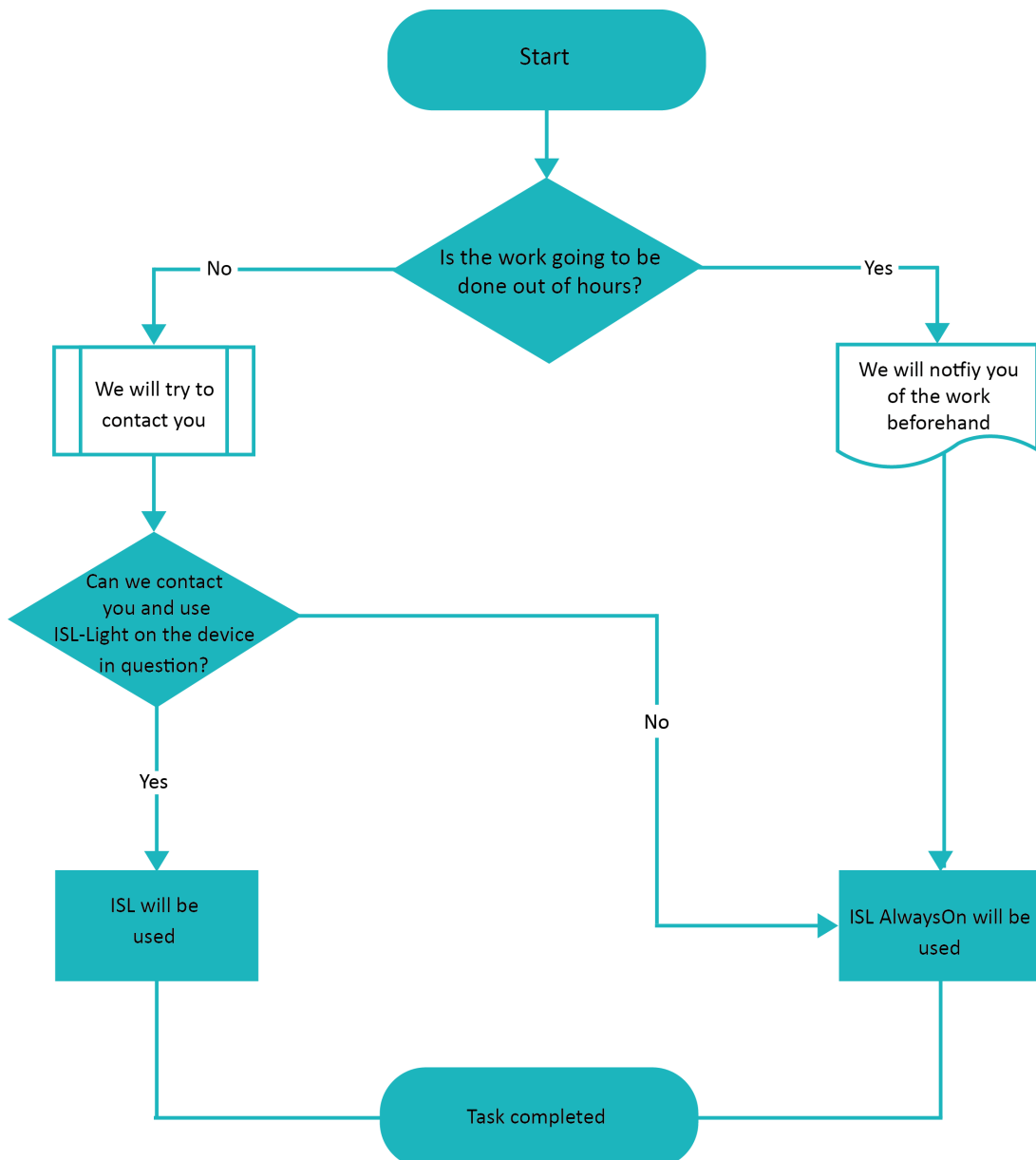
1.3 When will Education Digital Services use ISL Always-On?

This will only be used a few specific situations:

1. If a problem has been identified that requires timely intervention, **and** we cannot make contact with the school.
2. If the work is being conducted out of hours (i.e. summer holidays).
3. If the user cannot launch the ISL-light client on their computer.
4. If the user cannot access the device that requires support (i.e. if they do not have permission to access a server device that has a fault), and so cannot start the ISL-Light client on that device.

For all other support work, ISL-Light will be used, giving schools control of when connections are made.

This flowchart captures when we will use each tool:



1.4 How is ISL Always-On secured?

- **Access to ISL platform.** Only members of the LCC Education Digital Services team have access to ISL AlwaysOn capabilities.
- **Computer visibility.** The ISL AlwaysOn client must be installed on the device and configured to accept connections from the LCC ISL platform.
- **Computer access password.** Every ISL AlwaysOn connection requires a connection password to be provided. This is unique for each school.
- **Session encryption.** Each ISL AlwaysOn connection is encrypted with SSL.
- **Comprehensive logging.** ISL AlwaysOn's activities can be monitored by tracking the history of accesses to a computer. This report shows which users accessed the computer and when they accessed it.

1.5 Which computers will have the ISL Always-On client installed?

The following table details which computers will have the ISL Always-On client installed to:

SIMS Software and Administration Systems Support (Managed SIMS / Software Only)	Technical Support for Curriculum Networks
Your SIMS Server.	All your servers, including:
	Hyper-V host servers
	Domain Controllers
	File Servers
	96.93%

1.6 Are ISL connections logged?

Yes – we can determine exactly who logged on to each computer, and whether certain actions were performed (i.e. sending/receiving files). This is the same for ISL-light and ISL-AlwaysOn.

1.7 How will I know Education Digital Services are planning to (or have) used ISL-AlwaysOn?

Our staff work to strict guidelines regarding ISL-AlwaysOn:

Planned work:

If we are planning to conduct work out of hours, we will always give you advance notice. Any connections to your devices will be made using ISL-AlwaysOn during this time.

Incident work:

If we detect an issue that requires fixing and we cannot reach you (both in-term and out of term), then we will use ISL-AlwaysOn to connect to the device. We will notify you by email when we have addressed the issue.

1.8 Can multiple support teams use ISL Always-On?

Yes, some other ICT support teams use ISL-AlwaysOn. The client can handle connections from multiple support providers – each use their own connection password.

1.9 How do I know Education Digital Services will keep my data secure?

All our staff are required to complete annual Information Governance training. The only teams that will be able to make connections to your school are from within Education Digital Services.

1.10 Can Education Digital Services take copies of my data?

The only data that we typically collect are backups of a school's SIMS data when we need to replicate issues that your SIMS users are experiencing. We only ever do this when your headteacher has granted permission for us to collect the data.