

ICT Coursework – Task 3

By Mark Paull

Contents

Front Page -

Contents -

Introduction to SMEL -

Introduction to organisation -

The institution -

The application -

Sources of information -

Questionnaire -

Structure of report -

History of information of gathering -

The Report -

Social, Moral, Ethical, Legal Issues -

Analysis and Evaluation -

An Introduction

This report investigates an application and network at Yeo Moor primary school from a social, moral, ethical and legal perspective. The organisation that is a primary school is segregated into infant and junior buildings. I am conducting my investigation into the junior LAN.

A Social, Moral, Ethical, Legal Introduction

ICT A Level Coursework Task 3

I will be looking at the SMEL side of the institution and breaking issues down to Social, Moral, Ethical and Legal problems

Social – looking at the affect on increased pressure on the staff their working hours due the ICT suit being installed, and the working environment and how it will change the attitudes of workers

Moral- whether it is right to punish pupils for misuse and how to tackle misuse within staff and the difference in publicity and punishment

Ethical – whether pupils have been told their rights and the rules of the work place

Legal – licenses for applications and any involvement with the police over serious misuse.

The Institution

Yeo Moor Junior school is run by the North Somerset Council, and is based in Clevedon and is fairly central within the town. The school is quite small and employs a traditional hierarchical for its management organisation; this is shown below.

Board of Governors

↑

Head Teacher

↑

Deputy Head

↑

General Staff

The ICT department is small and has only one person on-site to deal with any problems. The ICT Co-ordinator, also a teacher is the only person with sufficient knowledge to operate the system within Yeo Moors walls. If a problem occurs the ICT Coordinator cannot handle, an ICT technician can be called out from the secondary school nearby. The technician also visits Yeo Moor every Friday afternoon to perform routine maintenance. Upgrades are conducted put of school hours if they require a large amount of attention to detail, but menial jobs are carried out during the working day. The ICT structure is as follows:

ICT Technician

↑

ICT Coordinator



General Staff

The Application

Microsoft Outlook version 2002 (included in Office XP)

Product Guide

Introduction

This *Outlook Product Guide* is designed to assist in evaluating Microsoft Outlook version 2002, included in the Office XP suite. It contains information on the new and improved capabilities of the application, examples of how you can access them, and, in some instances, screenshots of those new or improved capabilities.

In today's fast-paced world, accessing and communicating with others more effectively is critical. This is especially true with the popularity of the Internet and e-mail. As the Internet and e-mail have become the medium for interacting with others, the barriers to communicating with anyone, anywhere in a matter of seconds no longer exist. While this helps computer users greatly by enabling them to receive the information they need in a timely manner, it also creates an overload of information in the form of e-mails, appointments, contacts, tasks, and documents. Outlook version 2002 can help users manage their time and information more effectively, while making it easier to share and create information with others.

Below is an overview of the key design goals for Outlook version 2002 and the new and improved functionality associated with those design goals.

Key Design Goals and Overview of New Features

Productivity and Efficiency

With the amount of time users spend working with e-mail, contacts, tasks, and appointments, accomplishing even a few tasks more efficiently can make users more productive. Research has shown that users teach themselves how to use applications by doing the tasks that they need to accomplish and at the time they need to do them. To accomplish these tasks, users must know that the tools are available within the product, that the learning curve for using those tools are minimal, and that the tools offer a clear advantage over the way they are currently doing things. As a result, a key design goal for the newest version of Outlook was to make working with e-mail, tasks, contacts, and appointments more intuitive.

ICT A Level Coursework Task 3

without requiring users to learn new ways of accomplishing their tasks or spend time searching for these tools. The goal was also to eliminate the users' worry about whether they can access their information.

Working with E-mail

Feature	Description	How to Access
AutoComplete Addressing NEW	As a user enters an e-mail address, Outlook automatically recognizes it and completes the name based on previously sent e-mail to the recipient. This enables users to quickly send e-mail to others without spending time searching for e-mail addresses.	<ul style="list-style-type: none"> Type in the e-mail of someone you have previously sent e-mail to. Outlook automatically completes the address.
Outlook Hotmail Support NEW	Users can now easily access e-mail from their Hotmail account (or other Internet mail providers) directly from within Outlook. This enables users to quickly and easily send mail out from any of their e-mail accounts without leaving their Outlook application.	<ul style="list-style-type: none"> Select E-mail Accounts from the Tools menu. Select Add a New E-mail Account. Select HTTP. Add your Hotmail account or any other HTTP mail account that supports the DAV protocol.
Send Using (E-mail Account Selection) NEW	<p>Users with multiple e-mail accounts (such as a Hotmail account and an account on Exchange) can choose on a per message basis what account to use to send their message. When the user chooses an account, an information bar shows which account is used to send the mail.</p> <p>Explicit rules are built in to determine which account should be used as the default (e.g., when replying to a message, the account is used that the message was originally sent to) or users can assign a default account for Outlook to use.</p>	<ul style="list-style-type: none"> Set up multiple e-mail accounts (e.g., Hotmail and Exchange) from E-mail accounts under the Tools Menu. Create a new e-mail message. Select the Account drop-down menu (next to the Send button) to choose which account to use.
Wordmail IMPROVED	<p>The newest version of Outlook makes significant improvements to Wordmail (which is now the default e-mail editor) in reliability, message size, and feature set. More specifically, when using HTML mail format, Wordmail removes document specific tags that were previously included so that users could edit it back in Word. This reduces the overall size of the e-mail message.</p> <p>Wordmail also enables users to take advantage of a variety of new Word enhancements. See the <i>Word Product Guide</i> for more details.</p>	<ul style="list-style-type: none"> Make sure Word is your default e-mail editor by selecting Options from the Tools Menu. On the Mail Format tab, make sure the "Use Microsoft Word to edit e-mail messages" check box is selected.
Feature	Description	How to Access

ICT A Level Coursework Task 3

Smart Tags in Wordmail NEW	<p>With Word as the default e-mail editor, users can take advantage of the Smart Tags that are available in Word (including AutoCorrect, Paste Options, Address, Name, Date, or customizable Smart Tags). Smart Tags are context-sensitive buttons that give users the options and information they need at the time they need them. See the <i>Office XP</i> and <i>Word Product Guides</i> for more detailed information.</p>	<ul style="list-style-type: none"> ▪ Create a new mail message using Word as your default e-mail editor. ▪ Example 1: Paste an Excel spreadsheet into the mail to access the Paste Options Smart Tag. ▪ Example 2: Type in a name of a contact from Outlook to access the Name Smart Tag.
Message Format in Wordmail NEW	<p>Users can easily change between different mail formats on the fly and on a per message basis. By giving users the option to switch between HTML, rich text, or plain text, they can more easily format their message so that the recipient can have the best viewing experience.</p>	<ul style="list-style-type: none"> ▪ Create a new mail message using Word as your default e-mail editor. ▪ From the message format drop-down menu, select the format you want.
Mailbox Cleanup NEW	<p>Users can quickly view the size of their mailbox, search for files by size or by age, and then delete, move, or archive those files to clear up space. Exchange users can also automatically be notified when they are approaching their mailbox size limit and choose from the above options for cleaning up their mailbox.</p>	<ul style="list-style-type: none"> ▪ From the Tools menu, select Mailbox Cleanup.
Text Auto Cleanup NEW	<p>Outlook can now automatically clean up plain text e-mail formatting that often contains extra line breaks that make the message difficult to read. Outlook automatically removes the extra line breaks (an option exists to turn this off as well) when a user opens an e-mail message, previews the message in the preview pane, or prints the message so that it is easier to read.</p>	<ul style="list-style-type: none"> ▪ Automatically takes place when a plain text e-mail message is opened.
Hyperlinks in Subject Line NEW	<p>Outlook mail messages now recognize URLs that are placed in the subject field. This enables users to easily browse to the Web Site using their default browser without having to copy the address first and paste it into their Web browser.</p>	<ul style="list-style-type: none"> ▪ Type a URL (such as www.microsoft.com) into the subject line of a mail message. ▪ Notice that Outlook recognizes the hyperlink.

ICT A Level Coursework Task 3

Feature	Description	How to Access
<p style="text-align: center;">Find IMPROVED</p>	<p>Users can more easily find important messages, appointments, or tasks with the improved Find bar that enables users to access features previously available only with Advanced Find. For example, users can specify which folders they want to search for on their computer or on a network. Furthermore, both Find and Advance Find enable users to stop a search that's in progress and restart where it left off.</p>	<ul style="list-style-type: none"> ▪ From the Standard Toolbar, select the Find button.
<p style="text-align: center;">Preview Pane IMPROVED</p>	<p>The preview pane enables users to follow a hyperlink, respond to meeting requests, and display properties of an e-mail address without requiring the user to open the message.</p>	<ul style="list-style-type: none"> ▪ Turn Preview Pane on by selecting Preview Pane from the View menu.

Personal Calendar and Group Scheduling

Feature	Description	How to Access
Group Schedules NEW	Users can save multiple group calendars within Outlook for quick and easy access to their team or conference room schedules. Within this single calendaring interface, users can view the free and busy times of their group as well as easily e-mail or set up an appointment with the entire group.	<ul style="list-style-type: none"> ▪ Within the Calendar view, select the Schedules button. ▪ Select the New button to add a group.
Outlook Free/Busy Sharing NEW	Outlook now enables users to share Free/Busy information with others on the Internet for free. This makes it easy to schedule meetings with other Outlook users with whom you don't share an Exchange server with.	<ul style="list-style-type: none"> ▪ Create a new appointment. ▪ Type in an smtp address (e.g., XYZ@msn.com) and click Send. ▪ Outlook prompts you if you want to establish free/busy sharing.
Reminder Window NEW	Users now get a single reminder window for all their appointment or task reminders. This enables the user to easily dismiss, snooze, or open one or all of the reminders at once.	<ul style="list-style-type: none"> ▪ Set up multiple meetings or tasks. ▪ When it is time, the reminder window automatically pops up.
Calendar Coloring NEW	Users can identify their important appointments via the new color-coded calendar. The user can apply a color to individual appointments or they can automatically apply color by creating automatic formatting rules. Each color has a label that can be customized by the user.	<ul style="list-style-type: none"> ▪ Create a new appointment and select the color you want to apply from the Label drop-down control (or select an appointment in Calendar view). ▪ Click the Calendar Coloring button on the standard toolbar and select Automatic Formatting to create rules to automatically color appointments. ▪ Click the Calendar Coloring button on the standard toolbar and select Edit Labels to customize the labels.

Feature	Description	How to Access
Propose New Time NEW	When receiving a meeting request, users now have the option to propose a new meeting time to the meeting organizer rather than just declining the request. Furthermore, users who have Exchange server can see the free and busy times of each attendee before submitting the new meeting time.	<ul style="list-style-type: none"> Open up a meeting request. Select the Propose New Meeting Time button.

Contacts and Address Book

Feature	Description	How to Access
MSN Messenger Integration NEW	When a user opens a contact card or an e-mail message (or views it via the Preview Pane), they can identify whether that person is online and can immediately initiate an MSN Messenger session with them from within Outlook.	<ul style="list-style-type: none"> From the Tools menu, select Options and go to the Other tab. Select "Enable Instant Messaging in Outlook."
Display As Name Field NEW	Contacts now include a Display As field for e-mail names. The name you type in the Display As box appears in the To: field when you compose a message instead of the actual e-mail address.	<ul style="list-style-type: none"> Open up any contact. Enter the name you want displayed in the Display As field.
Address Book Column Headings IMPROVED	Column headings are now resizable in width. This enables the user to reveal or conceal columns to show only the information they find useful for address book entry lookup.	<ul style="list-style-type: none"> Select Address Book under the Tools Menu. Click on the column header edges and drag to resize.

Feature	Description	How to Access
<p>LDAP Address Book</p> <p>IMPROVED</p>	<p>The LDAP address book is more sophisticated with advanced searching and faster responses to lookups:</p> <p>—An LDAP directory now has many of the same search features as found with the Exchange Global Address List, along with entry details.</p> <p>—Paged Results Support: allows scrolling through directory entries from servers returning Paged Results.</p> <p>—Support for Virtual List (VLV): entries can be browsed as easily as with the Exchange Global Address List.</p>	<ul style="list-style-type: none"> ▪ Select an LDAP directory (where available) in the “Show Names From the:” drop-down menu in the Address Book dialog box. ▪ In the address book dialog box, select Find from the Tools menu to apply the advanced searching options. ▪ Double-click an entry in the LDAP directory for details.
<p>Contact Address Book (CAB)</p> <p>IMPROVED</p>	<p>The Contact Address Book makes use of the Contact’s “Display Name.” With this column, you can look up contact entries more efficiently, especially with multiple entries for the same contact name. When using the new Local Web Storage File, this CAB has full Unicode support.</p>	<ul style="list-style-type: none"> ▪ Select Address Book from the Tools menu. ▪ Drop-down “Show Names From the” menu and select Contacts. ▪ Notice that Display Name has been added as a field.

Integration with Microsoft Exchange

Feature	Description	How to Access
Synchroniza- tion Improvements NEW IMPROVED	<p>Outlook is now easier to set up for use in an offline mode with a single command, and all protocols (IMAP, POP, MAPI) can be synchronized at once. Different accounts can also be synchronized in different ways, depending on whether users are offline or online. Users can also choose which information from the mail (the header only or the entire email) is synchronized. And, a new Progress Reporting feature notifies the user how long the synchronization process takes. The user can choose to selectively cancel different account synchronization if wanted.</p>	<ul style="list-style-type: none"> From the Tools menu, select Send/Receive Settings. Select the desired action.
Cancel Request to Server NEW	<p>Users can easily cancel a request for Outlook to connect to their Exchange Server if their network connection is disconnected. This allows Outlook version 2002 to be more resilient to network or server disruptions and enables users to stay working.</p>	<ul style="list-style-type: none"> Appears as an option automatically if the server is unavailable.
Exchange Server Connection Improvements IMPROVED	<p>The Outlook version 2002 connection to Exchange is more efficient, so users can download their mail faster. This is possible due to a decreased number of "round trips" that the data must go through, as well as less data that is being transferred over the connection than with previous versions of Outlook. Furthermore, the connection to the directory is also more resilient, meaning that if the connection to the Global Catalog server is disrupted for any reason, Outlook asks for a referral to another directory server and connects to that server seamlessly.</p>	<ul style="list-style-type: none"> Takes place automatically.

Reliability, Data Recovery, and Security

Another key goal for Outlook version 2002 was to enable users to spend time working rather than worrying about their software. With the reliability features in the newest version of Outlook, users can continue to work even in the unlikely event of an error. Furthermore, a variety of security enhancements have been included in Outlook version 2002 to help users feel more secure when working with e-mail. **Note:** See the *Office XP Product Guide* for additional functionality in this area that spans across the Office applications.

Feature	Description	How to Access
Outlook Virus Enhancements NEW	Outlook now helps users and organizations safeguard against malicious viruses by: <ul style="list-style-type: none"> ▪ Blocking e-mail attachments associated with unsafe files. ▪ Preventing programs from gaining programmatic access to a user's address book or sending mail on the users behalf. Users are notified and given the option of continuing with the action. This prevents propagation and spreading of the virus to other users. ▪ Giving administrators options to customize the above settings to meet the security needs of their organization. 	<ul style="list-style-type: none"> ▪ Functionality automatically takes place.
Document Recovery NEW	Wordmail gives users the option of saving their current files at the time an error occurs in the application. As a result, users spend less time recreating their mail messages and spend more time working.	<ul style="list-style-type: none"> ▪ You can only access this if an error occurs. ▪ Choose to recover the document and click close. ▪ Open the recovered document from the document recovery pane.
Application Error Reporting NEW	Outlook enables users to automatically report any errors that occur directly to Microsoft or their corporate IT departments. This gives Microsoft (or organizations) the data needed to further diagnose and correct these errors and provide users with direct access to workarounds or other information on the error.	<ul style="list-style-type: none"> ▪ You can only access this if an error occurs. ▪ Choose to report the error back to Microsoft from the Error dialog box.

Feature	Description	How to Access
Application Recovery NEW	This provides a safer method for shutting down an application that is not responding. Users can choose to shut down a non-responding application while at the same time initiating recovery of the Wordmail message and reporting the problem to Microsoft or their corporate IT department.	<ul style="list-style-type: none"> ▪ If Outlook is not responding, go to the Windows Start Menu and under Programs Select Office Tools and then Microsoft Office Application Recovery. ▪ Choose to restart or end the application.

Sources of Information

I intend to speak to the ICT coordinator to gain as much information as I can. But some more technical information may have to come from the ICT technician. I understand that the ICT Coordinator, Mr James, is a full-time teacher and so negotiating a date for a visit must be planned carefully to ensure that the full benefits from the visit can be achieved. As Mr James may not know all the information that I require I may need to step up the management structure and ask the ICT technician.

Prior to my visit and this report I sent sample questions so Mr James could prepare responses, below is a list of answers given along with the questions asked in the interview.

Yeo Moor Junior School

1. When was the current IT suite installed?

6 / 10 / 99

2. Brief History a) Ist Computers + 15
 b) Extra Computers + 3

3. The configuration of the 'typical' computer

Manufacturer	-	Viglen
Processor Speed	-	450Mhz – 800Mhz
Hard Drive	-	10Gb
CD Rom Speed	-	40
Monitor size	-	15 Inches

ICT A Level Coursework Task 3

Operating System - Windows 98
- Windows NT

Printer Ink-jet / Bubble-jet / Laser-jet / Other:
Epson / Hewlett Packard / Other:

4. How often are the printer cartridges and paper replaced

One cartridge used per term
One pack of paper every 3-4 weeks

5. How often is data backed up weekly How DAT drive on server

6. Security? Physical alarmed room, reflective glass, locked server cupboard

7. What is the knowledge of users on a 1-5 scale, five being expert. 1-3

8. Misuse of software on computers, the internet for example?

Banned from software for period. Pupils kept on Yahoooligans sites or given URL's.
Search button has been erased and there is some local blacklisting.

9. Can the administrator log users and the programs they use?

Yes

10. Any virus protection?

Sophos Anti-Virus, monthly upgrades

11. The knowledge of the system from a users point of view?

Know the basics to perform general tasks

12. Is there any needed for IT staff and users

LEA provide this, training under 'New Opportunities Fund (NOF).

13. How many computers upgraded and how often?

2 per year

14. When was the last upgrade and what was upgraded?

Slower machines in suite – Pentium 800 Mhz (II)

Proposed Structure of Report

Brief History

A brief history of the suite, when it was installed or any upgrades or extra computers

ICT Network Description

A short description of what the network has on it and the peripherals attached.

System Configurations

The configurations of the 'typical' computer in the network.

Application

Its uses and training and information have been discussed earlier in the report

Training Procedures

What training the staff need to be able to cope with the system

Security Issues

Physical, firewalls. An explanation of the security Yeo Moor employees

Back-up procedures

How data is backed up and how often

Monitoring Misuse

Logging users, tackling misuse and ways to prevent it

Support and help procedures

How problems tackled, in-built help facilities

History of information Gathering

Person	Media Used	Reason	Results	Problems
Mr James	Phone	Negotiate visit	Visit available	Date TBC
Mr Wheeler	1 to 1	Apt time	Friday PM	No date C
Mr James	Phone	Date	Confirmed	-
Mr James	Letter	Sample questions and reasons for visit	Date confirmed	-
Mr James	Interview	Answers to question	Question answers	Second date to be negotiated
<i>Mr James Mr James</i>	<i>Phone 1 to 1</i>	<i>Second Visit Second Visit</i>	<i>Date C Follow up work completed</i>	-

+

The Report

Brief History

The current ICT suite was installed on the 6th of October 1999 in which 15 networked computers were installed. The configuration will be explained later on. Since the first installation 3 more terminals have been added to the network taking the networked total to 18.

ICT Network Description

There are 18 PC's each linked to the server running a GT network, all of which have been installed in one room. There are two printers, an Ink-jet and Laser-jet, of which all terminals are linked. The printer supplier is HP.

System Configurations

As described earlier the network houses 15 original computers and 3 upgraded ones. With configuration as follows:

Manufacturer	-	Viglen
Processor Speed	-	450Mhz – 800Mhz
Hard Drive	-	10Gb
CD Rom Speed	-	40
Monitor size	-	15 Inches

With the exception of the 3 upgraded terminals which have the 800Mhz processor speed.

Training Procedures

There is training available during inset days; LEA provide this, training under 'New Opportunities Fund (NOF)'. ICT staff teach the general staff who in-turn pass on the knowledge to the pupils.

Back-up Procedures

A 3 generation procedure is used where data is fully backed up every Friday afternoon and stored off the premises.

Support procedures

There are many help facilities with windows and its accompanying software to help with minor problems and the on-site ICT Coordinator can help with any problems the pupils can't handle. If the problem needs fixing immediately and is a major one the ICT Coordinator can't handle then the ICT Technician is on call to fix ASAP.

Social, Moral, Ethical and Legal issues surrounding the institution

The working environment has been affected by the introduction of the network into the school, lesson plans and the curriculum itself has been altered to keep up with the times. Pupils have benefited from clearer lessons when it comes to printed sheets done by the teacher rather than photocopied from a book. An OHP's, and computer based boards are readily used as they are easier to use and clearer teach.

However, the classroom is losing its traditional feel and pupils are misusing the software and system to their own benefit promoting serious misuse i.e. fraud etc in the future. Staff have been pressured to use these benefits where in some cases they may want to stick to the old routine.

Misuse to not only apparent in pupils but staff as well and management need to make sure the correct judgement is made when making decisions, on one, whether to punish the pupil / member of staff, and two, by how much.

Since the ICT network was installed there was been stress to staff relating to major issues such as ability to teach using the computers and the ability to use them in the first. Society has pressured schools into keeping up with the times and in-turn ha pressurised the teachers. There are many implications a application like Microsoft outlook puts on a school like Yeo Moor. Each pupil is expected to respect the program and use it accordingly. Notices of guidance and punishment are placed around the suite itself and are visible to all.

There are also many legal implications to the school, money needs to be spent on licenses and a decision needs to be made on what one to get and make sure all are obtained to avoid prosecution. The company also needs to make sure it doesn't legally 'abuse' the child to the extent that police are called in, whether it be for the advantage for improper conduct to disadvantage concerning misuse.

Evaluating the social implications of ICT in Yeo Moor means evaluating how it affects society. It will help by increasing the knowledge of ICT systems and ICT basics for both staff and pupils, but a disadvantage would be the strain of work.

Evaluating moral implications of the system means looking at whether all the aspects of the ICT system are fair to everyone in society. This means looking at the behaviour of everyone involved with the ICT system and judging whether the behaviour or result of their behaviour is fair to others in society.

Discussing the ethical implications of the ICT system means evaluating whether all aspects of an ICT system are fair to everyone in society. The only difference between ethical and moral is the fact that ethically wrong is easily explainable for why it is wrong whereas morally wrong is said to be down to a subjective judgement and is usually not easily justified or well backed-up.

Legal implications of the ICT system at Yeo Moor means making sure, or evaluating whether it is complying with current laws. The main laws that ICT systems must conform to are;

- 1984 Data Protection Act
- 1974 Health and Safety at Work Act
- 1989 Copyright, Designs and Patents Act
- 1990 Computer Misuse Act

1984 Data Protection Act

- All holders of personal data must register their use of data with a Registrar appointed by the Home Secretary.
- Data should be regarded as being held for a specific purpose and should not be used, without authorisation, for other purposes.
- Only specific people should have access to the data and there should be security methods which deny others access.
- Access should be monitored so that illegal access can be detected
- Generally a person has the right to see the data held about themselves
- Data files and software should be designed to include a date after which the data should not be retained
- Data held should be accurate, there must be procedures for ensuring its accuracy.

1974 Health and Safety at Work Act

- Perform an analysis of workstations in order to evaluate the safety and health conditions to which they give rise;
- Provide training to employees in the use of workstation components;
- Ensure employees take regular breaks or changes in activity;
- Provide regular eye tests for workstation users and pay for glasses;

Employees have a responsibility to:

ICT A Level Coursework Task 3

- Use workstations and equipment correctly, in accordance with training provided by employees;
- Bring problems to the attention of their employer immediately and co-operate in the correction of these problems

Manufacturers are required to:

- Ensure that their products comply with the Act. For example, screens must tilt and swivel, keyboards must be separate and moveable.

The following shows the health and safety factors organizations using computer equipment should consider.

The screen

Swivel and tilt facility
Brightness / contrast control
Free from glare / reflection
Free from flicker / swim
Clearly defined images
Cleanliness

The keyboard

Separate from screen
Tilt facility
Clear, clean symbols
Non-reflective keys and surround

Considerations also need to be made for the chair, the desk and the local environment.

Analysis and Evaluation

The company has coped well with the changes but needs to keep with the times in terms of computer software, the computers are becoming quickly outdated and methods of practice are becoming less and less used in the classroom structure. A fine judgement and balance needs to be made between the use of computers and the traditional way of teaching. This is to ensure both staff and pupils are happy, most of the time. The way the school deals with misuse is fine, but they need to make sure they are updated with new software / hardware.

The school provides students with a wide range of advanced computer hardware and software designed to meet all the study requirements of a 'typical' student. The ICT faculties are available throughout the working day and open to all students who wish to use the system. They are regularly maintained and a considerable amount of money is invested to keep the system up-to-date and in working order. Therefore it is vital that all students comply with the 'Computer Users' Code of Practice' and 'Guidelines for the use of the Internet' available in the appendix at the end of the report.

