



GDPR: READY

EDB: BEADY

5 simple steps to get your school GDPR-ready

GDPR: four letters that strike fear into the hearts of school leaders everywhere! On May 25th the new General Data Protection Regulations come into force and a lot of our clients have been working hard to get into shape with data security. The truth is, with a bit of planning, a team effort and some common sense, complying with GDPR can be achieved relatively easily. Here are our top 5 steps to get your on track before the deadline on May 25th:

1

Appoint a DPO

Every school will need a Data Protection Officer. This is the person who will have responsibility for auditing the school's compliance activities. They will need to ensuring any data subject requests are responded to, and in the unlikely event of a data breach they would need to collect information and potentially report to the Information Commissioner's Office (ICO). The DPO should not be the person who is responsible for enacting GDPR (usually the head teacher) and some schools are

appointing external professional advisors. However, for those with tighter budgets another senior member of the SLT could be given the role, or you could seek to swap DPO's with a neighbouring school to provide a level of external accountability.

2

Do a data audit

GDPR requires you to state what personal data you hold, where you hold it and why you process it (see step 4, below). The starting point for most schools is to hold a staff meeting where you can all brainstorm the systems and filing cabinets that might hold personal data. Don't forget to include paper as well as digital records, and do remember that you will be holding personal data for your staff as well as pupils and parents. This information can all be put together on a simple spreadsheet - get in touch with us if you'd like a template to get you started.

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3

Write or adapt your policies

Most schools will have a data security policy as part of the current Data Protection Act. Revisit your policies and check the following:

a) **Are they still fit for purpose?**

GDPR introduces a requirement to limit the time that you hold personal data so decide what a suitable period of time would be.

b) **Are they understood by staff?**

This is an opportunity to remind everyone of the school's policies and how they can ensure that data security and privacy are maintained.

4

Get consent - but only when ABSOLUTELY necessary

In your Data Audit you need to state the 'legal basis' for holding or processing personal data. There are 6 of these available and you need to think carefully about which one you use because different rights apply to the data subject depending on the legal basis. Schools have a so called Public task basis for much of the data that they process and will therefore not need to get consent, however there are some "Special Category" or sensitive data categories that do require consent to hold such as religious beliefs, race and ethnic origin. There is a lot of guidance on the ICO's website on this area including this helpful table of which rights apply to each legal basis:

	Right to erasure	Right to portability	Right to object
Consent*			X
Contract			X
Legal obligation	X	X	X
Vital interests		X	X
Public task	X	X	
Legitimate interests		X	

**but with right to withdraw consent.*

5

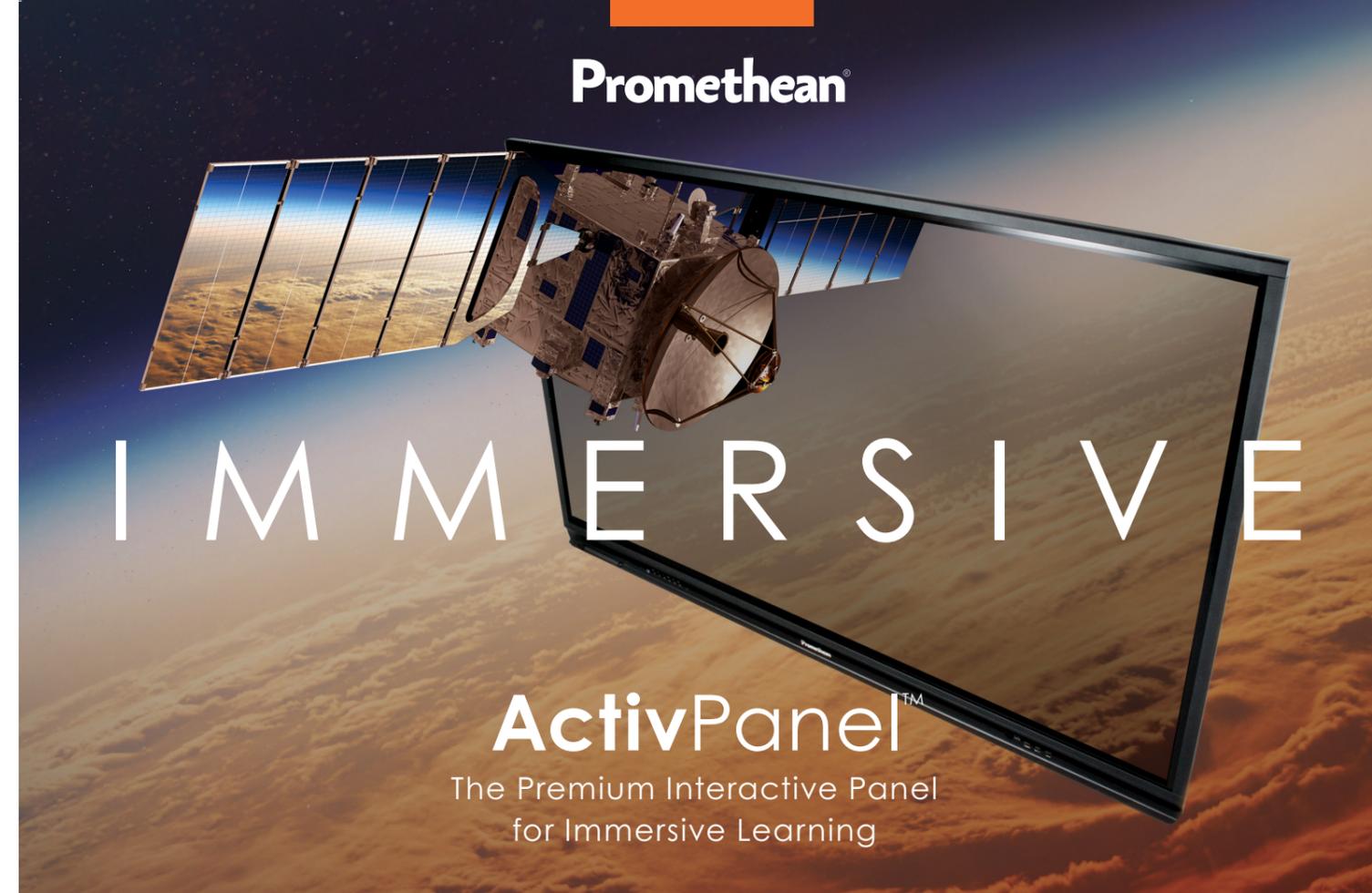
Shred, Delete or Secure

GDPR requires every organisation to think carefully about why and how personal data is held. It's a great opportunity to conduct a spring clean, securely destroying old records and tidying up current systems. Once you've reduced the amount of data you hold, then you should ensure that everything else is well protected by tightening up password policies and using tools such as encryption.

With that list completed you will be well on your way to compliance! Do remember that there are plenty of organisations who provide guidance on the GDPR, including the ICO. At Computeam we have a range of tools and services to improve data security and make compliance easier too, so get in touch if you need a helping hand with data security.

Owen Napier, Managing Director
Computeam Ltd

Promethean®



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A comprehensive multi-year warranty ensures an excellent return on investment for years to come.





Our support just got smarter!

Why we think Smart Support is the answer!

Managed services and outsourced ICT support have been around for several years in most sectors and technology to deliver these services has developed very quickly in the past three years.

It is now possible to intelligently monitor networks and automate routine tasks to proactively resolve faults before they become service issues.

The education sector has largely been ignored by most companies but not Computeam; we have been looking closely at the possibilities that technology brings and have been a leader in the development of education-ready service delivery for a number of years. These technologies are now at a point where we can use them to underpin a new service that we call Smart Support.

How does this make your support smart?

We know that our clients value our visiting technicians and see them as a vital member of their team, with regular scheduled visits either weekly or fortnightly. But what if during that visit the technician can spend the time working with the client on utilising technology to improve the teaching and learning outcomes rather than dealing with a log book of issues that the school have recorded since his or her last visit? This ensures that you get the maximum value from every visit, whilst reducing the waiting time for issues to be resolved.

How are you transforming your service with Smart Support?

CompuTeam have recently made a significant investment of over £250,000 in a remote monitoring and management (RMM) tool. This tool enables CompuTeam to manage all aspects of IT service delivery, including hardware and software inventory, warranty details, detection of errors, network performance, response times, resource utilization, life cycle management and even the amount of power that your ICT systems are using! We can schedule maintenance tasks, switch devices on and off remotely and effectively manage every part of our client networks in a highly efficient way.

What changes will we see?

Many faults will be logged on our service desk and resolved automatically before you are even aware that they were causing an issue! You will log faults (known as a ticket) by a simple email rather than using an onsite book, we will then begin working on the ticket straight away and in many cases the ticket will be resolved remotely without your involvement. In the rare instance where we can't fix the issue remotely you will receive unlimited reactive onsite visits. Your technician will also arrive at site for their regular scheduled visit (which will now be up to 2 hours) fully armed with a complete overview and plan of the requirements onsite.

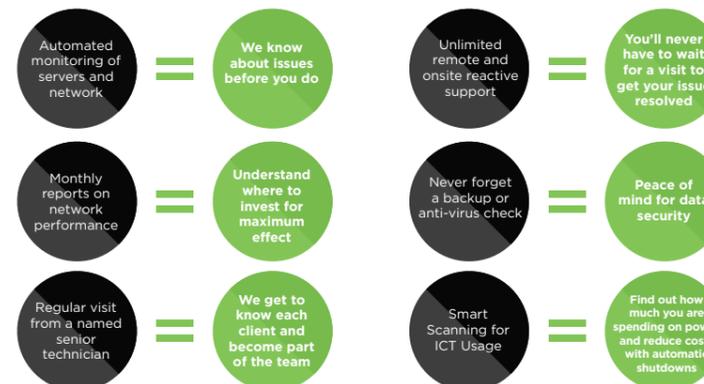
How does the pricing compare?

In most cases proactive Smart support will generate a saving for a school, because there is a reduced need for costly onsite visits. Moreover, less downtime, less issues and a significantly faster fix-time will reduce costs for us and create far greater value for our valued clients.

Why are you doing it?

We believe technology can improve education outcomes when used well. It is imperative for us that our clients experience a top class service so we are using technology to improve our own outcomes, ensuring that ICT in our client schools becomes an aid to learning and development, not a barrier. By investing in our systems we will improve the experience for our clients and team members.

The Features and Benefits of Smart Support:





Computeam in the Community

Computeam to take part in the Big Sleep Out for Taunton Association for the Houseless

As part of Computeam's ongoing commitment to charitable giving and fundraising, 13 of Computeam's staff will be taking part in The Big Sleep Out.

The Big Sleep Out is to be held on 8th June and whilst it does not look to represent the homeless, the night will show some of the harsh realities faced by rough sleepers each night.

We are sleeping outside, so that others don't have to.

Computeam have been working with Taunton Association of the Homeless for over 5 years by providing ICT equipment to the charity, have been involved in previous events and are proud to be able to fundraise for them directly by taking part in this event.

You can support our group of staff taking part by using the link on our website or social media. Please give generously to this worthy cause!

Computeam continue to support Stand Against Violence as charity partner following merger

Following the merger of IDN and Computeam, we have continued our dedication to support Stand Against Violence following 4 years of partnership in our commitment to local charitable causes.

Our support of 'SAV' has varied widely, from ad hoc fundraising, donations and event sponsorship to locking up a director for the day!

We have also used what we know best, ICT, to help support SAV's efforts by providing laptops to the charity to help deliver the crucial work that SAV do in the community.

Adam Fouracre, CEO of Stand Against Violence commented "Support from local businesses mean so much to SAV. This support is more varied and flexible with several companies supporting in a variety of ways. Computeam supply our small team with laptops, technical advice and also do some in house fundraising. All of this really helps our charity to continue and grow and with all of us working remotely having good IT support is essential.

We are very grateful to Computeam for their ongoing support."



IPad Bundle From just £XXX per annum per set*

IPad's are like a digital swiss-army knife, suitable for a wide variety of classroom activities thanks to the huge library of educational Apps in the AppStore.

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- 15x 32GB WiFi Apple iPads
- Secure Mobile Charging Trolley
- Full 'over the air' management via MDM for life of the contract
- Installation and support included
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**Price based on min order of 2 classrooms for 4 years. Title in goods remains with Computeam throughout the contract.*



By using mobile technology we have been able to move away from traditional ICT teaching. Now we are able to use mobile technology to enhance teaching and learning in other areas of the curriculum. Not only does the technology allow a different way of teaching and learning but has enabled us to improve pupil engagement in areas of the curriculum where traditionally it has been difficult to improve attainment.



- Wilbraham Primary School



Why our clients choose Computeam

Sampford Arundel Community Primary School

Very fast response. Thank you.

Ladybarn Primary School

Extremely quick to respond and provided clear updates to the support ticket.

St Rumon's Church of England (VC) Infants School

Very quick response.

Birchfield Primary School

Problem was sorted quickly while I was on the phone.

Bishop Bridgeman CE Primary School

Very quick response, sorted the query immediately, great service.

The Old Priory Academy

Efficient and helpful service.

Cheddon Fitzpaine Church School

Quick and efficient.

Knights Templar CofE School

Have gone out of your way to be extremely helpful. Many thanks.

St John's C of E (Wellington)

Quick response to my request. Many thanks.

Dulverton Junior School

Received some good help and advice with an offer to contact again if I have any problems.



Passionate about education



Dedicated account manager



Strategic advice and consultancy



97.4% client satisfaction rating



Highly experienced team