

DfE Devices for Disadvantaged Pupils 2020 - Frequently Asked Questions

1. Who will own the devices?

The LA have transferred the ownership of the device to the school.

2. Who is eligible for a device?

Children who have access to a social worker and do not have a device are eligible. The NCC project team have identified those who are eligible. There is a separate project looking at allocating devices for looked after children.

3. What happens to the device when the pupil leaves the school?

The LA are not expecting the device back. The school can either request the device is returned and allocate it to another pupil at the social that meets the criteria or transfer ownership of the device to another party.

4. Can a school decide to allocate a device to another child?

Where a school makes the decision to allocate a device to another child, the same DfE criterion should be applied in relation the child having an allocated social worker of the responsible LA.

5. What is the expected use of the device?

The device is expected to be used to support learning outside of school and to support communication with the student's social worker. The devices have minimal software installed and restrictions in place to install anything additional, they are expected to be used with online resources and apps (Office 365 web apps Word, Excel & PowerPoint).

6. What software is on the device?

The devices are installed with Windows 10 Pro Education and antivirus software. They also have website content filtering and remote management settings applied.

7. What safeguarding measures are on the device?

The devices are supplied with a security settings already configured and are managed by the DfE using Microsoft Intune. Intune keeps the device updated and restricts users from making changes to files or settings that may stop the device working and/or threaten the safe use of the device.

The devices are supplied with a web-filtering service called Cisco Umbrella installed. This blocks a range of illegal and inappropriate content and limits searching to the 'Safe Search' provided by popular search engines.

The web-filtering settings are designed to make the devices safe to use and suitable for a wide range of users from pre-school children up to care leavers.

This filtering should not prevent legitimate use of the devices.

8. Will these devices be monitored?

The DfE will not actively monitor users' activity on the devices. Websites users visit on their devices will not be logged by Cisco Umbrella unless the LA instructs the DfE to enable this feature. Those logs would not be available to the LA but could help ensure that ongoing filtering is effective.

9. How long will the safeguarding software work?

The DfE's pre-installed settings will be in place until 31 March 2021. After this, the devices will continue to work with the last settings installed by Intune, but will no longer be managed or updated. The web filtering will no longer prevent access to unsuitable websites.

10. What happens after 31st March 2021?

Currently the DfE paid for safeguarding measures will cease to work and the school will be responsible for providing a solution for these devices.

11. What if the device breaks?

If your device has not suffered accidental damage and is within the 2yr manufacturer's warranty then the school or, where appropriate, the relevant LA colleague should contact schoolsit@nottinghamcity.gov.uk to allow them to triage the problem and log with the service desk if applicable.

12. What if the laptop is lost or damaged?

It is the school's responsibility to insure and/or replace a device in this situation if they chose.

13. How do we install additional software?

The Intune MDM will prevent any additional software being installed. Anything manually installed would be removed within 2hrs once the device checks in with Intune.

14. How do we reset the devices to install additional software and change settings?

To install your own software or replace Cisco Umbrella and Microsoft Intune you'll need to restore factory settings on the device. This will remove all of the security and protection features on the device. It will then become your responsibility to safeguard the use of these devices. Once the device is wiped you lose the DfE safeguarding measures provided until 31st March 2021.

You will need to request the local admin and BIOS program from schoolsit@nottinghamcity.gov.uk to allow the device to be reset. Schools IT will require the serial numbers for the devices to be reset.

15. How do I log onto the device?

The instructions for logging on are provided with the device.

16. Where is my Office 365 account?

It is the responsibility of the school and their technical support to provide an Office 365 account for use with the device.

