Online Services Assessment

General Information

a) *What is the online service called?*

Sentral is a **browser based school information system** that the majority of schools in Australia prefer to host locally. While it can be a cloud hosted solution, most schools select a configuration with either a physical or virtual server installation hosted onsite at the school. When Sentral is hosted at the school, all the schools data is maintained at school. External access for staff can be configured via secure (HTTPS) connection in addition to the staff members' authorisation credentials. Sentral Education is not therefore an online service.

Sentral is a third party school information system where all student and school data is stored and protected onsite at school via school security policies and procedures.

SENTRAL EDUCATION

b) *What does the online service provide?*

Sentral software provides a single comprehensive interface for the management, tracking and reporting of data for school administration, online learning and student management. Sentral is continually evolving to meet the changing needs of schools and the regulatory requirements of their governing bodies.

Sentral is designed to integrate data and work collaboratively with the existing environment, allowing schools to choose the systems that best suit their needs. To get started, schools need a current licence for the Sentral modules required and a server or virtual server environment

Most schools choose physical server hardware. ASI offer a range of pre-certified systems, or schools can source their own hardware*. Sentral can also operate in a virtualised environment such as VMware, ESXi or similar.

Software Licences

A current, annual licence is required to run any of the Sentral modules. Sentral is typically purchased as an integrated suite of applications.

c) *Who is the service provider?*

GP Technology Solutions Pty Ltd also trading as Sentral Education
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d) *Who will administer the technology at the school?*

The school's Principal, ICT Coordinator and TSSP.

e) *How will the school be using the online service?*

Communicating with parents, staff and students. Integration with the enrolment system enables staff to access family contact information from the classroom. Sentral's dashboard provides an instant daily message board to post individual or broadcast messages for staff reminders, daily notices and variations to routine.

Parent portal: provides parents with 24/7 access to their child's data. Parents can log in to access their child's report, attendance information and welfare details as well as updating family contact details.

Student portal: Using their current individual login for the school network, students can access their timetable, assessment marks, attendance history and reports.

Personalised bulk emails: Sentral enables personalised group emails t parents, students or staff. Attachments can be added to distribute permission notes and newsletters.

SMS: Sentral's SMS Communication module enables contact with a parent, a committee, or the whole community in one batch, direct to their mobile, when you need to send an instant message.

Two way absence notifications: Parents can be advised when their children are late or absent from school with an SMS text message to their mobile. Sentral's messaging system allows parents to reply to the message to explain the absence, which is recorded against the child's attendance record.

Electronic Roll Marking: using a laptop, desktop, mobile device, or IWB. Where hardcopy is preferred, these can be printed.

Activities Integration: Generate sport and co-curricular rolls that include medical alert information. Track attendance and include participation automatically on academic reports.

Web timetable viewer: Access staff, student, room and class timetables.

Planning tools: Find spare rooms, teachers or a cross-section of both to allow easy organisation c a meeting or find a student or staff member at any time.

iCal export: Sentral Timetabling enables students and staff to export an iCal timetable they can drop into their Google calendar, mobile device or Outlook calendar.

Welfare: Sentral's Welfare module is a flexible framework for tracking what is happening in your school. Tailor the module to reflect the priorities and terminology used at the school.

End-to-End Incident Tracking: Build a complete picture of the context of an incident and the corresponding outcome by attaching to a record awards, letters to parents, detentions, level movements, escalations or whatever suits the school's welfare practices.

One incident-many students: Sentral Welfare lets you associate all students involved including witnesses and 'victims'. Tracking, trending and reporting on welfare issues is more comprehensiv because Sentral Welfare can be customised to gather the data needed for monitoring the welfare of an individual student or whole school welfare strategies such as anti-bullying.

Reporting: Sentral Welfare is able to generate a variety of reports, filtered by dozens of customisable criteria and produce graphs for easy comparison of data.

Flexible automatic notifications: Notification rules and automatic alerts to specified people can be configured to
school determined thresholds.

Comprehensive letter generation: Staff can generate personalised letters complete with student and family details to notify parents of incidents at the school. Built-in merge fields automatically add the recorded details of the incident into a customisable letter template.

Detailed tracking options: Family contact details, student   medical alerts, communications and academic report history, learning plans, timetables, referrals, transition data and more
are all displayed in the student profile. Data can be imported from NAPLAN results, UNSW\EAA, ICAS, Robert Allwell, ESSA and more.

Access from any device: Staff can access student data in the classroom, on tablets and other mobile devices. **Comprehensive web-based markbooks:** Create personal and shared markbooks that include all the calculation types required by schools.

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Literacy and Numeracy Continuum tracker: Track individual and class based literacy and numeracy markers against State based continuums. Fully linked to academic and parent based reporting, as well as providing individual timeline plotting for every student.

Links to Sentral's Reporting module: Enter student marks, combine assessment tasks with weightings, automatically   convert to a grade and then feed data straight into student reports.

Statistically accurate estimates: Sentral Markbook can generate estimates by using Z-scores for students who have missed tasks.

Access from any device, anywhere: Access personal and shared markbooks at school or home, o any device.

Draw data from the school timetable package: Class lists are automatically populated into Markbook from the timetable package.

Write your reports from school or home: Being web-based,   work on reports can occur anywher without limitations. Staff with the appropriate access can even adjust assessment criteria and layouts online.

Parent & Student Portal Access: Parents and students are able   to log on to their Sentral portal t access reports. Alternatively, reports can be emailed directly to parents using Sentral's Messaging module.

Use banks of common assessment criteria: Sentral's Reporting module contains ready to use assessment criteria such as the NSW Board of Studies outcomes and ACARA indicators.

Drag and drop layout creator: Use the report templates   provided or customise report layouts using the layout creator to drag and drop any component in any order. Sentral's Reporting layouts adapt to the information available, automatically removing parts that are not relevant to a particular subject. Staff can start entering data before the layout is perfected, as the assessment setup is entirely separate from the printing templates.

Flexible finishing options: Print reports as A4 or A3 booklets, use back-to-back printing,

watermarks and a range of other printing and collation options.

Dynamic linking to your Markbooks: Save the report-time rush and enter assessment informatio as it occurs during the year. Link assessment marks in Markbook to a class in a reporting period to pre-populate the data automatically.

Intelligent comment cleaning: The comment cleaning wizard automatically fixes uncapitalised sentences, missing full stops, incorrect gender-specific pronouns, and has a built-in cross-browse spell check with an Australian dictionary.

Comment Wizard for quick comment creation: Use comment starters to build a comment or access personal or faculty banks   of saved comments. Teachers can also review past comments from the student's previous reports to compare with recent performance.

Insightful analytics and reporting: Easily generate grade distribution reports to compare the performance of all
students in a subject as well as on a per-outcome basis. Use this information to identify areas for further development within   your school's curriculum.

Collaborative leadership and planning: Set the strategic vision for the next three years and build executive leadership while working together on the detail of the plan.

Automatic flow from strategic to annual plans: Objectives allocated to a strategic plan automatically flow into the annual plan, for allocation of responsibilities, budgets and actions. Sentral's Planning module eliminates wasteful and error-prone copying and pasting, to ensure annual plans are in sync with the larger goal.

Link budgeting into your planning process: Allocate funding to priority areas to show how and where funding is used for easy tracking.

Built on popular open source technology: Use the rich   ecosystem of third-party add-ons and themes to tailor your school's learning management system to suit your individual needs.

Integrate your student logins: Link student logins to either Sentral's Student Portal or existing school network accounts (via LDAP or other sources).

Timetable integration: Map courses from the timetable to courses in the eLearning environment

allowing students to be automatically enrolled and unenrolled.

f) *Where can information about the online service be found?*   http://www.sentral.com.au/
http://www.sentral.com.au/privacy-policy

Use and Disclosure by School

g) *What information of individuals will the school use and disclose to the service provider?*

The Sentral system uses the following data from CASES 21 and the school timetable :

- Staff details (names, classes)
- Student and family names
- Student medical information
- Timetable

This data remains within the system hosted locally at the school. It is not extracted or removed in any way. Sentral Education staff may potentially see this data when supporting the school system.

h) *How will the school use the information of individuals?*

Integrated information will be used to undertake the suite of services provided to schools by Sentral-communication between school/parent, reporting, attendance, welfare management, etc., as detailed above, and on the Sentral Education website.

i) *Where will the service provider store the information disclosed to it?*

Sentral is hosted on a VM on the schools physical server. As such ALL the data resides onsite at the school.

j) *What school policies will apply to the use of the online service?*

Sentral is NOT an online service it resides onsite at school as does its data.
U:\400-499 Governance\417 - School Council – Policies
- Privacy

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k) *Will the school be able to access and retrieve all content, including messages or other communications from the online service?*

As the school has all data onsite, it has full access to all data within the system.

- Student medical information
- Parent or carer contact information;
- Student academic achievement information
- Student wellbeing information
- Student co-curricular engagement data
- Student support plans
- Student progress over time in prioritised curriculum areas (continuum) data and
- Student attendance data

Sentral Education has a termination process for clients choosing to cease use of the system. Database data is provided as a CSV file or files and user files are provided as tar (zip equivalent).

l) *Is there an alternate method of access to information, notifications, communications and transactions enabled through the online service?*

Alternately, the school can provide information, notifications, communications in hardcopy and on the school's website or directly to parents as letters or emails. Transactions are available by other means at the school office to cover:

- Parents and carers who do not consent to the use of the online service;
- Interviews and meetings onsite with parents
- Students and parents and carers who do not have access to the online service;
- Parents/students whose use of the online service is affected by the accessibility restrictions of the online services (i.e. does not cater for visual disability.] Not relevant – Sentral complies with WCAG (Web Content Accessibility Guidelines)

Collection by Service Provider

m) *How will the service provider use information of individuals that is collected from the school?*

Not relevant – Sentral Education does not collect any of the schools data. All data remains in school processed by school staff.
Parent logins for portal access are generated within the system, onsite at school by school staff.

n) *What information of individuals will the service provider collect in the course of the use of the online service?*

Sentral Education collects no data, it remains onsite at school assuming the school has the common Virtual or physical server hosted onsite.

o) *How will the service provider use information collected in the course of an individual's use of the online service?*

Sentral uses no school data and accesses no school data. The only circumstance when Sentral Education staff are exposed to school data would be for recovery after some accidental deletion or event that has effected data and the school asks for assistance to roll back the database or recover from backups.

Copyright

p) *What content or works will individuals share in the course of their use of the online service?*

Not relevant. Any such data in Sentral is hosted at school and thereby protected by the schools data privacy and security policies. Where students post works on their portal, their parents and possibly siblings will be able to view those works. The files themselves reside in Sentral onsite at school.

- art work or photographs
- video or digital story
- comments and insights on information
- school projects and assessment materials
- podcasts and other streaming outputs

- email content
- written work, such as assignments, essays or poetry

p) *Who will be able to see the content or work?*

This is restricted to family relationships as defined in Cases 21 UNLESS families do not securely manage their passwords. Sentral Education nor indeed the school can be responsible when parents share passwords to their cildren's portal information.

q) *Whilst students own copyright in the works they produce, who will have rights to reproduce and/or use the works?*

Not relevant in relation to Sentral as Sentral does not take, keep or store any of this data it is all onsite at school.

r) *If the school wants to use and reproduce the works of students, what types of work, how and where will it be used or reproduced?*

The school will share and celebrate any students' work on their website, newsletter and in promotional materials.

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Appendix 1: Checklist to be completed by supplier as part of supplier response

Please provide a copy of your ICT security policy and written confirmation that:

☐ The supplier maintains an up to date Disaster Recovery Plan for the ICT systems supporting the school's student data, and that the plans are tested at least annually. Not relevant – Sentral resides on School infrastructure therefore it is protected by the schools disaster recovery plans. Sentral is backed up hourly within the system. Schools are responsible for the backup and disaster recovery of their Virtual Servers and should ensure they have offsite repository in case of catastrophe.

☐ Information will be stored and/or processed only in Australia. (Yes – onsite in school)

☐ Information and systems will NOT be accessed from parties overseas, such as developers or support staff. Correct. Sentral does not subcontract any processes. All staff are employed within Australia.

☐ Department and school will be able to access, modify, and retrieve all stored information (including personal information) for modification and reporting purposes at all times. Yes the school can provide the Department with access to any data as required.

☐ Individuals will be able to request access, amendments, or deletion of the information. Schools have all their data onsite so yes, they can access or delete as needed.

☐ Audit trails will record the identity of each user that modifies, deletes, and/or inserts school student data. Correct Some areas of Sentral have more forensic logging than others, particularly where legal requirements exist eg Attendance where every action on a submitted role is recorded with user login and timestamp.

☐ Supplier will notify the school within 24 hours of any security breach involving school student data held by the provider. Sentral Education will notify the school of any breach we become aware of. The most common breaches stem from poor Staff management of logins and passwords leading (rarely) to students logging in as staff. As soon as we are notified of these we can assist schools to track and determine what has been accessed and changed.

☐ The service provider agrees to sign a contract that allows the Department or school to regularly review and/or conduct investigations on the service provider and on its systems to ensure that the controls and capabilities are in place. Yes

☐ The service provider has a patching policy and process in place to ensure that critical ICT security vulnerabilities are patched in a timely manner. Yes Sentral us updated regularly throughout the year.

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☐ The service provider has antivirus, vulnerability and malware management in place. Not relevant as all systems are hosted in the school. Management of these issues resides within the school policies and procedures.

☐ The service is WCAG 2.0 compliant. Yes

☐ The supplier carries out the following actions before granting their staff or contractors access to student data held by the provider

- Background checks (criminal history, prior employment) Yes – All staff are covered by current relevant working with Children checks in the jurisdiction where they are based (State specific). Currency of these is monitored by executive.

- Obtains a signed confidentiality agreement from those staff and contractors Yes, this is conditional on employment with Sentral Education.

☐ Physical security controls are in place at all locations of the service provider where Departmental information is held. Not relevant – Data resides at school Physical security is thereby the jurisdiction of school policies and procedures. .

☐ Physical security controls are in place around the transfer, storage, and disposal of Departmental information. Not relevant – all retained at school.

☐ The service provider organisation and facilities where department information is held undertake regular compliance assessments against Australian or international security standards (e.g. PSPF, ISO2700x). Not relevant – all retained at school.

☐ The service has implemented an access control model that supports the "need to know" or "least privilege' security principle. Yes

☐ School (student, teachers, staff, and parent) logins to the provider's system are protected by HTTPS. Yes

☐ Audit trails will record the identity of each user that logs in to access student data, and the date and time of login and logoff. Yes

☐ The service has undergone detailed security testing prior to use in production. Yes

☐ On completion or termination of the contract, the service provider will provide a mechanism to transfer all information back to the school for archival and record keeping purposes, and destroy or permanently de-identify information kept by it. Yes. There is a termination fee to cover extraction of school data into CSV or TAR files should it be required. No transfer is required as all data resides in the school however once the Sentral server is terminated, the data becomes inaccessible, hence the need for extraction to a format accessible post Sentral.