



## Damai Secondary School

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**DSS/2022/034**

21 February 2022

Dear Parents/Guardians

### **Collection of Personal Learning Device, Selection of After-School Device Management Application and Workshop for Students**

We are pleased to inform you that your child/ward will be collecting the personal learning device (PLD) on **9 March 2022** in school between 8:00am and 9:30am. If you prefer to collect the device at the contractor's collection centre, please inform the school by emailing the HOD ICT, Mr Loh Yan Xiang, at [loh\\_yan\\_xiang@schools.gov.sg](mailto:loh_yan_xiang@schools.gov.sg) by 28 February 2022.

2. The PLD comes with a 1-for-1 exchange in the event of manufacturer defects **within 7 days of the collection**. It is advisable to keep the original box for 7 days, starting from the device unboxing date, in the event that a 1-for-1 exchange is required.

#### **Device Management Application (DMA)**

3. Your child/ward's PLD will be installed with a DMA to provide a safer digital environment for learning. The following DMA settings will be in place as a default:
  - MOE and the school will set the level of web content filtering, including filtering out social media sites, pornography, gambling, extremist and violence-related sites.
  - PLD usage time will be set to **6:00am to 11:00pm daily**.
  - The school will determine the apps and programmes to be installed to support teaching and learning.

Please refer to [Annex A](#) for more details on the functions and features of the DMA.

#### **After-School DMA Options**

4. If you prefer that your child/ward uses the PLD solely for teaching and learning after school hours, **no further action is required**. The in-school DMA settings ("Default Setting") in paragraph 3 will continue to operate after school hours.
5. For alternative DMA settings, you can choose from the following options for use of the PLD after school hours:
  - **Option A:** To modify the DMA settings during the school-prescribed after-school hours
  - **Option B:** To disable the DMA settings during the school-prescribed after-school hours

Please refer to [Annex B](#) for details of the After-School DMA Parent Options.

6. If you wish to choose Option A or Option B, please fill in the “Option Form for After-School DMA Parent Options” at <https://go.gov.sg/dssdmasetting> by **18 March 2022**. Your selected after-school DMA option will take effect by 28 March 2022.

7. You can request to change your choice of DMA settings at any time. However, changes to the DMA after-school options will only take effect at the end of every week.

### **Privacy and Data Security**

8. We would like to assure you that the DMA only collects information required to facilitate an environment conducive to teaching and learning, and to encourage good online practices. For example, the DMA does not collect:

- Login IDs and passwords entered into websites or into any applications
- Activities and data (e.g. posts, online comments, shopping cart, etc.) when visiting websites and using apps
- Documents and photos stored in the PLDs
- PLD location
- Webcam videos and microphone recordings

Please refer to Annex C for more information on data collected by the DMA and the safeguards put in place to ensure privacy and data security.

### **Workshop for Students**

9. The school will be conducting a workshop to equip students with the skills and knowledge to use the PLD for learning and onboard Microsoft 365. The workshop will be conducted on **9 March 2022 from 2:30pm – 5:30pm. Attendance is compulsory.**

### **Resources on Cyber Wellness**

10. You play an important role in keeping your child/ward safe online. We would like to encourage you to read the following resources to learn more about cyber wellness:

- Parent Handbook (I) on Learning with a Personal Learning Device available on our school website: <https://damaisec.moe.edu.sg/our-curriculum/personalised-digital-learning-programme>
- Parent Kit on Cyber Wellness for Your Child (<https://go.gov.sg/moe-cyber-wellness>)

11. For enquiries, please contact the HOD ICT, Mr Loh Yan Xiang, via his email [loh\\_yan\\_xiang@schools.gov.sg](mailto:loh_yan_xiang@schools.gov.sg).

12. Thank you and we look forward to partnering you in your child/ward’s digital literacy journey.

Yours faithfully



Ms Chan Wan Siong  
Principal

## Annex A: Functions of the DMA

Functions	Details
<p><b>1. Mobile Device Management Service</b></p> <p>This facilitates the <b>updating and management of the PLDs, protects PLDs from malicious software, and protects your child/ward from objectionable internet content, or content that may not be conducive to teaching and learning during school hours.</b></p>	<ul style="list-style-type: none"> <li>• Facilitates automatic installation of apps required for teaching and learning</li> <li>• Filters objectionable content or content that may not be conducive to teaching and learning (e.g. social media, pornography, gambling, or websites containing extremist content)</li> <li>• Protects your child's/ward's PLD from security vulnerabilities through the automatic updating and patching of apps and device Operating System (OS)</li> </ul>
<p><b>2. Classroom Management Service</b></p> <p>Enables teachers to <b>manage the student's use of the PLD</b> during lesson time to improve classroom management and support effective teaching and learning.</p> <p>Teachers will only monitor students' activities during lessons.</p>	<p>During lessons, teachers will be able to:</p> <ul style="list-style-type: none"> <li>• Manage and control devices (e.g. using the "Eyes Up" function)</li> <li>• Launch specific applications and/or websites for teaching and learning on your child's/ward's device</li> <li>• Facilitate the sharing of content</li> <li>• Monitor your child's/ward's usage and activities during lessons (e.g. screen sharing, monitoring your child's/ward's browsing history)</li> </ul>
<p><b>3. Usage Management Service</b></p> <p>Enables the school and/or parents/guardians to <b>better supervise and set helpful limits for your child's/ward's use of PLD after school.</b></p>	<ul style="list-style-type: none"> <li>• Screen time control ensures that your child/ward does not use the PLD excessively</li> <li>• School and/or parents/guardians can control installation of applications to ensure that the device is used optimally for teaching and learning</li> <li>• Safe search and web content filtering protect your child/ward from harmful content</li> <li>• Parents/Guardians can monitor usage and activities by child/ward</li> </ul>

### **Annex B: DMA Settings After School Hours**

1. During school hours, the Default Setting will apply. Parents/Guardians are given a choice to opt for an Alternative Setting, which will apply only to after school hours. The following table outlines the different levels of restrictions, controls and monitoring for the different DMA options after school hours.

	<b>Default Setting (This will apply if no Alternative Setting is chosen)</b>	<b>Alternative Setting: Option A (Modify DMA settings)</b>	<b>Alternative Setting: Option B (Disable DMA)</b>
	For parents/guardians who want their child's/ward's use of the device to be restricted only to teaching and learning, and who prefer to follow the Default Setting as set by the school during school hours.	For parents/guardians who want more leeway over their child's/ward's use of the device, and prefer to take charge of the level of restrictions for their child's/ward's use of the device after school hours.	For parents/guardians who do not want their child's/ward's use of the device after school hours to be regulated by the DMA at all.
Protects students from objectionable content	Web content filtering: <ul style="list-style-type: none"> <li>Violent/extremist content</li> <li>Sexual/pornographic content</li> <li>Gambling-related content</li> <li>Social media sites</li> </ul>	Parents/Guardians can apply additional content filtering.	No content filtering at all.
Reduce distractions from learning through control of applications	Parents/Guardians and students will be <b>unable</b> to install additional applications.	<ul style="list-style-type: none"> <li>Parents/Guardians and/or students will be able to install additional applications after school hours.</li> <li>Applications installed by parents/guardians and/or students after school hours will be disabled during school hours.</li> </ul>	
Limit screen time	The school will set the hours during which the child/ward will be able to use the device online in a day.	Parents/Guardians can modify the amount of screen time for their child/ward.	No control over screen time.
Monitor students' cyber activities	<ul style="list-style-type: none"> <li>A parent/guardian account will be provided to allow parents/guardians to monitor their child's/ward's PLD activities after school hours.</li> <li>Parents/Guardians will only be able to track their child's/ward's browser history after school hours.</li> <li>School DMA Admin will have access to the child's/ward's browser history logs.</li> <li>Teachers will only have access to the child's/ward's browser history logs for the class that they teach. Teachers will not have access to the child's/ward's browser history logs outside of that specific class.</li> </ul>	<ul style="list-style-type: none"> <li>Parents/Guardians will not be provided a parent/guardian account.</li> <li>Parents/Guardians will <b>not</b> be able to monitor or control their child's/ward's use of the device through the DMA. No data will be collected during the use of the PLD after school hours.</li> </ul>	

2. The school and after-school hours are as follows:

	<b>School hours</b>	<b>After-school hours</b>
Regular school days	6:00 a.m. to 2:30 p.m.	2:30 p.m to 6:00 a.m
Weekends, School and Public Holidays	Not Applicable	Whole Day

3. Parents/Guardians may wish to consider the following questions before deciding on which Alternative Setting option is best for their child/ward.

**a. Child's/Ward's current device usage habits**

- How much time does my child/ward spend on his/her device?
- How well is my child/ward able to regulate his/her device usage on his/her own?
- Does my child/ward get easily distracted while doing online learning?

**b. Parental/Guardian involvement**

- How confident and familiar am I with managing my child's/ward's cyber wellness?
- Are there existing routines and open conversations on the use of the internet at home?
- Am I aware of how to prevent different types of cyber threats that my child/ward might face?

## Annex C: Privacy and Data Security

### Part 1: Data Collected and Managed by the DMA

1. The DMA does **NOT** collect any of the following data:
  - Login IDs and passwords entered into websites or into any applications
  - Actions performed (e.g. posts, online comments, items added to a shopping cart, etc.) when visiting websites and using apps
  - Documents and photos stored in the PLD
  - PLD location
  - Webcam videos and microphone recordings
2. The information collected by DMA will be accessible by the following personnel:

	Appointed Admin from MOE HQ and school	DMA Vendors	Teacher	Parent/ Guardian
<u>Data for DMA Administrative Purposes such as:</u> <ul style="list-style-type: none"> <li>Students' and parents'/guardians' information (Name, school name, email addresses, and class)</li> <li>Apps installed in your child's/ward's PLD</li> <li>Device and hardware information (e.g. device model, storage space)</li> </ul>	Y	Y	Y	Y
<u>Data for web content filtering such as:</u> <ul style="list-style-type: none"> <li>URLs accessed on the PLDs (<i>Actions performed on websites are <b>NOT</b> captured</i>)</li> <li>Date and time that a website is accessed</li> <li>Student profile (Name, School name)</li> </ul>	Y	Y	Y <sup>1</sup>	Y
<u>Data for ensuring that installed apps are updated and functioning properly such as:</u> <ul style="list-style-type: none"> <li>Installed apps and programs</li> <li>Date and time that the apps and programs were last updated</li> <li>Application error data</li> </ul>	Y	Y	Y <sup>2</sup>	Y
<u>Data for Sharing Students' Screen:</u> <ul style="list-style-type: none"> <li>Only the streaming of 'live' screen view, which will be accessible only during class. (<i>The screen view will <b>NOT</b> be stored</i>)</li> </ul>	N	N	Y <sup>3</sup>	N

*Note: No data is collected after school hours for Alternative Setting: Option B.*

3. To prevent unauthorised access, DMA Administrators and DMA Vendors will be required to access their accounts using 2-factor authentication or the equivalent to ensure proper accountability for information access and other activities performed. There will be regular account reviews and audits for DMA Administrators' and DMA Vendors' accounts.

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<sup>1</sup> The teacher will only be able to access the logs pertaining to the student's browser history for the class that the teacher teaches, and will be able to access the logs outside of lessons. The teacher will not have access to the student's browser history outside of those specific lessons.

<sup>2</sup> Teachers will not have access to the application error data.

<sup>3</sup> This function is not available on the iPad unless the teacher uses Apple Classroom.

4. All user data collected through the DMA will be stored in secure servers managed by appointed DMA Vendors with stringent access controls and audit trails implemented. The DMA solutions used are cloud-based Software-as-a-Service (SaaS) solutions and are trusted solutions that have been operating for many years. They have also been subjected to regular security review and assessment by independent reviewers.
5. MOE has assessed and concluded that the DMA solutions have sufficient security robustness to ensure data collected are properly stored and protected. MOE will also subject the DMA Vendors to regular audit on the security of the system based on tender requirements.

## **Part 2: Data collected and managed by the IT Applications**

6. **IT Applications.** For the IT Applications (Student iCON, Microsoft ProPlus and Zoom), the school will use your child's/ward's personal data such as his/her full name, birth certificate number and class to set up user accounts. This data will also be used for the purposes of authenticating and verifying user identity, troubleshooting and facilitating system improvements. In addition, the commercial providers of these platforms (e.g. Google, Microsoft) will collect and deal with user data generated by your child's/ward's use of these applications. The collection, use and disclosure of such data are governed by the commercial provider's terms of use, which can be found here:
  - Student iCON: [https://workspace.google.com/terms/education\\_terms\\_japan.html](https://workspace.google.com/terms/education_terms_japan.html)
  - Microsoft ProPlus: <https://portal.office.com/commerce/mosa.aspx>
  - Zoom: <https://zoom.us/docs/en-us/schools-privacy-statement.html>
7. All user data which is collected by MOE will be stored in secure servers managed by the respective vendors of our systems. The Government has put in place strong personal data protection laws and policies to safeguard sensitive data collected by public agencies such as MOE. Please refer to this website for more information on these laws and policies: <https://www.smartnation.gov.sg/about-smart-nation/secure-smart-nation/personal-data-protection>