

# Remote Learning via Microsoft 365 - Risk Assessment

Updated Oct 2020

Activity/Process	Identified Risks	Group (who) affected	Risk level before control measures applied.				Treatment to reduce or eliminate risk	Residual Risk			
			Impact	Likelihood	Total	Risk Level		Impact	Likelihood	Total	Risk Level
Teacher/Pupil group sessions via Teams	Pupils could say or do something inappropriate on the session.	Pupils/Parents	3	3	9	Moderate	At the beginning of each session an adult at home waves to the camera indicating they give permission, then leave the room.  At the beginning of the year parents and pupils agree to the guidelines regarding online communication. The consequences to this are being blocked if they say or do something inappropriate (similar to a class charter). Prepare a script for staff to read before the session to discourage inappropriate behaviours and remind children and parents of the agreement. Pupils can be ejected from a meeting if they are misbehaving and would be held in the lobby before they could rejoin.	3	2	6	Low
Teacher/Pupil group sessions via Teams	Teachers delivering sessions from home showing their home environment in the background could present a Safeguarding risk by identifying personal effects or home address.	Teachers	2	3	6	Low	Teachers will be instructed to change the background setting with MS teams to a predefined background thus removing the background of their home environment. Lessons to be delivered from the school environment, where possible.	2	2	4	Low
Teacher/Pupil group sessions via Teams	Teachers delivering sessions from home could expose their own children if they are picked up via audio or video on the session.	Teachers	3	3	9	Moderate	Live sessions should be undertaken from school where possible.  A sign or notice to be placed on the door of the classroom where lessons are being presented to inform staff and pupils that an event is being undertaken.  If live lessons are carried out at home in agreement with the teacher. The teacher must take appropriate steps where practical to ensure they remain uninterrupted by other members of the of the household during the lesson.	2	3	6	Low
Teacher/Pupil group sessions via Teams	Teachers delivering sessions from home or at school could be party to a disclosure from an individual child via a group video session.	Teachers	4	2	8	Moderate	Children are reminded at the beginning of any video session that this is a lesson and any discussions about home life can be done at a different time. Teachers have been instructed that if a child is to disclose something of a personal nature, or teachers can visually see or hear something that they would consider is putting the child at risk, they immediately end the session with the wider group and reconnect with the specific child via the link with an additional member of staff present as a witness.  Depending on the nature of the interruption the meeting can be placed on hold, disabling the audio and video capabilities within the meeting for all attendees.	3	2	6	Low
Use of Teams	Pupils can record the Teams sessions and distribute the content	Pupils	4	4	16	High	The record feature has been turned off for pupil accounts. Staff should be instructed to record the video from the start of the event for future reference to the event should it be required.	4	1	4	Low
Use of Teams	Pupils or Parents utilise the features (video,audio,chat) of a scheduled meeting before or after the event to discuss or share inappropriate content.	Pupils	4	3	12	Moderate	Teachers can eject any pupil attendee in the instance of such an occurrence and then have the recorded footage as evidence for disciplinary/criminal proceedings.	4	1	4	Low

Use of Teams	Pupils use the features of Teams in an ad-hoc manner with other pupils without the chairing or control from a Teacher, potentially creating a safeguarding issue	Pupils	4	4	16	High	Staff set the meeting options on ALL meetings, including any historic or future scheduled meetings, so that pupils can only enter meetings via the lobby and the teacher has the control to admit them in.	4	2	8	Moderate
Use of Teams	School staff share sensitive information to the wrong group chat or channel in Teams which is visible to pupils.	Pupils/Parents	3	3	9	Moderate	Once identified, any inappropriate content can be deleted from a channel in Teams. Other methods e.g. e-mail can be retrospectively removed.	3	2	6	Low
Use of Teams	Inability to provide logs/evidence for an investigation in the event of a safeguarding or data breach.		4	4	16	High	All chat conversations, posts on the wall and emails are logged but audio and video sessions are not logged unless the session recorded by the teacher.  Staff would be instructed to record all events with pupils and parents. Once the event has been recorded the Teachers would be required to remove permission from other attendees to view the recording.  A reference to the meeting is logged including who participated but does not log whether audio/video is used by the participants. After each recorded session a transcript of the session can be downloaded and once converted from a .vtt file can be uploaded on CPOMs if necessary.	3	2	6	Low
Outlook Email	Pupils use the school provided Outlook email to communicate with other pupils or staff in their school and use it for inappropriate means	Pupils/Staff	3	3	9	Moderate	We can restrict making the local school address book visible to pupils but this is a local school decision.  If the address book is blocked pupils could send emails to other pupils in other sthelens.org.uk schools if they know or guess their email address.  Pupils are made fully aware that all emails can be monitored and re read if an allegation is made and their address will be removed from them as a consequence.	3	1	3	Low
Outlook Email	Pupils use the school provided Outlook email to communicate with other pupils in other schools and use it for inappropriate means		3	2	6	Low	The address book for other St Helens Schools in the sthelens.org.uk domain is blocked. Pupils could send emails to other pupils in other sthelens.org.uk schools if they know or guess their email address.	3	1	3	Low
Outlook Email	Pupils use the school provided Outlook email to send inappropriate content to external bodies.		3	2	6	Low	Pupil accounts are blocked from sending and receiving email to/from external parties.	3	1	3	Low

Office 365	The pupils Office 365 account is hacked and inappropriate content emailed to other pupils or teachers using email addresses from the inbox and sent folders or the schools address book.		3	4	12	Moderate	<p>There are currently no minimum password complexity controls in place, due to the age of the children using the accounts and the challenges implementing a complex password may create. Children are advised to use a password of 5 characters or more.</p> <p>Pupil accounts are not published in any material online or via schools websites, they can not send or receive email externally and as such the visibility of there accounts online is restricted.</p> <p>Through e safety lessons on a regular basis in school, children are aware to report any inappropriate content immediately to their class teacher. This can also be done on Teams through the chat facility or for parents through the school email address.</p>	3	3	9	Moderate
Office 365	The pupils Office 365 account is hacked and sensitive information obtained.		3	4	12	Moderate	<p>There are currently no minimum password complexity controls in place, due to the age of the children using the accounts and the challenges implementing a complex password may create. Children are advised to implement a password to use a password of 5 characters or more.</p> <p>There is limited personal identifiable information available from within the account. Pupils Name School Class</p> <p>Children are aslo reminded through e safety lessons to not post sensitive information online</p> <p>Pupil accounts are not published in any material online or via schools websites, they can not send or receive email externally and as such the visibility of there accounts online is restricted.</p>	2	2	4	Low
Teams	A parent or relative intervening in a meeting in an inappropriate way	Pupils / Staff	3	3	9	Moderate	<p>User can be immediately be removed from the meeting or the meeting ended. This can also be added to the Teams Video charter.</p> <p>The session would be recorded as evidence if an investigation is required.</p> <p>If an incident occurred the protocol would be to not engage in the conversation and either eject the parent or close the meeting down immediately.</p>	2	2	4	Low
Teams / Outlook	A family member accesses a pupils account via a shared device and posts/emails inappropriate content	Pupils / Staff	3	2	6	Low	<p>To be covered by User Acceptance Policy</p> <p>Content posted in Teams can be monitored and removed. Email can be reviewed if an issue is raised.</p>	2	2	4	Low
Teams / Outlook	Screenshots or photographs can be taken from the video session and posted on alternative social media, being made more public.	Pupils/Staff	4	4	16	High	<p>As parts of the Teams Video Charter children click to accept this will not be acceptable and the consequence will be having their account blocked.</p> <p>The behaviour policy is in place to extend the controls to the use of School facilities beyond the schools premises</p>	3	4	12	Moderate

Teams	While sharing a document during a live recording, an alternative document containing sensitive information is shared on the video such as email.	Pupils/Staff	3	3	9	Moderate	Before starting a session staff are required to check their desktop to ensure there are no minimised documents available that are not required during the session. Staff will follow a set checklist before starting any video session.	3	2	6	Low
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