Frequently Ask Questions
Security

- **What will stop unscrupulous students selling their laptops and then claiming they have been stolen?**
  As soon as the laptop is reported stolen or lost, the school will arrange to lock it down. This means that whoever purchases it from the student cannot login to the laptop. If they install a new operating system on the laptop, the next time they connect the laptop to the internet, even with the new operating system on it, the laptop reports its location and police will recover the machine.

- **What security is provided on the student laptops?**
  The Department already provides unique login credentials (username and passwords) for all students and teachers. These unique credentials are used to enable access to centrally provided information technology systems like Internet filtering. These unique login credentials will be leveraged as part of the overall security measures supporting the Digital Education Revolution - NSW program. The laptops will be supplied with specialist software which has the ability to track and disable missing laptops. In addition, the Department intends to provide a filtering solution for accessing the Internet from both within the school and when the laptops are used at home through the student Internet Service Provider.

- **What are the security features of the laptop?**
  Security features include:
  - Radio Frequency Identification and Electronic call-home
  - Hack-resistant hardware level technologies to track and render stolen notebooks useless
  - Physical security with tamper-proof screws and a Kensington lock slot on the device enabling the option of security cables to secure the entire device
  - BIOS passwords that help protect the system from changes which could impair the security of the device.

- **What insurance arrangements have been made for the student laptops?**
  The laptops provided to students in NSW government schools through the Digital Education Revolution - NSW Program are a school resource and recorded on the school's Asset Register until transfer of ownership to the student on completion of Year 12. Laptops are covered by the Treasury Managed Fund if stolen, lost or damaged. The Treasury Managed Fund covers all losses provided they are fortuitous (happening by chance), real and quantitative (relates to
one incident and not damage caused over time). It is not responsible for claims for damage or loss caused or partly caused by negligence.

- **What will happen if a laptop is lost or stolen?**

  In the event that the laptop is lost or stolen, the NSW Department of Education and Training will seek to recover the device by:

  - the physical identifier designating the laptop as the property of the Department of Education and Training that states the device should be returned to the nearest NSW High School or the finder can call a 1800 number
  - an electronic call home facility enabling the Department to electronically track the location of the device and either seek to recover or disable it.

In the event that the device is damaged, the contract with the laptop provider has a provision for a two-year warranty on the device.