

Impero Education Pro

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Service Overview and Benefits

The Internet opens endless opportunities for learning, connecting, and socialising. But there is no denying that online safeguarding threats are a growing concern for many school leaders, and it's imperative that students are protected from harm in the online world as they are in the physical world. When students are protected from harm, they can get the most out of the rich online learning content that is available.

Impero Education Pro gives schools the tools they need to identify students at risk, prevent exposure to inappropriate content, enforce acceptable use policies and keep students safe. The solution is cross platform and works on Microsoft Windows, Apple Mac OS, Android and Apple iOS (for iPads etc).

Impero Education Pro is digital monitoring tool which encourages students to act responsibly online, while alerting you to potential risks. The product uses a comprehensive key word detection library which is regularly updated with the latest slag terms, covering topics such as:

- Adulthood Content
- Anti-bullying and Trolling
- Counter-radicalisation, extremism, terrorism
- Drugs
- Eating Disorders
- Grooming
- Illegal Content
- LGBT derogatory language
- Racist language
- Self-Harm
- Sexting
- Suicide
- Weapons and Violence

You are also able to create your own keyword list which you can tailor to your individual needs.

When a keyword is detected, Impero Education Pro will take a screenshot or video of the user's device, so that you can see what was taking place when the event was triggered. This detail along with the date and time and the student details, is logged.

Relevant staff are then notified through email, real time popups or a regularly scheduled summary report. Staff can view the student's previous captures and internet history, along with definitions of any captured keywords, allowing relevant safeguarding activities to take place. Finally, you can record the safeguarding action taken for future reference.

The system can also be further configured to tailor the system to your individual needs such as setting different policies for different groups of students – setting higher detection standards.

Please see the video at <https://www.imperosoftware.com/us/products/education-pro/online-safety/> for further information about the features of the Impero Education Pro solution.

Service Description

The following is a description of the services provided as part of this service element.

- Licensing for the Impero Education Pro device on school owned student devices.

Service Charges

For Coventry City Council Local Authority Maintained Schools this service is included if you take the 'Admin' SLA at no additional charge.

For local authority non-maintained schools such as academies or schools outside of Coventry, the cost of the licence depends on the type of school, please see the OnePlace (<https://oneplace.coventry.gov.uk>) catalogue for further details.

Exclusions

The following exclusions apply:

Area	Item Excluded
Additional Impero Functionality	<ul style="list-style-type: none">▪ Additional features such as power management, classroom monitoring (the ability to lock and unlock devices etc) are available at an additional charge.
Monitoring	<ul style="list-style-type: none">▪ Monitoring of captures is school's responsibility. ICT & Digital do not monitor the captures generated.
Installation on Non-Supported Devices	<ul style="list-style-type: none">▪ The Impero product requires an agent to be installed on each device you want to monitor, where ICT & Digital support the device we will arrange for the installation, where we do not support the device we will provide guidance for its installation.

Requirements and Assumptions

To provide this service, we make the following assumptions.

- You have a suitable server to install the server-side components.

- You will appoint a member of staff responsible for actioning captures.
- You will attend training covering the use and configuration of the software product.
- You will inform us of the number and types of devices you wish this service to be installed on so that we can ensure that you are provided with the appropriate software licence.

Supporting Services and Dependencies

The following services support the operation of this service:

Service	Description
	There are no dependant services.

Additional Services available for a charge

To compliment this service, we can offer the following additional services, which are available for a charge. The below services will be charged on a per hour basis.

Area	Description
Installation on non-supported devices	<ul style="list-style-type: none"> ▪ We can install the Impero Education Pro product on non-supported devices at our prevailing rate for per hour rate. Please contact us for more details.

Document Control

The table below shows the changes to this document.

Version	Date Released	Change Notice	Pages Affected	Remarks
1.0	April 2021	New Document	All	New document format.
1.1	February 2022	New SLA Year	All	General updates and content review.