

Toronto District School Board

Operational Procedure PR719

Title: **DIGITAL FILE STORAGE**

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Authorization: Executive Council

1. RATIONALE

The Digital File Storage Procedure (the “Procedure”) supports the implementation of the Board’s Acceptable Use of Information Technology Resources Policy (P088) and Records and Information Management Policy (P097). The Procedure manages authorized use of digital documents and files stored and hosted by TDSB approved cloud-based storage providers.

2. OBJECTIVE

To establish digital storage requirements and options, and to ensure adherence to the prescribed storage quotas.

3. DEFINITIONS

Backups are copies of files stored offline on tape or other non-active mediums. File backups are kept for a set period of time and are intended to reduce the risk from disk crashes and user errors such as accidental deletion of files.

Board is the Toronto District School Board, which is also referred to as the “TDSB”.

Cloud-Based Storage is online storage provided and sanctioned by the Board and hosted offsite by vendors in their private data centres such as Google or Microsoft.

Gigabyte (GB) is a measure of storage for computers, tablets, smartphones, and other computing devices.

Information Technology (IT) Resources include but are not limited to computers, phones, tablets, cellular/mobile technology, computer applications, email, servers, networks, internet services, internet access including access to external websites, data and any other electronic or communication technology provided by the TDSB

that exist today or may be developed in the future regardless of whether or not it may be used as a stand-alone device.

Petabyte (PB) is a measure of storage for computers, tablets, smartphones, and other computing devices. A PB is equivalent to 1,000 TB.

Shared Storage is the online storage area accessible by more than one user. Users in the same department, location or function may have access to a common storage area to share files. Modern collaborative tools such as Google Workspace and Office 365 provide opportunities to share files without dedicated shared storage areas.

TDSB is the Toronto District School Board, which is also referred to as the “Board”.

Terabyte (TB) is a measure of storage for computers, tablets, smartphones, and other computing devices. A TB is equivalent to 1,000 GB.

User is any individual authorized to access the TDSB’s Information Technology Resources through any electronic or communication activity by the user with any device (whether or not such device is a personally owned or has been provided by the TDSB) and regardless of the user’s physical location. Users include but are not limited to employees, students, parents, volunteers, visitors, contractors, Trustees, or any other authorized individuals.

User-Based Storage is the online storage area provided to all staff and students to store their school/work-related electronic files and folders. Access to the user storage location is only granted to the individual user.

4. RESPONSIBILITY

Associate Director, Business Operations and Service Excellence, and Executive Officer, Information Technology and Information Management

5. APPLICATION AND SCOPE

This Procedure applies to Board employees, including Information Technology staff responsible for managing IT resources and establishing digital file storage requirements for TDSB students, Trustees, and staff.

6. PROCEDURE

6.1. User-Based Storage

- 6.1.1. All users with TDSB network accounts have access to cloud-based storage in both the Google Drive and Microsoft OneDrive environments.

6.1.2. A primary storage location is the default storage location for a user group where data is stored by default. It is designated based on the main collaboration platform of a group and meant to allow for streamlined collaboration and file sharing. Where as, a secondary storage location is the non-default storage location for a user group. It can be used to supplement the storage quota available in the primary storage location and allow for more seamless collaboration with other users who have different primary storage locations.

6.1.3. Accessing cloud-based storage is built-in to some TDSB computers/devices and directly via a web browser on others, as follows:

- (a) Windows: the primary storage location is the default save location and can be accessed in the operating system. The secondary storage location can be accessed via a web browser.
- (b) ChromeBooks/Macs: Google Drive is the default save location for all users. Microsoft OneDrive can be accessed via the web browser.
- (c) iPads/iPhones/Samsung Phones: Google Drive and Microsoft OneDrive apps can be used to access files in their corresponding storage locations.

6.1.4. Primary storage locations and allocations (quotas) by user group:

User Group	Primary Storage Location	Storage Quota (combined with email)
Classroom staff	Google Drive	5 GB *
Non-classroom staff**	Microsoft OneDrive	1 TB
Students	Google Drive	5 GB *

** The allocated storage quota per user group will be evaluated and adjusted on an as-needed basis (where possible based on total storage space allocated to TDSB)*

*** This user group includes Trustees*

6.1.5. Secondary storage locations and allocations (quotas) by user group:

User Group	Secondary Storage Location	Storage Quota
Classroom staff	Microsoft OneDrive	1 TB

Non-classroom staff**	Google Drive	5 GB *
Students	Microsoft OneDrive	1 TB

* *The allocated storage quota per user group will be evaluated and adjusted on an as-needed basis (where possible based on total storage space allocated to TDSB)*

** *This user group includes Trustees*

- 6.1.6. The total storage space allocated to TDSB in both Google Drive and Microsoft OneDrive is based on the subscribed licensing plan. The allocation is subject to change as vendors modify their service offerings and terms of service. The pooled storage available to TDSB in Google Drive is based on the total number of TDSB staff and student accounts.
- 6.1.7. File backup/restore services for Google Drive and Microsoft OneDrive are not provided at this time. Alternately, the following safeguards are in place:

Storage Location	Deleted Files	Modified Files
Google Drive	<p>Individuals can recover deleted files from their recycle bin for up to 30 days after deletion.</p> <p>After that period, IT can recover deleted files for up to 20 days after removal from the recycle bin.</p>	<p>Individuals can replace the current version of a file with a previous one and the restored version becomes the new current version.</p> <p>Up to 100 versions of each file will be accessible for 30 days.</p>
Microsoft OneDrive	<p>Individuals can recover deleted files from their recycle bin for up to 93 days after deletion.</p> <p>After that period, IT can recover deleted files for up to 3 years after their <i>last modified</i> date.</p>	<p>Individuals can replace the current version of a file with a previous one and the restored version becomes the new current version.</p> <p>Up to 500 versions of each file will be accessible (no time limit).</p>

6.1.8. Data retention for users who leave the TDSB is as follows:

Storage Location	Staff Data Retention Period *	Student Data Retention Period *
Google Drive	6 months **	18 months (1 year and 6 months)
Microsoft OneDrive	42 months (3 years and 6 months)	54 months (4 years and 6 months)

* Starting from the date that the user account is disabled

** Will be increased to 36 months (3 years) in 2022

6.2. Shared Storage

6.2.1. Shared storage is available in the following locations, depending on use:

- (a) Network Storage
- (b) Google - Shared Drives
- (c) AW - Site Documents

6.2.2. Quotas do not exist for shared storage locations.

6.3. Acceptable Usage, Adherence, and Enforcement

A storage quota is imposed for every individual's storage location to ensure that enough storage is available for everyone and that storage is allocated and utilized in a financially responsible manner.

The TDSB expects acceptable and efficient use of its storage systems and services in accordance with the all Board policies and procedures, including: Acceptable Use of Information Technology Resources Policy (P088), Freedom of Information and Protection of Privacy Policy (P094), Records and Information Management Policy (P097) and Code of On-line Conduct (PR571).

Digital file storage provisioned by the TDSB is intended for authorized school/work-related use and is not intended for storing personal files and folders. Users found misusing the Board's storage system, and/or contravening the Digital File Storage Procedure, may be subject to disciplinary action as per the Acceptable Use of Information Technology Resources Policy (P088).

6.3.1. Acceptable Usage

Staff will:

- (a) store files in Board-sanctioned cloud-based storage locations. Files should not be stored locally on the computer/device or unencrypted USB keys;
- (b) ensure that confidential or proprietary Board information is not disclosed; and
- (c) provide business justification for review if additional storage space is required beyond the set quotas.

Teachers will also ensure that students store files in Board sanctioned cloud-based storage locations.

6.3.2. Quota Adherence

All staff are responsible for the regular deletion of unnecessary files and folders. Teachers must also ensure that students regularly delete their unnecessary files and folders.

6.3.3. Quota Enforcement

The enforcement of quotas will be automated using software which will monitor data usage. Notifications will be sent to individual users as they approach or have reached their assigned limit.

Users will still have access to their storage location but will no longer have the ability to save additional files once the assigned limit has been reached. Freeing up space by deleting unneeded or obsolete files will restore the ability to save.

7. EVALUATION

This Procedure will be reviewed as required, but at a minimum every four (4) years.

8. APPENDICES

Not applicable

9. REFERENCE DOCUMENTS

Policies:

- Acceptable Use of Information Technology Resources (P088)
- Freedom of Information and Protection of Privacy (P094)
- Records and Information Management (P097)

Procedures:

- Code of On-line Conduct (PR571)