# ICTeammate

# Policies & Procedures

Version 1, Draft 5

# Introduction:

This document defines and describes all the policies and procedures of the ICTeammate projects and the Advisory Program. This is the fifth draft of the first version of the document, which, if signed by all four initial members of the Project, will go into effect.

# Project:

1. **Description:** ICTeammate is an initiative by IB students Filippos Akylas Kaloudis and Angelos Margaritis. It involves establishing a platform to assist students in gaining ICT skills and encouraging them to pursue activities and certifications advantageous for their academic and professional future. All students that will have registered for the ICTeammate Advisory Program will be added to a Teams group, from where they will have access to a form to submit their questions. Students may use it to submit ICT-related inquiries and specify how they wish their question to be answered (live meeting, online meeting, Teams message). ICTeammate's tech experts subsequently will reach out to students individually, in order to answer their inquiries.

2. **Short Term Goals:** The enhancement of students' ICT knowledge and skills, as well as their encouragement to pursue such activities and qualifications for the benefit of their academic and professional future.

3. **Long Term Goals:**

   - The establishment of a peer cooperative network within school on the basis of ICT skills development, in order to enhance cooperation and bridge knowledge gaps between different students.

   - The expansion of this network beyond Doukas school, in order to include other schools or areas with potentially limited technological access so that they may benefit from technology and become more networked.

4. **Benefits:**

   ○ Students will have the opportunity to develop ICT skills and expertise in Microsoft Office Tools, which are fundamental for their future academic and professional pursuits.

   ○ Students may be encouraged to partake in formal ICT skills examinations, such as Microsoft Office Specialist to certify their knowledge and obtain an official recognition of their digital skills for their academic and professional futures.

   ○ Teachers will be able to evolve their ICT skills, to consequently enhance their lessons through the use of technology, which will also create a more fruitful learning environment for students.

- A peer cooperation network will be established within the school that will enhance the collaboration between different grades within school.
- People in communities with less access to technology will have the help to gain fundamental ICT skills and, therefore, become part of the digital world.

**5. Values and Ethics:**

- The ICTeammate team is obliged to provide equality and quality of service to all users of ICTeammate and the Advisory

- The ICTeammate team will respect and protect the personal data of the users of ICTeammate and the Advisory.

# Definitions:

a) **ICTeammate Project (ICTeammate)**: An endeavor initiated by IB Students Filippos-Akylas Kaloudis and Angelos Margaritis to establish a cooperative community for the provision of support and assistance in ICT-related topics through a peer-to-peer advisory program that runs both live and online.

b) **ICTeammate - Advisory Program (Advisory)**: A peer-to-peer mentoring program, whereby tech experts, that are members of the ICTeammate team, provide advice and support to users. To avail of this service students must complete the question form provided by the team and arrange a face-to-face or online meeting or request a written response.

c) **ICTeammate – Advisory User (User):** A person that has signed up to use the Advisory Platform whether or not they are actively asking questions.

d) **Program Coordinator**: The program coordinator is responsible for the coordination of all interior issues of both ICTeammate and the Advisory, for supervising all procedures within the course of ICTeammate and establishing communication among all members of all ICTeammate boards.

e) **Tech Coordinator**: The tech coordinator is responsible for coordinating and supervising all technical aspects related to ICTeammate and the Advisory. Additionally, they are the head of all Tech Experts of ICTeammate and are responsible for supervising the procedures related to responding to the users' questions, communicating with the ICTeammate board so as to coordinate all the technical endeavors of the team and coordinate the technology projects of the team, including, but not limited, by the Advisory's platform.

f) **Communications Manager**: The communications manager is responsible for establishing communications both between the ICTeammate board and the school as well as for all presentations of ICTeammate and the Advisory to third parties and all aspects related to promotion and advertisement in order to achieve and ensure greater outreach and influence.

g) **Project Manager**: The project manager is responsible for organizing ICTeammate and the Advisory and for determining the next course of action of the ICTeammate board, as well as future endeavors and action plans. They are also responsible for setting the short and long-term goals of the project and advising all members of the core team on their tasks.

h) **Tech Expert:** A tech expert is responsible for reading, researching and responding to the questions made by each user in the ICTeammate Platform that have been assigned to him after coordinating with the other Tech Experts under the Tech Coordinator. A tech expert is also responsible for contributing to all technical projects that ICTeammate or the Advisory require, as decided by the respective boards.

i) **Current Board**: The current board consists of the currently acting Program Coordinator, Tech Coordinator, Communications Manager and Project Manager and is responsible for making decisions for ICTeammate and The Advisory or related.

j) **Supervisor Board**: The supervisor board consists of the four members of the previous Current Board and is responsible for supervising and aiding the decisions of the Current Board. Additionally the members of the Supervisor Board are responsible for reviewing the decisions of the Current board and providing the necessary approval signifying their agreement.

k) **Initial Board**: The initial board consists of the four founding members of ICTeammate and is responsible for supervising and aiding the decisions of the Current Board and Supervisor Board. Additionally the members of the Initial Board are responsible for reviewing the decisions of the Current board and providing the necessary approval signifying their agreement.

l) **ICTeammate Team (Team):** The team consisting of all the members of the current board and all the current tech experts.

m) **ICTeammate Team Member (Member):** A member of the ICTeammate Team.

# Policies & Procedures:

## Unchangeable procedures:

The policies and procedures mentioned below can not be changed in any way.

**1 Policy Changes:**

**1.1 Agreement:** No policy or procedure may be changed in the future without the unanimous vote and written agreement of all members of the currently acting Current Board at the time the changes to the policies and procedures have been proposed.

**1.2 Approval:** No policy or procedure of a specific category may be changed in the future unless all requirements specified by the specific category have been met. Additionally, no category requirements may be changed without the written approval of all members of the Initial Board and no new policy may be introduced without approval from the Initial Board.

**1.3 Document:** The document containing the updated policies and procedures must contain the following elements, in the specified order, in order to be considered valid and applicable:

- The logo of ICTeammate at the time of the proposal

- The title 'Policies and Procedures'

- The version and the draft version of the document

- An introduction stating the purpose of the document

- The definitions required for the clarity and validity of the document

- The policy and procedure categories along with their requirements and the policies and procedures themselves. The policies and procedures must be clearly numbered

- The evidence of agreement and approval by all the individuals required for the validity.

**1.4 Duration:** The duration of validity of a policy and procedure document ranges from the moment that all required evidence of agreement and approval is provided in the document until a new policy and procedure document is considered valid. The policies and procedures described in the aforementioned document should be ignored by anyone associated with ICTeammate.

**2  Ownership:**

**2.1 Early Products of Intellectual Work:** All the versions of the works of intellect of ICTeammate members for ICTeammate the Advisory during the academic years 2022-2023 and 2023-2024, including, but not limited to, the original product idea and designs (logos, posters and presentations), belong only to the four members of the Initial Board and ownership may not be transferred without the initial board's unanimous agreement.

**2.2 Other works of intellect:** All the versions of the works of intellect of ICTeammate members for ICTeammate or the Advisory after the academic year 2023-2024, including, but not limited to, the logos, posters and presentations, belong only to the members of the Current Board. Ownership is transferred to the acting current board at the start of each academic year. Ownership may not be transferred for any other purpose without the agreement of the current and supervising board.

## Changeable procedures with approval from the Initial Board:

The policies and procedures mentioned below may only be changed with written approval from the majority of the Initial Board.

**3  Boards:**

**3.1 Initial Board:** The Initial Board consists of the four initial members of ICTeammate and is responsible for supervising and aiding the decisions of the Current Board and Supervisor Board. Additionally, the members of the Initial Board are responsible for reviewing the decisions of the Current board and providing the necessary approval declaring their agreement. The members of the initial board are the following:

- Filippos Akylas Kaloudis
- Angelos Margaritis
- Margarita Kavouka
- Ioannis Lazopoulos

**3.2 Supervisor Board:** The Supervisor Board consists of the four members of the previous Current Board and is responsible for supervising and aiding the decisions of the Current Board. Additionally, the members of the Supervisor Board are responsible for reviewing all decisions of the Current board and providing the necessary approval signifying their agreement. The supervisor board may continue operating as defined with the exceptions of the academic years 2023-2024, 2024-2025 and 2025-2026 where the Initial Board will be the acting Supervisor Board.

**3.3 Current Board:** The Current Board consists of the currently acting Program Coordinator, Tech Coordinator, Communications Manager and Project Manager and is responsible for making decisions for ICTeammate and The Advisory or related.

4   **Roles:** The roles of Teammate have each a defined set of responsibilities as follows:

   a)  The **program coordinator** is responsible for the coordination of all internal issues of both ICTeammate and the Advisory, including administrative tasks, scheduling resources and task allocations, for supervising all procedures within ICTeammate and establishing communication among all members of all ICTeammate boards.

   b)  The **tech coordinator** is responsible for coordinating and supervising all technical aspects related to ICTeammate and the Advisory. Additionally they are the head of all Tech Experts of ICTeammate and are responsible for supervising the procedures related to responding to the users' questions, communicating with the ICTeammate board as to coordinate all the technical endeavors of the team and coordinate the technology projects of the team, including, but not limited by, the Advisory's platform.

   c)  The **project manager** is responsible for organizing ICTeammate and the Advisory and for determining the next course of action of the ICTeammate board, as well as future endeavors and action plans. They are also responsible for setting the short and long-term goals of the project and advising all members of the core team on their tasks, organizing, planning and executing projects while working within the time constraints provided by the current board and the current policies and procedures, leading the team and defining project goals.

   d)  The **communications manager** is responsible for communicating both within the ICTeammate board and towards the school as well as for all presentations of ICTeammate and the Advisory and all aspects related to promotion and advertisement in order to achieve and ensure greater outreach and influence. Additionally they are responsible for working closely with all boards and the team to craft the image of ICTeammate and the Advisory and determining the best methods for communications.

   e)  A **tech expert** is responsible for reading, researching and responding to the questions made by the user of the ICTeammate Platform that have been assigned to them after coordinating with the other Tech Experts or the Tech Coordinator. A tech expert is also responsible for contributing to all technical projects that ICTeammate or the Advisory require, as decided by the respective boards.

5   **Succession Process:**

   **5.1 Selection:** The Current Board of each academic year is tasked with finding their successors for the following academic year within their tenure while abiding by the following four stage process:

   1.  The Current Board will be sending an announcement in the respective channel of the public platform used for ICTeammate, listing the roles of the positions they need to fill as well as the description of each role and the recommended skills and attaching a hyperlink to a form where the official applications can be made. A member of the

Current, Supervisor or Initial Board or any other member of ICTeammate can personally recommend to a student to apply, but may not apply for them under any circumstance. Any student that submits this form is automatically considered a candidate and agrees to abide by the currently holding Policies and Procedures document of ICTeammate.

2. The Current Board will be selecting which candidates will progress to stage 2 and which will be rejected based on their application. The majority of the Current Board is required to agree to progress a candidate. The students rejected are no longer considered candidates past that point. A past or current member of the Current Board is automatically rejected from the application process.  If an applicant applies for two or more different roles both applications are automatically rejected. The Current Board is responsible for arranging an individual interview with each of the candidates by the current board, to ask them questions about their commitment to the team and general questions related to ICTeammate that are not necessarily related to their role.

3. The Current Board will be choosing which candidates to progress to stage 3 and which to reject based on their application and first interview. The majority of the Current Board is required to agree to progress a candidate. The students rejected are no longer considered candidates past that point. The Current Board is responsible for arranging an individual interview with each of the candidates that progressed by one of the Current Board members that is responsible for the role the candidate is applying for about the tasks they will be handling. More specifically:

   ○ The Program Coordinator is responsible for the Program Coordinator role

   ○ The Tech Coordinator is responsible for the Tech Coordinator and the Tech Expert role

   ○ The Project Manager is responsible for the Project Manager role

   ○ The Communications Manager is responsible for the Communications Manager and the Tech Expert role

4. The Current Board will be selecting the members for each role necessary. In order for the candidates progressed to become successors, the Current Board must unanimously vote in their favor for them to be the successors for the positions open.

**5.2 Succession Effect:** At the start of an academic year, the members of the Supervisor Board automatically withdraw from ICTeammate and the Advisory and the members of the current board automatically become members of the supervisor board and are no longer members of the current board, with the exceptions of the academic years 2024-2025 and 2025-2026 where the members of the current board will automatically withdraw from ICTeammate and the Advisory. Additionally, the successors take their

respective roles and join the Current Board. Tech expert do not join the Current Board but are members of the ICTeammate Team.

## 6 Leave and Removal:

**6.1 Voluntary Departure:** A member of the current board has the ability to withdraw from ICTeammate and the Advisory when the Current Board has found a candidate to immediately replace them and all members of the Current Board and the Supervisor Board unanimously vote to accept the member's departure and the replacement by the candidate. This rule does not apply for any members of the initial board.

**6.2 Forced Removal:** A member of the Current Board has the ability to call for a vote to remove a member of the current board or tech expert from ICTeammate and the Advisory if at least one of the following conditions are met:

a) The member has violated the policies and procedure of ICTeammate and the Advisor

b) The member has underperformed impacting negatively ICTeammate or the Advisory

c) The member has not respected the importance of his role

d) The member has shown lack of commitment towards ICTeammate or the Advisory

In order for the member to be voted out, the decision must be unanimous by all members of the current board, except the member under investigaion and must have the approval of all members of the Supervising Board. If the necessary conditions are met, the member has to withdraw from ICTeammate and the Advisory and the Current Board is tasked with finding a successor within 15 days. This rule does not apply for any members of the Initial Board.

## 7 Meetings:

**7.1 Decisions:** All decisions made by the current board that are not specified by the policies and procedures document require a unanimous vote by the Current Board. A member of the Supervising Board has the ability to object to such a vote, thus requiring the approval of the majority of the members of the supervising board or the approval of a member of the initial board.

**7.2 Participants:** All members of the Current Board are required to attend a vote meeting. Additionally, all members of the Supervisor Board and the Initial Board are allowed to attend. Moreover, the members of all acting boards are allowed to invite guests to attend the meeting.

## 8 Name and Logo:

**8.1 Changes:** The name or logo of ICTeammate or the Advisory cannot be changed unless there is a unanimous vote by the current board to change the name or logo, unanimous

approval by the Supervising Board and the approval of the majority of the members of the Initial Board.

## Changeable procedures with approval from the Initial or Supervisor Board:

The policies and procedures mentioned below may only be changed with written the approval from the majority of the Initial or Supervisor Board.

### 9 Platform:

**9.1 Advisory:** The platform used for making announcements to the users and providing information to the users to ask questions is a Microsoft Team called 'ICTeammate – Advisory'. For someone to be granted access to this Microsoft Team they must be a member of the 'ICTeammate – Working Group' Microsoft Team or must have submitted the form for registering to the Advisory. No user should be able to send public messages nor make public posts in this Microsoft Team.

**9.2 Working Group:** The platform used for communications between the team members, sponsors, teachers and school staff are respective channels contained in the 'ICTeammate – Advisory' Microsoft Team. Anyone who is not a team member or is not aiding or supervising ICTeammate or the Advisory should not have access to any of these channels. The channels should not be publicly accessible and anyone requiring access to any of these channels must be invited and added only by a team member, sponsor, teacher or supervisor already in the respective channel, with the approval of all members of the Current Board.

### 10 Registration:

**10.1 Form:** The form used for the registration of users to the Advisory is a Microsoft Form, titled 'Εγγραφή ICTeammate – Advisory', and can only be changed with a unanimous vote by the current board and the approval of the majority of the Supervising Board. The form must always contain the full name and class of the user registering.

**10.2 Additions:** Submitted forms must be handled within two school days after submission. The user should be added to the Microsoft Team within the specified time constraint, unless the form is invalid or an announcement had been made by the Current Board informing the users of an inactive period.

### 11 Questions:

**11.1 Form:** The form used for the inquiries of users to the Advisory is a Microsoft Form, titled 'Ερώτηση ICTeammate – Advisory', and can only be changed with a unanimous vote by the Current Board and the approval of the majority of the Supervisor Board. The form must always contain the full name and class of the user registering, as well as the inquiry itself and the method of inquiry response.

**11.2    Answers** Submitted forms must be handled within the respective amount of school days after submission, thus responding to the user's inquiry with the selected method of inquiry response, unless an announcement had been made by the current board informing the users of an inactive period of a maximum of 20 days. The amount of days required for a response are 2 school days for a chat response, 3 school days for an online meeting and 5 days for a face-to-face meeting on site. The inquiry may be ignored if the form is invalid.

# Changeable procedures:

The policies and procedures mentioned below can be changed by the Current Board without any approval.

## 12  Publicity:

**12.1    Presentation:**  Organized by the communications manager at the start of each academic year after the team renewal, the Current Board - unless objected to by the school administration - will present the initiative to all school grades from 5th grade elementary school to 1st Grade High School and all of the International Baccalaureate Diploma Program students, within 30 days. The presentation must answer at least the following questions, with the aim of promoting ICTeammate and the Advisory:

a)  What is ICT?

b)  What is the ICTeammate project?

c)  What is ICTeammate – Advisory program?

d)  What is the ICTeammate team and what does it do?

e)  How can they benefit from joining ICTeammate – Advisory?

f)  How can someone join ICTeammate – Advisory?

**12.2    Poster:** Organized by the communications manager at the start of each academic year after the team renewal, the Current Board - unless objected to by the school administration - will put up a poster, preferably the final version created during the academic year 2022-2023, to all classrooms deemed necessary by the Current Board, within 30 days. The poster's aim must be to promote ICTeammate and the Advisory, while allowing the viewer to submit the form to join the advisory, through a URL, QR code or any other digital means that allow students to access the registration form.

**12.3    Other Promotional Activities:** The communications manager may organize other events throughout the year in order to promote ICTeammate and the Advisory, targeting a range of students from 5th Grade Elementary School to the 2rd Grade of High School and all of the International Baccalaureate Department.

# Agreement & Signatures:

By signing this document:

- I agree for all the above policies and procedures to be applied to the ICTeammate project, acknowledging that they cannot be changed until an update is written and signed by all necessary current and past boards.

- I accept to take on the role assigned to me and to perform as expected, also agreeing to follow all the policies and procedures. I acknowledge all my obligations and rights in this project as well as the importance to perform as expected.


_____                    _____
**Angelos Margaritis**                        **Filippos Akylas Kaloudis**
Tech Coordinator                              Program Coordinator


_____                    _____
**Margarita Kavouka**                         **Ioannis Lazopoulos**
Communications Manager                        Project Manager


_____                    _____
**Irene Helen Spozitou**                      **Date**
Teacher Advisor