



New Staff IT Induction kit

Red Opal Innovations

Version 2.3

Table of Contents

IT support at Red Opal Innovations	3
The ROI IT Support Team	3
Terrence Stewart, Network Manager x5892	3
Bruce Luff, Level 1 Support x5880	3
Steve Manson, Level 2 Support x5893	3
Logons	4
Email.....	4
Network drives.....	4
VoIP telephone system	5
Acceptable internet usage policy.....	5
Social media policy.....	5
Computer support policy and procedure	5
IT support procedure	6
Loan equipment	7
Booking loan equipment.....	7
Equipment booking procedure	7
Acceptable internet usage policy.....	8
Summary	8
What is acceptable use.....	8
What is not acceptable use.....	8
Consequences of unacceptable use	9

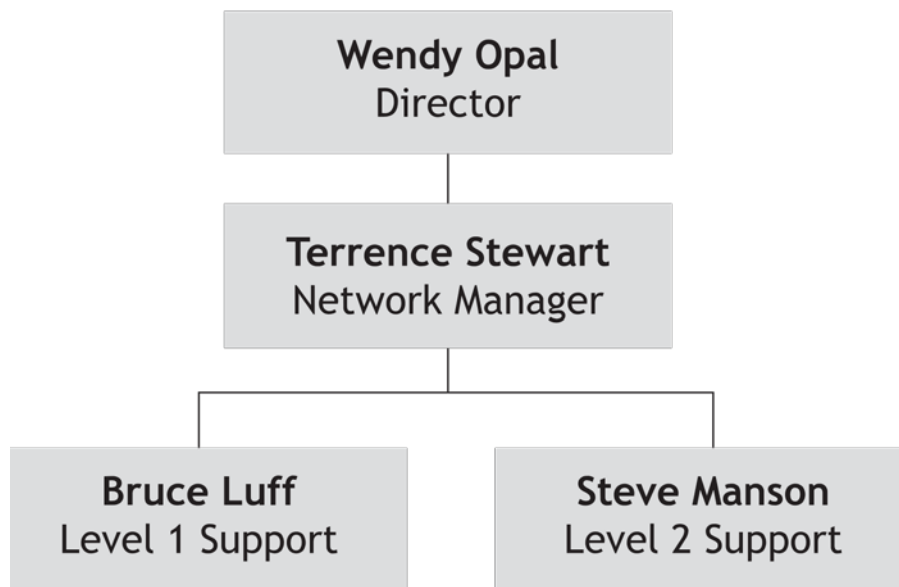
IT support at Red Opal Innovations

Welcome to Red Opal Innovations - your IT team is here to support you. Outlined in this document are the people and procedures to aid you and the company in producing the highest quality IT products.

This guide covers important information such as your logon and email address, the IT staff and their roles, what to do if you need help and how to book equipment.

The ROI IT Support Team

The IT Support Team is made up of three permanent staff members, and is headed by the Network Manager, Terrence Stewart, who reports directly to Red Opal Innovations Director, Wendy Opal.



Terrence Stewart, Network Manager x5892

Terrence is the Network Manager for ROI and has extensive experience in managing small to medium size enterprise networks. As the Network Manager, Terrence oversees the administration and daily running of the network, servers, Internet connection, as well as running the IT Support department. Any concerns regarding network security, network drives and IT policies will be handled by Terrence.

Bruce Luff, Level 1 Support x5880

As the Level 1 Support Officer, Bruce is happy to take calls regarding any aspect of IT. If you're having an issue with your computer, email, network drives or any other IT-related equipment, Bruce is your first point of contact. Where possible, Bruce will assist with resolving the issue over the phone, and where necessary, escalate the call to Level 2 Support or to the Network Manager, as appropriate.

Steve Manson, Level 2 Support x5893

Steve has worked in the IT field for several years and has been with ROI for the last two years. If your IT issue cannot be resolved over the phone and requires someone to visit you in person, your support call will be passed from Level 1 Support to Level 2 Support.

Logons

Each staff member is provided with a unique computer logon which is used to access the computers and email at ROI. The format of your username will be:

firstname.lastname

e.g. if your name was John Smith, your username would be:

john.smith

Your default password will be set to your staff number provided by the Human Resources department. You will be prompted to change this password the first time you logon. All passwords at ROI are required to meet Microsoft complexity standards (minimum of six characters, with at least one numeral and one capital letter).

Email

All staff at ROI use Microsoft Outlook for their email. Your email address will be your network logon followed by @redopalinnovations.com, e.g.

John Smith = john.smith@redopalinnovations.com

Your email account will be automatically configured on your PC when you logon.

Currently there is a maximum Inbox size of 1Gb per user and a maximum file attachment size of 50Mb.

You can also access your email from home via the following address (your name logon/password will be used):

mail.redopalinnovations.com

If you require further assistance accessing your email, contact IT Support on x5880.

Network drives

Each staff member at ROI has a personal network drive assigned to them. This is a secure storage area for staff to store files and current projects on the network server. Your network drive is automatically mapped to H:\ (also known as home) and can be found under the Computer icon in Windows. There is currently a limit of 50Gb placed on each staff member's network drive. Staff are encouraged to save their project files to the H:\ drive and avoid saving files on the computer's local hard drive.

Additionally, all staff have access to the S:\ (also known as share) which is used by various departments to share files amongst teams and across the company.

Both of these network drives are backed up on a nightly basis.

VoIP telephone system

ROI uses a VoIP telephone system that enables telephone contact between staff via a 4-digit internal extension number. Your full phone number will be displayed in the top right-hand corner of your phone screen. Voicemail can be set up and retrieved by pressing the envelope button located at the front of your phone. The red light on the top of your handset will glow if you currently have voicemail.

To obtain an external line, dial '0' followed by the number you wish to call.

Acceptable internet usage policy

The Acceptable internet usage policy is provided at the end of this document and it is recommended that all staff become familiar with it. It is a condition of employment that all staff adhere to the policy at all times. Consequences for breaking the policy can include formal warnings and dismissal.

Social media policy

Red Opal Innovations is currently developing a Social Media Policy and both the Network and Human Resources Managers are happy to receive input from staff regarding this important policy.

Computer support policy and procedure

For IT support, please contact Level 1 Support on x5880.

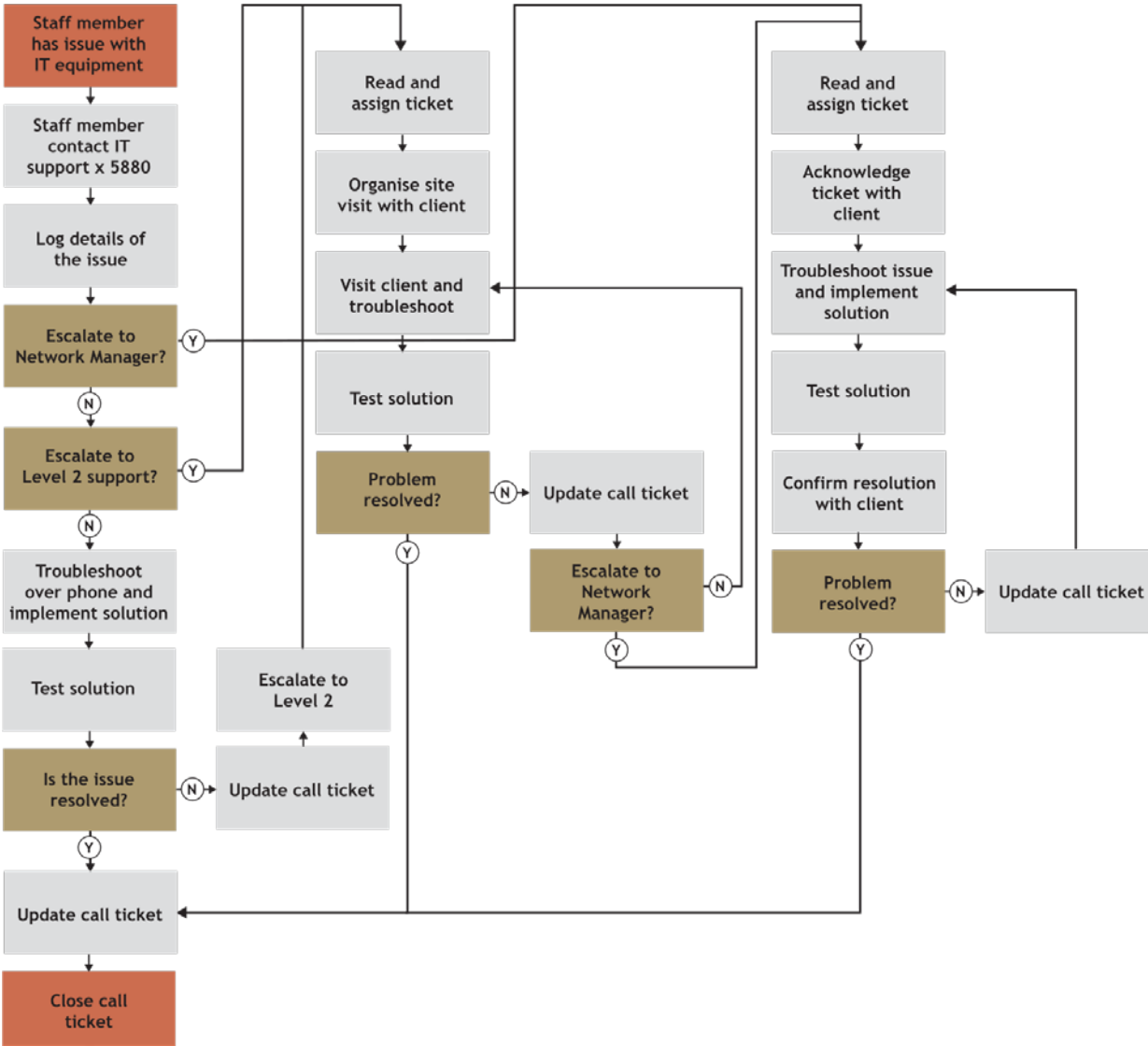
Note that members of the IT Support Team are only permitted to support equipment owned by ROI. Personal equipment belonging to staff cannot be supported, even if it is used for business purposes.

The procedure below is an extract from the Service Level Agreement: IT Support, which must be followed by all staff at ROI. This procedure ensures the timely resolution of all IT issues based on their priority within the queue.

Issues will be escalated as required when they:

- are high priority (to the Network Manager)
- can't be resolved in a timely manner by Level 1 Support (to Level 2 Support or Network Manager).

IT support procedure



Loan equipment

The following equipment is available for loan:

- Canon 500D DSLR camera
- GoPro HERO 3
- Sony FDRAX100 digital video camera
- Manfrotto tripod
- Dell Inspiron 15 laptop (non-touch screen)
- Epson EB-1780W portable projector.

It is recommended that staff provide one week's notice for any equipment booking. There is no maximum duration on equipment bookings, however out of fairness, staff are reminded to only book equipment for dates it is actually required.

Responsibility for the safe return of the equipment lies with the person who has requested the equipment.

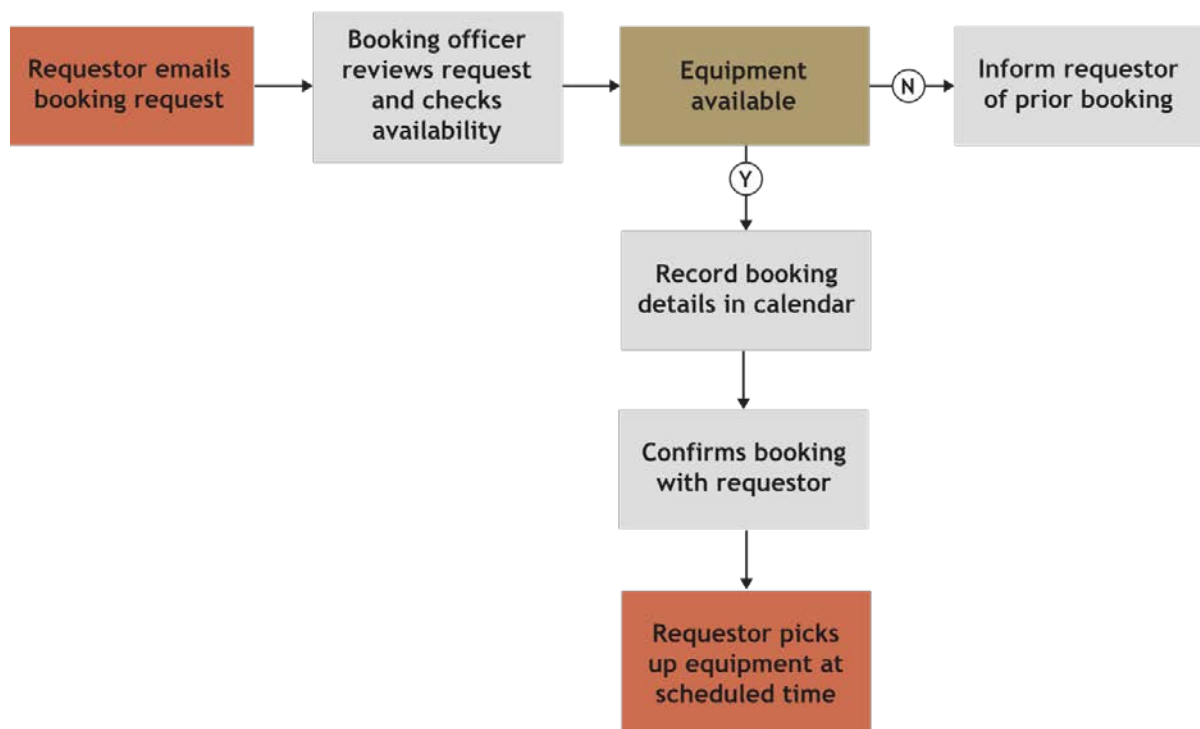
Booking loan equipment

Equipment bookings are handled by the IT section. To book loan equipment, you will need to place your request via email to: loans@redopalinnovations.com and include the following information:

- What equipment is required
- Start date/time of the loan
- Date equipment will be returned.

Bookings are not finalised until a written confirmation is received. The procedure to book equipment is provided below.

Equipment booking procedure



Acceptable internet usage policy

Summary

This policy sets out guidelines for acceptable use of the Internet by employees of Red Opal Innovations (ROI). The primary purpose for which access to the Internet is provided by ROI to its employees is to assist them in carrying out the duties of their employment. They may also use the Internet for reasonable private purposes that are consistent with this Acceptable Use Policy. They may not use the Internet access provided by ROI in such a way as to significantly interfere with the duties of their employment or to expose ROI to significant cost or risk of liability. ROI may modify this policy with 30 days' notice in writing to its employees.

What is acceptable use

Subject to the balance of this policy, employees may use the Internet access provided by ROI for:

- work-related purposes
- sending and receiving personal email messages, provided that if email messages are sent with a ROI email address in the From: or Reply-To: header, a disclaimer shall accompany the email to the effect that the views of the sender may not represent those of ROI
- using instant messaging software for personal purposes
- accessing the World Wide Web for personal purposes
- utilising any other Internet service or protocol, apart from those listed below, for personal purposes after obtaining permission to do so from ROI.

This is on the proviso that in each case the personal use is moderate in time, does not incur significant cost for ROI and does not interfere with the employment duties of the employee or their colleagues.

What is not acceptable use

Except in the course of an employee's duties or with the express permission of ROI, the Internet access provided by the company may not be used for:

- personal commercial purposes
- sending unsolicited bulk email
- disseminating confidential information of ROI
- any illegal purpose
- knowingly causing interference with or disruption to any network, information service, equipment or any user thereof
- disseminating personal contact information of officers or employees of ROI without their consent
- knowingly causing any other person to view content which could render the company liable pursuant to equal opportunity or sex discrimination legislation at the suit of that person
- knowingly downloading or requesting software or media files or data streams that the employee has reason to believe will use a greater amount of network bandwidth than is appropriate
- use of the BitTorrent protocol.

Consequences of unacceptable use

ROI keeps and may monitor logs of internet usage which may reveal information such as which internet servers (including World Wide Web sites) have been accessed by employees, and the email addresses of those with whom they have communicated. ROI will not, however, engage in real-time surveillance of internet usage, will not monitor the content of email messages sent or received by its employees unless a copy of such message is sent or forwarded to the company by its recipient or sender in the ordinary way, and will not disclose any of the logged, or otherwise collected, information to a third party except under compulsion of law.

Responsibility for use of the internet that does not comply with this policy lies with the employee so using it, and such employee must indemnify ROI for any direct loss and reasonably foreseeable consequential losses suffered by the company by reason of the breach of policy.

ROI will review any alleged breach of this Acceptable use policy on an individual basis. If the alleged breach is of a very serious nature which breaches the employee's duty of fidelity to the company (for example, emailing confidential information of the company to a competitor), the employee shall be given an opportunity to be heard in relation to the alleged breach and if it is admitted or clearly established to the satisfaction of the company, the breach may be treated as grounds for dismissal.

Otherwise, an alleged breach shall be dealt with as follows:

1. Initially, the employee shall be informed of the alleged breach, given an opportunity to respond to the allegation, and if it is not satisfactorily explained, be asked to desist from, or where applicable, to remedy the breach.
2. If the breach is not desisted from or remedied, ROI may either withdraw the employee's access to the Internet or provide a first warning to the employee, to which the employee shall have an opportunity to respond.
3. If the infringing conduct continues the employee may be given a second and third warning, to each of which he or she shall have an opportunity to respond.
4. If a breach is committed after the third warning the employee may be dismissed.

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