

**Extract from Submission to Deputy First Minister of 9 September 2016. (Remainder of submission out of scope of this request)**

**ANNEX A - Glow Online Productivity Suite**

**Current Service**

1. The current Online Productivity Suite service is delivered by Microsoft through their cloud based Office 365 for Education (O365). This is provided under a 5 year zero value contract from June 2012 to September 2017.
2. The service provides a wide range of cloud based services covering the following areas: Mail, Calendar, Office products (Word, Excel, PowerPoint, OneNote etc), unlimited file storage (OneDrive), organisational social networking (Yammer), personal and team sites (SharePoint), Video storage and sharing, interactive presentation tools (Sway), and personalised search tool (Delve).
3. The service is used by educators, learners and key partners. Access is not allowed for people assigned Glow Guest Accounts.
4. The service was accessed over 1.6 million times by over 120,000 unique users in May 2016. Over 15,000 sites have been created on SharePoint by users, and some authorities are using the service to enable learners to maintain an e-portfolio of their learning. Users of the social networking tool Yammer, used to enable national teacher and pupil engagement, have increased rapidly since its introduction in February 2016 to over 11,000 users.

[Redacted]

**From:** Armstrong A (Alan)  
**Sent:** 04 May 2018 16:26  
**To:** Deputy First Minister and Cabinet Secretary for Education and Skills  
**Cc:** Robertson FMG (Fiona) (Director of Learning); Hicks C (Clare); Taylor B (Brian); [Redacted] Gorman G (Gayle); [Redacted]  
**Subject:** RE: Glow Incident

Mr Swinney

A further update on this Glow incident.

Following further analysis of audit logs etc. with our suppliers, we were able to confirm the accounts of 12 pupils and 6 teachers who had clicked on the inappropriate image posted on Glow on Sunday. After discussions with Education Scotland Child Protection Lead and Safeguarding colleagues, our Head of Information Security has been calling the 12 schools with pupils affected so that appropriate support can be offered as necessary.

A number of schools are closed today so we will follow up on Tuesday when they return. Most schools contacted were unaware of the problem (although one had been contacted yesterday by the child's parent). Headteachers have expressed thanks for the follow up.

Although we have been able to identify users who clicked on the image, we cannot identify those where the user viewed, but did not access, it.

After the bank holiday, we will be contacting the 4 teachers who clicked on the image but did not report this using the "report a concern" function in Glow. This is with a view to understanding what action they took to report the image and whether we, or Local Authorities, need to make any changes to processes to ensure that teachers (or indeed pupils) act promptly and in ways which result in problematic content being removed from Glow as soon as possible.

[Redacted]

We will also be carrying out a lessons learned next week to identify any other actions that we need to take in the short or long term to reduce the risk of such an incident happening again and to continue improving the management of any which do occur.

Our comms team have prepared a media line, which has been shared with Communications DFM & Education, to respond to any enquiries.

Alan

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**From:** Gorman G (Gayle)  
**Sent:** 30 April 2018 16:34  
**To:** Deputy First Minister and Cabinet Secretary for Education and Skills  
**Cc:** Robertson FMG (Fiona) (Director of Learning); Hicks C (Clare); Armstrong A (Alan); Taylor B (Brian); [Redacted]  
**Subject:** RE: Glow Incident

Dear DFM

This is a very challenging area. Currently in Glow we have Key Word Monitoring in Yammer which means that any use of words on our list will trigger a moderator to check the content – whether this is posted publicly, privately or in a direct message – and a profanity filter on email which blocks emails with inappropriate language. Unfortunately, the technology available to assess the content of images is expensive and not hugely effective (even companies like Facebook rely mainly on human review and intervention based on reports and complaints). Artificial Intelligence is evolving rapidly in this area but there is currently no truly effective tool which could be implemented on Glow.

Given the nature of the digital world in which we live, it is inevitable that young people will be exposed at some point to inappropriate material. We work very hard to avoid this on Glow (and have not had very explicit material of this nature posted on Glow before). When inappropriate comments or materials are occasionally posted, schools take the learning opportunity to reinforce good cyber behaviour and cyber safety in line with the curriculum.

That said, we are currently carrying out a review of Yammer and the balance between allowing freedom and space to collaborate versus the risks of such freedom for young people when we cannot block such material. Perhaps you would like us to provide a briefing in due course on our conclusions and how we propose to best balance the needs of collaboration and protection?

A brief update on the current situation

According to the Local Authority, the [REDACTED] pupil from whose account the image was posted has denied doing so. The school and local authority continue to investigate who may have had access to [REDACTED] account and we continue to work with our suppliers to narrow the information about the nature and location of the device from which the relevant log-ons occurred. Based on information obtained to date, this looks like an instance of inappropriate behaviour on the part of a student rather than anything more sinister.

Regards

Gayle

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**From:** [REDACTED] **On Behalf Of** Deputy First Minister and Cabinet Secretary for Education and Skills  
**Sent:** 30 April 2018 15:39  
**To:** Gorman G (Gayle); Deputy First Minister and Cabinet Secretary for Education and Skills  
**Cc:** Robertson FMG (Fiona) (Director of Learning); Hicks C (Clare); Armstrong A (Alan); Taylor B (Brian); [REDACTED]  
**Subject:** RE: Glow Incident

Hi Gayle,

Thank you for this incident report.

The DFM has asked if there are mechanisms that could/should prevent uploading of this nature?

Kind regards

[REDACTED]

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cont.

[REDACTED] Deputy Private Secretary to John Swinney MSP, Deputy First Minister and Cabinet Secretary for Education and Skills | The Scottish Government | Web: [www.gov.scot](http://www.gov.scot) | [REDACTED]  
[REDACTED] | Email: [REDACTED]

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**From:** Gorman G (Gayle)  
**Sent:** 30 April 2018 10:26  
**To:** Deputy First Minister and Cabinet Secretary for Education and Skills  
**Cc:** Robertson FMG (Fiona) (Director of Learning); Hicks C (Clare); Armstrong A (Alan); Taylor B (Brian)  
**Subject:** FW: Glow Incident  
**Importance:** High

Dear DFM

#### GLOW INCIDENT

An incident occurred yesterday afternoon on Glow when a High School pupil included a pornographic image from Tumblr on a Yammer post.

The image was posted at 13.29 and subsequently noticed by 2 of our moderators (and 2 teachers) who used the "report a concern" function. This resulted in the user being removed from Yammer by 16.00.

We worked yesterday evening and this morning to ensure that no copies of the image remained on replies or re-posts and are now confident that 100% of the image has been removed.

We reported the matter to East Renfrewshire Local Authority this morning via the Digital Schools Officer. She was, coincidentally, on her way to the school involved and has informed the LA QIO. She has also notified the school's senior leadership team and campus police officer.

We reported the matter to our supplier, RM, and raised a support call with Microsoft in order to obtain further forensic reports about who has viewed or shared the image (currently we can see that the image has been viewed 100 times but need further information to determine how many and which users are involved). We are also reviewing our own audit logs for more detail.

We intend to provide an update to you later today once the school and LA have had some time to investigate the incident from their perspective. Education Scotland comms and our Scottish Government colleagues have been informed. This is simply to ensure you were aware.

Regards  
Gayle

Gayle Gorman

Her Majesty's Chief Inspector of Education  
Chief Executive

Education Scotland

[REDACTED]@educationscotland.gsi.gov.uk



[REDACTED]

**From:** Gorman G (Gayle)  
**Sent:** 07 June 2018 18:15  
**To:** [REDACTED] First Minister; Deputy First Minister and Cabinet Secretary for Education and Skills  
**Cc:** Robertson FMG (Fiona) (Director of Learning); Hicks C (Clare); Armstrong A (Alan); Taylor B (Brian); [REDACTED]  
**Subject:** [REDACTED] Communications DFM & Education  
 RE: Glow - Yammer concerns

Thank you [REDACTED]  
 I have spoken briefly to [REDACTED] and sent this to him directly.  
 He will get back to us tomorrow.  
 Thanks Gayle

Gayle Gorman  
 Chief Inspector / Chief Executive  
 Education Scotland

(sent from mobile device please accept apologies for brevity/ structure)

**From:** [REDACTED]  
**Sent:** 7 Jun 2018 17:24  
**To:** First Minister <[firstminister@gov.scot](mailto:firstminister@gov.scot)>; Deputy First Minister and Cabinet Secretary for Education and Skills <[DFMCSE@gov.scot](mailto:DFMCSE@gov.scot)>  
**Cc:** [REDACTED]

[REDACTED] Communications DFM & Education  
 <[CommunicationsDFM&Education@gov.scot](mailto:CommunicationsDFM&Education@gov.scot)>  
**Subject:** Glow - Yammer concerns

PS/FM  
 PS/DFM

CC: as above

This note is to make you aware of a series of public comments about Glow Yammer made on Twitter by a parent of 2 pupils who attend a school in Fife. The tweets raise concerns about learner access to a social media platform and the risk of encountering inappropriate content. Tweets have also been directed to FMs @nicolasturgeon Twitter account which purport to show inappropriate content in the 'All Company' area of Glow Yammer, which is visible to all Glow users. We have not seen the 'inappropriate content' referred to in those Tweets. The parent is requesting that FM suspends access to Glow while an investigation takes place. Given that we have over 60,000 regular users of Yammer and that reports of inappropriate behaviour on the platform are very rare, this would cause major disruption for the overwhelming majority of users [REDACTED]

The parent has also raised her concerns in writing with the Headteacher at the school, who in turn, has used the Glow 'Report a Concern' feature to raise them with Education Scotland. We will issue a formal response to the Headteacher who we assume will then take it up with the parent. [REDACTED]

All services offered through Glow are selective options which can be made available or not as the local authority (as the body responsible for education and in this case the data controller) decides is right for its schools and pupils, Education Scotland can inform this decision but does not make it. Local authorities do this by adding each function that they want to make available to the Glow Launchpad. Many local authorities choose to tailor Glow services in this way to meet their needs. In particular, some authorities have decided to restrict access to Yammer for Primary age children. Fife Council has made the decision to allow access to the Yammer service. It is the responsibility of the local authority to ensure appropriate consents are in place for sharing of information and use of online services such as Glow; all relative responsibilities in relation to the use of Glow services are set out in the Glow Agreement, which has been signed by Fife Council.

The DFM will be aware from Gayle Gorman's note on 4 May that we are actively considering what mitigations, both technical and in the form of guidance, that we may wish to put in place to assist schools and local authorities to ensure Yammer is as safe as possible for all users. We will provide a further update on the conclusions from that work.

Regards

[REDACTED]  
[REDACTED]  
[REDACTED]  
**Digital Learning and Teaching**

Education Scotland | The Optima | 58 Robertson Street | Glasgow | G2 8DU

*Stay connected with Glow!*

*Please take a look at our new information portal connecting you to the future of Glow:*

<http://connect.glowscotland.org.uk/>

[Redacted]

**From:** Gorman G (Gayle)  
**Sent:** 11 June 2018 18:03  
**To:** [Redacted] Deputy First Minister and Cabinet Secretary for Education and Skills  
**Cc:** [Redacted] EdS Communications mailbox; News Desk; [Redacted] Armstrong A (Alan); [Redacted] Communications  
**Subject:** DFM & Education  
 RE: For awareness- Courier follow-up story tomorrow

Thanka for letting me kniw will be guided on approach by SG

Gayle Gorman  
 Chief Inspector / Chief Executive  
 Education Scotland

(sent from mobile device please accept apologies for brevity/ structure)

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**From:** [Redacted]  
**Sent:** 11 Jun 2018 17:59  
**To:** Deputy First Minister and Cabinet Secretary for Education and Skills <DFMCSE@gov.scot>  
**Cc:** [Redacted]

[Redacted]

[Redacted]

[Redacted] Communications DFM &

Education <CommunicationsDFM&Education@gov.scot>  
**Subject:** For awareness- Courier follow-up story tomorrow

PO,

For information, the Courier is writing a follow-up story on Glow/Yammer from today which they're running tomorrow. The reporter approached SG comms this morning for comment from DFM, and was directed to contact us at Education Scotland. He did so at 5pm.

He asked:

- Does Mr Swinney agree with Education Scotland that the responsibility for monitoring content and implementing Yammer lies solely with individual local authorities and schools? We do not believe adequate provisions have been made for this.
- We have been told by headteachers that data capture forms issued to parents do not currently mention Glow or Yammer. What action will he take to ensure parents are properly informed?



- Education Scotland identified the concern that "learners could be identified and located by someone who would wish to do them harm" but concluded that the educational benefit "outweighs the risk". They appear to have made this decision without speaking to large swathes of parents, whose children have been exposed to the risk. On the back of the revelations in the above article, what action will the Scottish Government now take on this to keep schoolchildren safe?

As it stands, he's running a sidebar breaking down the timeline of today's events, and his attempts to get a comment from DFM as "others are calling for John Swinney to intervene". He has stated clearly that he does not want responses from Education Scotland but directly from Mr Swinney. I've discussed with colleagues and, as directed, will reiterate the point made to the reporter that, as a government agency, Education Scotland speaks for ministers and the statement issued on Friday answers the points above. However, there may be a line in the story that DFM refused to comment.

Happy to discuss,

[REDACTED]

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[REDACTED] | Senior Communications Officer | Education Scotland | Foghlam Alba

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Tel: [REDACTED]

Address: The Optima, 58 Robertson Street, Glasgow, G2 8DU

Web: <https://www.education.gov.scot/>

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[Redacted]

**From:** Gorman G (Gayle)  
**Sent:** 11 June 2018 19:18  
**To:** Deputy First Minister and Cabinet Secretary for Education and Skills; Hicks C (Clare);  
Armstrong A (Alan); [Redacted]  
[Redacted] Robertson FMG (Fiona) (Director of Learning)  
**Subject:** RE: Phone call

Understood [Redacted] And to reinforce I am also not content to re-establish Yammer on Glow until we are certain of implications and access to content. I will be seeking assurance / planning for each LA to review and decide to authorise switch on.  
Thanks Gayle

Gayle Gorman  
Chief Inspector / Chief Executive  
Education Scotland

(sent from mobile device please accept apologies for brevity/ structure)

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**From:** Deputy First Minister and Cabinet Secretary for Education and Skills <DFMCSE@gov.scot>  
**Sent:** 11 Jun 2018 18:58  
**To:** "Gorman G (Gayle)" [Redacted]; "Hicks C (Clare)" [Redacted];  
[Redacted]; "Armstrong A (Alan)" [Redacted];  
[Redacted];  
[Redacted];  
[Redacted];  
[Redacted];  
"Robertson FMG (Fiona) (Director of Learning)" [Redacted]  
**Cc:** Deputy First Minister and Cabinet Secretary for Education and Skills <DFMCSE@gov.scot>  
**Subject:** Phone call

Folks,

Thank you all for making yourself available for the call in the morning.

The list of recipients is growing. I am trying to keep this as tight as possible given it is teleconference.

I am content for everyone is who needs to contribute to be involved but just want to be sure the list does not grow much more.

Thanks

[Redacted]

[Redacted] | Deputy Private Secretary to John Swinney MSP, Deputy First Minister and Cabinet Secretary for Education and Skills | The Scottish Government | Web: [www.gov.scot](http://www.gov.scot) | [Redacted]  
[Redacted] | Email: [DFMCSE@gov.scot](mailto:DFMCSE@gov.scot)

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[REDACTED]

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**From:** [REDACTED]  
**Sent:** 11 June 2018 17:55  
**To:** Deputy First Minister and Cabinet Secretary for Education and Skills  
**Cc:** Gorman G (Gayle); Education Scotland enquiries; Communications DFM & Education; News Desk; Armstrong A (Alan); [REDACTED]  
[REDACTED]  
[REDACTED]

**Subject:** RE: For clearance - follow-up query on Yammer/Glow

Thanks [REDACTED]

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**From:** [REDACTED] On Behalf Of Deputy First Minister and Cabinet Secretary for Education and Skills  
**Sent:** 11 June 2018 17:55  
**To:** [REDACTED] Deputy First Minister and Cabinet Secretary for Education and Skills  
**Cc:** Gorman G (Gayle); Education Scotland enquiries; Communications DFM & Education; News Desk; Armstrong A (Alan); [REDACTED]  
[REDACTED]

**Subject:** RE: For clearance - follow-up query on Yammer/Glow

[REDACTED]

Thanks for this.

The DFM is content with the response.

Kind regards

[REDACTED]

[REDACTED] Deputy Private Secretary to John Swinney MSP, Deputy First Minister and Cabinet Secretary for Education and Skills | The Scottish Government | Web: [www.gov.scot](http://www.gov.scot) | Tel: [REDACTED]  
Mob: [REDACTED] | Email: [DFMCSE@gov.scot](mailto:DFMCSE@gov.scot)

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**From:** [REDACTED]  
**Sent:** 11 June 2018 17:37  
**To:** Deputy First Minister and Cabinet Secretary for Education and Skills  
**Cc:** Gorman G (Gayle); Education Scotland enquiries; Communications DFM & Education; News Desk; Armstrong A (Alan); [REDACTED]  
[REDACTED]

**Subject:** For clearance - follow-up query on Yammer/Glow

PO,

We've had a follow-up call from the BBC on Yammer and Glow. The reporter states that "The Courier says the network was made available to 'every schoolchild in Scotland'" and asks: Is this correct? Does it include primary children, children from age five upwards? How do children get access to it when it is running? Do they have to have parental approval to use it?"

We suggest the following response:

"Access to Glow is offered to every local authority in Scotland, and almost all local authorities use Glow in some form. However, it's for individual local authorities to decide if they use the Yammer function. While Glow is available to primary school children, less than 4 per cent of primary age users have accessed Yammer. The decision to give pupils access to the system via individual password and username, rests with the relevant education establishment and local authority, and it would be for them to decide on seeking parental consent."

ENDS

Could you let me know if DFM is content with this please?

Many thanks



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██████████, Senior Communications Officer | Education Scotland | Foghlam Alba

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Tel: ██████████

Address: The Optima, 58 Robertson Street, Glasgow, G2 8DU

Web: <https://www.education.gov.scot/>

[Redacted]

**From:** Armstrong A (Alan)  
**Sent:** 11 June 2018 18:26  
**To:** Deputy First Minister and Cabinet Secretary for Education and Skills  
**Cc:** Gorman G (Gayle); [Redacted]  
 [Redacted]  
 [Redacted]  
 [Redacted] Robertson FMG (Fiona) (Director of Learning);  
 Hicks C (Clare); [Redacted]  
**Subject:** RE: For clearance - BBC follow-up questions on Yammer/Glow

Thanks [Redacted]

Can you include Gayle, me and:

[Redacted] ES Assistant Director, Digital  
 [Redacted] ES Head of Information Security  
 [Redacted] ES Technical Delivery Manager  
 Clare Hicks DD

Alan

**From:** [Redacted] **On Behalf Of** Deputy First Minister and Cabinet Secretary for Education and Skills  
**Sent:** 11 June 2018 18:07  
**To:** Armstrong A (Alan); Deputy First Minister and Cabinet Secretary for Education and Skills  
**Cc:** Gorman G (Gayle); [Redacted] Eds  
 Communications mailbox; [Redacted] Communications  
 DFM & Education; News Desk; [Redacted] DG  
 Education, Communities & Justice; Robertson FMG (Fiona) (Director of Learning); Hicks C (Clare); [Redacted]  
**Subject:** RE: For clearance - BBC follow-up questions on Yammer/Glow

Alan,

Thank you for the update.

1. The DFM is not content for Yammer to be restored to schools tomorrow. He would like to see further details about how the vulnerability has been resolved before we restore availability.
2. The DFM is content for the note to be sent to the First Minister if it is amended to reflect the above comment. However Mr Swinney feels the note is rather defensive.
3. Mr Swinney would like a call at 8:30 to discuss this before Cabinet. I presume Gail should be on the call can you let me know who else to invite.

Thanks

[Redacted]

[REDACTED] Deputy Private Secretary to John Swinney MSP, Deputy First Minister and Cabinet Secretary for Education and Skills | The Scottish Government | Web: [www.gov.scot](http://www.gov.scot) | [REDACTED]  
Mob: [REDACTED] | Email: [REDACTED]

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**From:** Armstrong A (Alan)

**Sent:** 11 June 2018 17:44

**To:** Deputy First Minister and Cabinet Secretary for Education and Skills

**Cc:** Gorman G (Gayle); [REDACTED], EdS  
Communications mailbox; [REDACTED] Communications  
DFM & Education; News Desk; [REDACTED] Armstrong A (Alan); [REDACTED]

[REDACTED] DG Education, Communities & Justice; Robertson FMG (Fiona) (Director of Learning); Hicks C (Clare);  
[REDACTED]

**Subject:** RE: For clearance - BBC follow-up questions on Yammer/Glow

Mr Swinney – Please see update on today from Gayle Gorman

As you know, the whole Yammer service within Glow was taken down for all schools on Friday to allow time for Education Scotland to block access for primary school pupils, allowing the service to be restored only for secondary learners and teachers in due course. Brief update below on progress today. **Grateful to know if you wish this note to be sent on to FM for information and whether your office or Education Scotland will forward it.**

#### Yammer and Glow

- Over the weekend and today Education Scotland have blocked future access for all primary schools across Scotland once Yammer is restored
- Over Monday and Tuesday Education Scotland will arrange to block access to Yammer from relevant primary age year groups within allthrough schools
- ES have updated Glow key contacts in every local authority about the on-going unavailability of the service
- [REDACTED]
- ES will provide further information to Glow key contacts when the service is restored about why the service has been blocked from primary schools and what we will need from local authorities to ensure that the appropriate guidance, support and service moderation is in place before this is restored
- ES will also draft a communications for local authority Chief Executives and others in local authorities explaining the reason for the review of the Yammer service within Glow, what needs to happen next, and what we need from them
- ES have prepared a set of materials for primary schools to enable them to continue to collaborate using other tools within Glow – e.g. Microsoft Teams (which is already successfully used in some schools and provides greater control by teachers).

#### Communications

- ES is aware that the Courier has been in touch with SG Comms seeking a quote from DFM. SG Comms asked the journalist to contact ES as the Executive Agency responsible for Glow. We have not been contacted as yet.
- ES have been approached by BBC (main), BBC Radio Scotland and Deadline News. Radio Scotland also asked for an interview, which we've advised Gayle Gorman to decline.

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cont.

- ES have issued Friday's finalised press statement (below) to all of these groups, and provided additional information to the BBC.

"Glow is an online learning resource which allows teachers and pupils to collaborate and learn in a closed forum which can only be accessed by individual username and password.

"Education Scotland funds and provides the Glow platform to local authorities or education establishments. We also provide core services such as Office 365, Glow Blogs and Google G Suite. Yammer is part of Office 365, and the decision to use Yammer, and the moderation of the content subsequently produced, is for the local authority using Glow. The decision to give pupils access to the system rests with the relevant education establishment and local authority, and it would be for them to decide on seeking parental consent.

"Education Scotland provides reactive moderation of the Yammer site via the 'report a concern' button. In addition to lists of inappropriate words and imagery, which are constantly being updated, we are also exploring further options and tools which will enhance the moderation facilities for Yammer.

"After these concerns were raised, Education Scotland removed the images we were alerted to. All Glow services, including Yammer, are subject to ongoing review and access to the Yammer service has been temporarily suspended this weekend whilst we conduct such a review. We will continue to work with local authorities to ensure that Glow continues to add value to learners and teachers.

Alan

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Education Scotland - Denholm House, Almondvale Business Park, Livingston, EH54 6GA  
Foghlam Alba - Taigh Denholm, Pàirc Ghnìomhachais Ghlinn Almon, Baile Lèibhinn, EH54 6GA

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Tel / Fòn: 0131 244 4135

Mobile [REDACTED]

Website / Làraich-lìn: [www.educationscotland.gov.uk](http://www.educationscotland.gov.uk)

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From: [REDACTED] On Behalf Of Deputy First Minister and Cabinet Secretary for Education and Skills

Sent: 11 June 2018 15:39

To: [REDACTED] Deputy First Minister and Cabinet Secretary for Education and Skills

Cc: Gorman G (Gayle); [REDACTED] EdS  
Communications mailbox; [REDACTED] Communications

DFM & Education; News Desk; [REDACTED] Armstrong A (Alan); [REDACTED]

Subject: RE: For clearance - BBC follow-up questions on Yammer/Glow

[REDACTED]

DFM is content to clear.

Thanks

[REDACTED]

[REDACTED] Deputy Private Secretary to John Swinney MSP | Deputy First Minister of Scotland and Cabinet Secretary for Education & Skills | Scottish Government | St Andrew's House | Edinburgh | EH1 3DG | T: [REDACTED] | E: [REDACTED]

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**From:** [REDACTED]  
**Sent:** 11 June 2018 15:28  
**To:** Deputy First Minister and Cabinet Secretary for Education and Skills  
**Cc:** Gorman G (Gayle); [REDACTED] EdS  
Communications mailbox; [REDACTED] Communications  
DFM & Education; News Desk; [REDACTED] Armstrong A (Alan); [REDACTED]  
**Subject:** For clearance - BBC follow-up questions on Yammer/Glow

PO,

We've been approached by the BBC with follow-up questions to today's Courier splash on Yammer and Glow. Questions in bold below, with our answers. Could you let me know if DFM is content with these responses?

With thanks,

**Do you have any indication of how widespread the abuse of the system has been?**

Glow receives an average of 2.2 million log-ins each month. Of these we receive, on average, 15 reported concerns requiring further action, which equates to less than 0.000006 per cent of usage.

**Can you say how long the Yammer app will be suspended?**

We are currently reviewing access to Yammer and will only restore the system when we have completed this work.

**Do you know how many councils are allowing access to Yammer via Glow?**

Almost all local authorities across Scotland use Glow in some form. However, it's for individual local authorities to decide if they use the Yammer function.

ENDS

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[REDACTED] Senior Communications Officer | Education Scotland | Foghlam Alba

Tel: [REDACTED]  
Address: The Optima, 58 Robertson Street, Glasgow, G2 8DU

Web: <https://www.education.gov.scot/>



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[REDACTED]

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**From:** [REDACTED] on behalf of Gorman G (Gayle)  
**Sent:** 12 June 2018 16:17  
**To:** Deputy First Minister and Cabinet Secretary for Education and Skills  
**Cc:** [REDACTED] Communications DFM & Education; News Desk; [REDACTED] Gorman G (Gayle); Armstrong A (Alan); [REDACTED]  
**Subject:** Yammer Actions Proposal  
**Importance:** High

Deputy First Minister,

Please find attached our actions proposal for Yammer.



Yammer Actions  
Proposal.dotx

Kind regards / Deagh dhurachdan

*Gayle Gorman*

**Gayle Gorman**  
HM Chief Inspector of Education/Chief Executive

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Education Scotland - Denholm House, Almondvale Business Park, Livingston, EH54 6GA  
Foghlam Alba - Taigh Denholm, Pàrtaidh Ghnìomhachais Ghlinn Almon, Baile Leòbhinne, EH54 6GA

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**From:** [REDACTED] On Behalf Of Gorman G (Gayle)  
**Sent:** 12 June 2018 14:59  
**To:** Deputy First Minister and Cabinet Secretary for Education and Skills  
**Cc:** [REDACTED] Communications DFM & Education; News Desk; [REDACTED] Gorman G (Gayle); Armstrong A (Alan); [REDACTED]  
**Subject:** Draft Glow letter to LAs  
**Importance:** High

Deputy First Minister,

Please find attached an early draft of a letter we are planning to send to LAs. The team are working on the other key actions which will follow shortly.

<< File: Glow letter to LAs - June 2018.docx >>

Kind regards / Deagh dhurachdan

*Gayle Gorman*

**Gayle Gorman**  
**HM Chief Inspector of Education/Chief Executive**

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**Education Scotland - Denholm House, Almondvale Business Park, Livingston, EH54 6GA**  
**Foghlam Alba - Taigh Denholm, Pàirc Ghnìomhachais Ghlinn Almoìn, Balle Lèibhinn, EH54 6GA**

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June 2018

Dear ,

I am writing to you regarding an issue that has been brought to our attention in relation to Yammer on Glow. As you may have seen in recent media coverage, a parent contacted Education Scotland to highlight content she deemed inappropriate while browsing Yammer with her child. Subsequent to this, we took the decision to suspend access to Yammer for everyone while we investigate this issue. However, Glow remains online and no other services have been affected by this.

Due to the nature of the parent's concerns, Education Scotland seeks to remind you of your responsibilities as the data controller regarding the use of the Glow services. These are outlined in the Glow Agreement and a summary is provided below. In order to restore Yammer access we require you to acknowledge that you are aware of the following:

Glow Customers are responsible for moderation of content and behaviour associated with their users in Glow and guidance on this should be shared with individual schools/establishments.

Education Scotland have made available on Glow Connect the following resources:

Glow Community Rules

Yammer Acceptable Use Policy

Data Privacy Impact Assessment

Customer Risk Report

Glow Customers should remind teachers of their responsibilities to discuss online safety and acceptable use before introducing pupils to services and to take an active role in moderating and reporting inappropriate content or behaviour. The Glow Report "A Concern function" is available on all core Glow services.

Denholm House  
Almondvale Business Park  
Almondvale Way  
Livingston  
EH64 6GA

T [REDACTED]  
E [REDACTED]@educationscotland.gsl.gov.uk

Text relay service [REDACTED]

This is a service for deaf users. Please do not use this number for voice calls as this will not connect.  
[www.educationscotland.gov.uk](http://www.educationscotland.gov.uk)

For Scotland's Children, with  
Scotland's Teachers'

Glow Customers are also responsible for establishing the basis for consent to use the Glow service and are reminded of the importance of providing parental guidance on this.

Education Scotland has brought forward our review of Yammer, which was planned for the summer period. As a result of this, Yammer access will remain suspended for primary aged pupils. Education Scotland will provide guidance on alternative online tools to support learning as soon as possible.

In the meantime, if you could please provide me with an outline of your Local Authority's processes for training teachers and ensuring parental awareness in the effective use of Yammer by Friday 22 June 2018.

Kind sincerely,

**Gayle Gorman**  
**Chief Inspector of Education/Chief Executive**

## Yammer Actions Proposal

The following actions have been taken thus far:

Users directly referenced in recent concerns that have posted inappropriate content have been blocked, deleted, profiles re-named and content removed.

Yammer access has been suspended for all users.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

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[Redacted]

[Redacted]

[Redacted]

[Redacted]

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[Redacted]

[Redacted text block containing multiple lines of blacked-out content, including a bulleted list.]

Gayle Gorman  
HM Chief Inspector of Education/Chief Executive

12 June 2018

[Redacted]

**From:** [Redacted]  
**Sent:** 12 June 2018 16:08  
**To:** Deputy First Minister and Cabinet Secretary for Education and Skills  
**Cc:** [Redacted] Communications DFM & Education; [Redacted] Gorman G (Gayle); Armstrong A (Alan); [Redacted]  
**Subject:** Interview bid re Glow/Yammer- Sky TV

PO,

We've been approached by [Redacted] at Sky News in relation to Yammer and Glow. While he acknowledges that "initial [Courier] article was over-written", he is still interested in the fact that "children were enrolled on a social media app without their parents' consent" and claims there are "ongoing privacy issues here".

He would be looking to film tomorrow morning, with the story running Wednesday evening. Could you let me know if DFM wants to accept this bid please?

Kind regards,

[Redacted]

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[Redacted] | Senior Communications Officer | Education Scotland | Foghlam Alba  
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**Tel:** [Redacted]  
**Address:** The Optima, 58 Robertson Street, Glasgow, G2 8DU  
**Web:** <https://www.education.gov.scot/>