

## Yammer Review

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## 1. Purpose

A 2 year review of Yammer within Glow was established in February 2018

The purpose of this was:

- to evaluate the use of Yammer as a tool for learning and teaching
- to consider developments elsewhere within the O365 product offering which did not exist at Yammer launch e.g. Microsoft Teams and Google Classroom
- to review the data controls, moderation and technical details of Yammer
- To produce recommendations for the use of Yammer within Glow.

## 2. Background and History

### 2.1 Introduction

Yammer is a private social network that is available to Glow through Office 365 A1 for Student and Faculty Educational Licenses. The product was acquired by Microsoft in 2012, and subsequently added to the Office 365 product suite. It continues to be further integrated into the Office 365 product offering in its functionality and technical make up.

Access to Yammer is limited to users who have a Glow login and who have an Office 365 license associated with their Glow account. Glow accounts are available to all schools and education establishments across Scotland, including independent schools and teacher education colleges/universities. Scottish education partners who are involved in the delivery of the 3–18 curriculum can also gain access to Glow.

Yammer was not initially available through Glow. However a Yammer network ([yammer.glowscotland.org.uk](http://yammer.glowscotland.org.uk)) was setup in March 2015 to prevent the setup of fragmented Yammer networks using the multiple domains (250 at that time) being established without centralised co-ordination and without satisfactory controls. This also allowed functional testing at that time. The network was deactivated after setup and some preliminary testing.

In July 2015 further investigation of Yammer was approved after consideration by both Digital Learning and Teaching Management Group (DMG) and Technical Operations Advisory Group (TOAG). Work during the development period involved consultations with Key Contacts and workshops with positive discussions regarding the educational benefits of Yammer and the improvement of the O365 offering within Glow.

DMG gave approval to launch the service in January 2016. Yammer was fully launched on 22<sup>nd</sup> February of that year available to both staff and student users of Glow. External users and networks were disabled, and remain so leaving the Glow Yammer as a closed network. At that point there were no alternative products allowing collaborative working.

Yammer is a web based service which is cross platform and supports most major web browsers, desktop and mobile operating systems. In addition there are mobile apps for IOS and Android devices.

On 8 June 2018 access to Yammer was disabled to allow the removal of Yammer licenses for primary pupils initially, and latterly all students due to some concerns around raised around inappropriate use of Yammer. The service was re-enabled on 2 July 2018 for staff only.

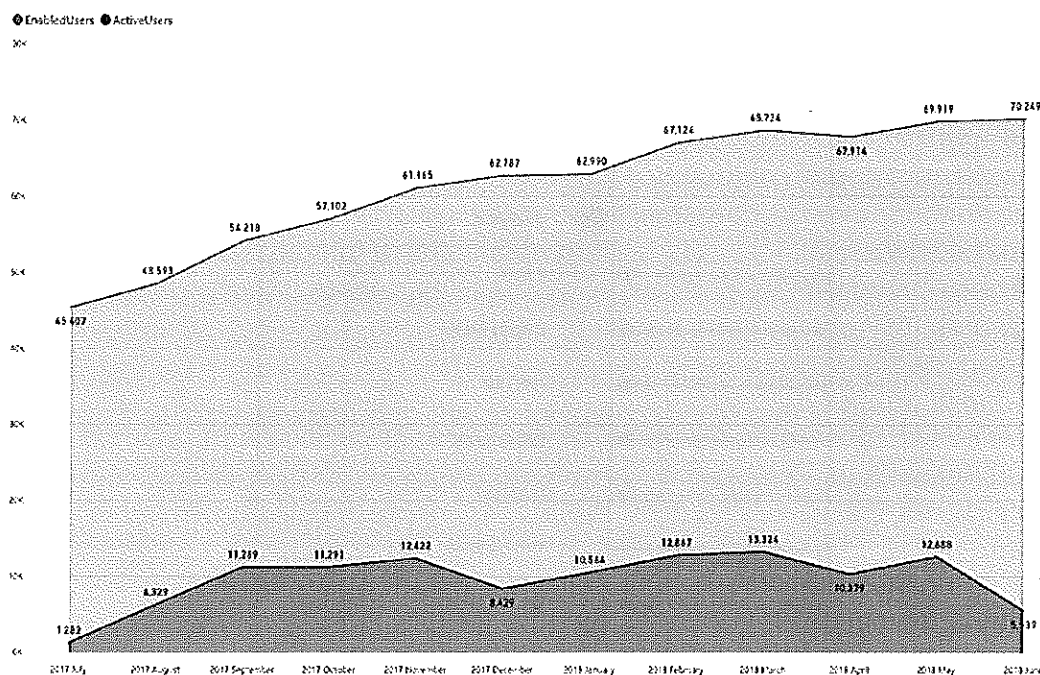
## 2.2 User Figures

In May 2018 Yammer had 69 919 registered users. This has been a steady growth since adoption of on average 5000 users per month. This is against an Office 365 Tenancy enabled user count of 934 203 – a 7.5% adoption rate

As of May 2018 there were 15 448 primary students, 28 887 secondary students across 2 619 establishments in Glow with Yammer accounts. A breakdown of users by parent establishment type (i.e. Local Authority, organisation, independent school) is included in Appendix 1- Yammer User Figures.

National Summary Establishment Type	User Counts			Grand Total
	Non-Teaching Staff	Student	Teaching Staff	
College	3	0	19	22
Combined	103	525	461	1089
Government Department	331	7	20	358
Local Authority	714	6	1088	1808
Nursery	278	0	47	325
Primary	1726	15454	9474	26654
Secondary	975	28970	7928	37873
Other Educational Establishment	123	136	392	651
Independent	5	32	92	129
University	1	42	859	902
<b>Grand Total</b>	<b>4258</b>	<b>45172</b>	<b>20380</b>	<b>69811</b>

Although users may have a current Yammer account, only 20% of Yammer users were active in May 2018, and the level of engagement within Yammer has remained largely consistent in the past year with on average 10 000 users active each month.



### 3. Technical Information

The purpose of this section is to understand access methods, the technical structure of Yammer and its integration with Office 365.

Yammer within Glow does not allow external membership, and all members must have an Office 365 Glow account. Content posted within Yammer is not accessible by non-Glow users.

#### 3.1 User Creation within Yammer and Yammer Profiles

The Glowschools.org.uk Yammer network enforces Office 365 identity. A user is not provisioned with a Yammer account until they have clicked through to Yammer from the Office 365 app launcher, or accessed Yammer through an alternative route and logged in using their Office 365 credentials. So although all licensed users are able to join Yammer they are not provisioned until they take positive action.

On first login users are asked to accept the Glow Yammer Use Policy – reproduced in Appendix 2 – Yammer User Figures.

The user's Yammer profile is created using the properties from Office 365 (Azure Active Directory). A user can then edit all fields within their Yammer profile, with the exception of email address. Yammer profile changes do not write back to Azure AD but are not overwritten unless a relevant field is updated within Azure AD. Only the changed field is updated within the Yammer profile.

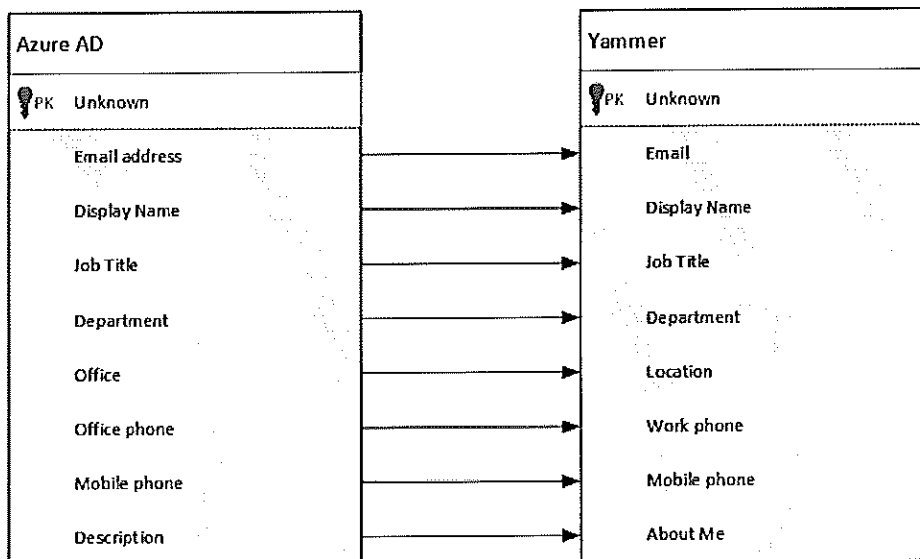


Figure 1 Azure AD Fields to Yammer profile

Within the Glow Office 365 tenancy the 'Department' field is used to hold the user's establishment e.g. school.

### 3.2 Group Creation

All Yammer networks have a single global group, 'All Company', which is visible to all users. There is no way of restricting posts to this group.

Yammer as a product is designed to allow collaborative working within user created groups. There is no way to limit group creation to specific users.

As part of the increased integration of Yammer into Office 365 in 2017, Yammer Networks that met certain technical requirements were able to enable Office 365 connected groups. This creates a group within Yammer, but with an Office 365 group as a wrapper to contain the membership. This allows the group to be used elsewhere within Office 365 and also enables access to other products within Office 365 to the group members. This includes a SharePoint document library, SharePoint Site, OneNote and Planner. Within Glow Office 365 group creation is limited to staff members only, so student created Yammer groups remain internal to Yammer.

There is no visibility within Office 365 that a group originated from Yammer.

Groups created within the Glow Yammer network can be:

**Public Access** – within the Glow Yammer network all Glow Yammer members can view conversations and post to the group whether they have joined the group or not. Anyone can join a public group without further approval. Group content will be returned in search results.

Private Access – within the Glow Yammer network only group members can view conversations and post. A group admin must grant membership. Group content will not be returned in search results for non-members, although the group will be visible in the directory. Private groups may be created as unlisted in which case only group members will have visibility of the group within the web interface although the group will be visible within a data export.

Users can be added to a group when the group is created, subsequently by another user or group admin or by joining public groups. A group admin can remove users from private groups.

### 3.3 Posts

Any user may make a post or reply to an existing post within public groups, or private groups which they are a member of. It is not possible to pre-moderate posts or restrict posts to specific users. Users can be added to a conversation by being 'tagged' which means they could be included in individual conversations in groups that they may not be a member of.

In February 2018 the ability to move conversations between groups was introduced. This allows messages to be moved to more appropriate locations, but as any user can initiate a move there is the possibility for the feature to be misused.

### 3.4 Messaging

Users within Yammer can send private messages to other users within the Glow Scotland Yammer network. These messages are private between the participants although all messages sent are recorded within the data export (see section 6.2)

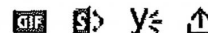
There is no ability to block messages from a specific user, although choosing "Stop following in Inbox" in the conversation has a similar effect. This may be circumvented by the sender "tagging" the recipient in the post.

### 3.5 Files

Users can post files to groups, conversations and private messages. There are no restrictions on file types that can be uploaded. A maximum of 25 files can be added to a post with the maximum size for a single file of 5GB.

Image and video files are displayed as a thumbnail under the post, with other files displayed as a link. Files uploaded are associated with the group they were uploaded to and are visible within the 'files' section of that group. Files uploaded to a group or as part of a conversation (in a group or private message) are stored within Azure).

Within the standard post dialog there is direct access to animated gifs, provided by Tenor, by using the Gif option on message posts.



Notify additional people...

There are no administrative controls available on this feature. Within Microsoft Teams similar functionality exists but this can have different levels of restriction applied and be disabled by Team owners

Files may also be uploaded to the associated SharePoint library for Office 365 groups, in which case they are stored within SharePoint.

The Yammer roadmap anticipates SharePoint will become the default storage location for files uploaded to Office 365 connected groups as of August 2018.

#### 4. Educational Benefits and Usage

The mix of public and private groups within Yammer, and the ability to list private groups within the directory allows users to easily identify groups relevant to their interests or to locate information. Alternatives like Microsoft Teams do not offer the same level of search and open access and require users to be aware of a group from sources out with the product to be able to find and join. There is no equivalent to open public groups within Microsoft Teams.

##### 4.1 Students

Yammer provides students with the ability to post work within an online community to within either teacher led or student created groups. This provides a platform similar to other social media products but within a closed environment allowing students to become effective communicators and consumers of online products.

posting on behalf of assignments, group discussions and collaborative learning. There are a significant amount of 'off topic' conversations between students not directly related to class based learning. Some of this activity leads to moderation action being required due to inappropriate content being posted.

Example

[redacted] sharing approaches to Glow Yammer

[redacted – s.38 (1) (b) t

Extracts:

“We are using a private Yammer space to discuss our learning, share our ideas, support and encourage each other, collaborate on projects and provide constructive

feedback. Involving pupils in their learning and increasing the tools available for discussing learning is really at the heart of this work.”

“Through a combination of online and ‘real-life’ activities and discussions. Pupils are all able to access the Yammer group in school (on the ‘class-in-a-box’ netbooks) and freely add to the group. At the moment pupils are contributing in writing – either starting conversations or contributing to existing conversations. We are just beginning to experiment with sharing slide shows/documents that we have been working on – including collaborative files. As the teacher I have shared media files of pupil work and I anticipate that this is an area in which we will be developing over the coming term.”

“We have created a charter for using Yammer/Glow. Rather than have a list of do/don’t we decided to link our agreed actions to the UNCRC. Every child in the class has agreed to follow this charter. We’ve shared Our Charter for anyone interested in using or adapting it.”

“As a teacher and parent I feel that it is very important that we educate children about the safe use of social media – using Yammer has been a fantastic way to do so, in a safe environment. Feedback from parents has been positive.”

#### 4.2 Staff

Yammer provides a national collaborative platform for staff to engage with colleagues. Yammer groups have been created which tie into the National Improvement Framework (NIF), Professional Learning Communities (PLCs) and provide support for Continuing Professional Learning and Development (CPLD).

Groups have been set up around technology e.g. O365 Teams, O365 Forms to allow for peer to peer support, product feature updates and access to resources. Use has been made of groups to consult with Glow users and to test new features and functionality to improve the services available.

Local Authority and school based groups exist to support education within specific areas

Some groups highlighting these uses have been listed below.

A group facilitating collaboration between colleagues in a specific local authority’s establishments/teams to contribute to the development of their local improvement collaborative – 7852 members (private group, published in directory)

**Scottish Attainment Challenge** – A community for hosting challenge conversations as part of the Scottish Attainment Challenge. Open to all Glow educators – 1578 members (private group, published in directory)

**STEM** – Use this group to collaborate/share ideas/discuss/ask questions about any aspect of STEM – 797 members (public group)

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**QAMSO** – Private community for Quality Assurance & Moderation Support Officers – 610 members (private group, published in directory)

A local authority group sharing discussion on using digital means to support learning in their area – 469 members (public group)

**O365 Teams** – Views, requests, experiences, suggestions and concerns: re Microsoft Teams. Posts also welcome on School Data Sync – 398 members (public group)

## 5. Moderation and Safeguarding

Yammer is designed as a social collaboration tool and as such contains a limited set of controls. There are no restrictions on group creation or posting, other than having to be a member of private group to be able to view content and make posts. All users agree to the Community Guidelines on joining and these are linked to on the home page of Yammer.

### 5.1 Report A Glow Concern

Staff users of Yammer are expected to challenge inappropriate behaviour and both staff and students are encouraged to use the Report a Glow Concern (RAGC) service to flag posts and content that are inappropriate due to language, images or contain concerning content.

Dates	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18
RAGC Requiring Action	19	9	14	24	7	20
RAGC NOT Requiring Action	2	3	2	0	7	4
<b>TOTAL Report a Concern Received</b>	<b>21</b>	<b>12</b>	<b>16</b>	<b>24</b>	<b>14</b>	<b>24</b>

RAGC alerts that do not require action are due to false positives, support queries or hoax reports.

### 5.2 Keyword Monitoring

A list of regular expression-key words re flagged for monitoring. Use of these words in any posts will result in the post being flagged by email, but does not prevent the content being posted. The word list is owned by the Glow Service Management Team (SMT) and is reviewed regularly, taking advice from safeguarding specialists. It contains words that are offensive, racist or indicate a possible safeguarding concern eg self-harm, suicide or radicalisation. Management of the list is a manual process and not supplemented by any external feeds.

There is a high likelihood that posts are flagged as false positives. For example a keyword trigger for "suicide" may flag posts relating to Romeo and Juliet. Although common variants are included within the keyword monitoring list, there is the possibility that letter substitution may be used to avoid content being flagged.

Dates	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18
Yammer Alerts Requiring Action	13	28	43	38	27	51
Yammer Alerts NOT Requiring Action	128	143	153	256	181	280
<b>TOTAL Yammer Alerts Received</b>	<b>141</b>	<b>171</b>	<b>196</b>	<b>294</b>	<b>208</b>	<b>331</b>

### 5.3 Moderation

Retrospective moderation of posts is carried out by the SMT in response to automated emails raised by the Key Word Monitoring triggers and RAGC submissions related to Yammer. Both of these are responded to during business hours through a monitored mailbox. RAGC web submissions also trigger text notifications and are monitored during office hours at weekends by a nominated on-call staff member. There is no evening on-call provision. This is a small part of the Service Management Team's role. Currently the team consists of 4 staff (1 Senior Service Manager, 2 Service Managers and, as of January 2018, a Service Analyst).

	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18
<b>Moderation Hours</b>	20.4	22.2	28.3	38.8	24.8	43.1
<b>% of FTE 37 Hours</b>	55%	60%	77%	105%	67%	116%

In addition reports may be received by other contact methods or content discovered by staff during their normal use of Yammer

“Private Content Mode” is enabled for the SMT staff through their Yammer Admin accounts which allow them to view content they would not normally have access to, whether posted in public or private groups or in private messages. However they cannot search private content or messages and must have a direct link to the content from the report to allow them to review posts. If this is unavailable then audit logs will need to be accessed through the data export mechanism. (see 6.2 Data Export)

There are currently no tools available within Yammer administration to check images or files for inappropriate content.

### 5.4 Moderation Process

A post is flagged to SMT through a Keyword alert or RAGC. The post is then manually reviewed in context to confirm what, if any, action is required.

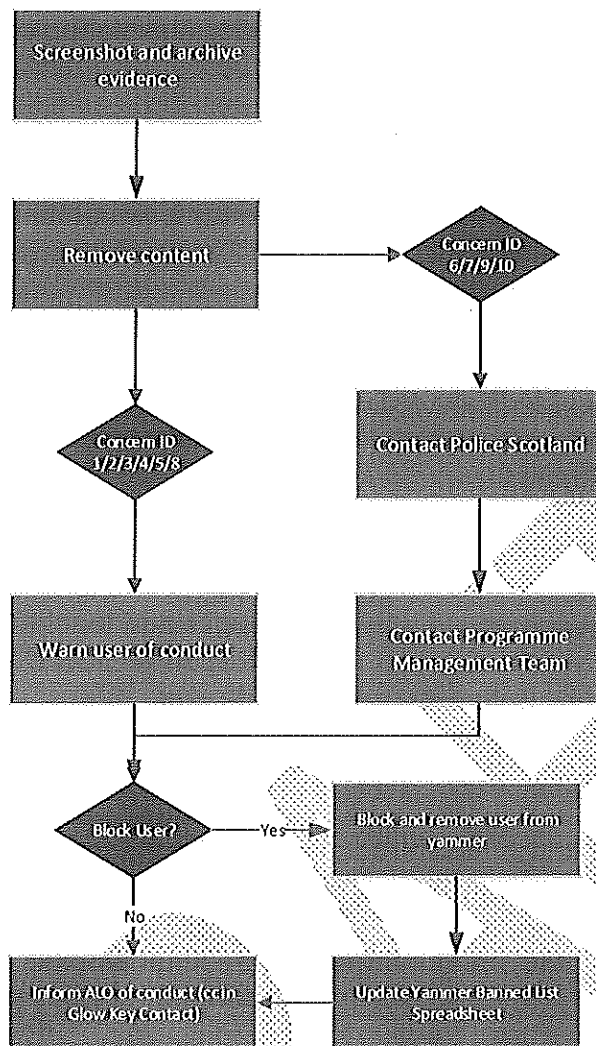
Concerns are categorised according to perceived risk level and escalated appropriately where required to a Local Authority Key Contact, Education Scotland Area Lead Officer (ALO) or Police Scotland.

Concern ID	Concern Type	Primary Escalation Point
1	Foul Language	Key Contact

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2	Adult content - (sexual content / drug related content)	ALO – with Key Contact CC'd
3	Hate Speech (sectarian / racist / homophobic etc)	ALO – with Key Contact CC'd
4	Impersonating Users	ALO – with Key Contact CC'd
5	Bullying	ALO – with Key Contact CC'd
6	Self-Harm / Suicide	Police Scotland ALO – with Key Contact CC'd
7	Vulnerable child	Police Scotland ALO – with Key Contact CC'd
8	General Welfare / Neglect	ALO – with Key Contact CC'd
9	Grooming / Sexual Harassment	Police Scotland/ ALO – with Key Contact CC'd
10	Terrorism Threat / Speak	Police Scotland/ ALO – with Key Contact CC'd
N/A	Nonsense posts that are not overly offensive / concerning – but require deletion / warning	No escalation required – dealt with internally by SMT

Posts requiring moderation are recorded and deleted. The flow chart below describes the process followed.



Historically when a user was removed from Yammer their previous posts were not necessarily removed

## 5.5 Moderation Challenges

The inability to restrict posts to All Company and globally control email notifications and content contained within update mails increases the risk of inappropriate content reaching a wide user base.

The ability of users to change profile information adds complexity in identifying users.

Lack of global search within the product, even using Protected Content Mode, and ability to block words proactively adds to the moderation challenges and increases time spent.

There are possibilities in addressing some of the limitations within Yammer natively by making use of third party products or developing bespoke solutions e.g. using

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Microsoft Flow to automate actions. Education Scotland are exploring options available through existing planned procurements.

Only Education Scotland staff are enabled as Verified Network Admins which allows access to private content mode and visibility of material posted in private conversations and groups. Given the nature of the tenancy it would be difficult to devolve this role to LA level.

## 5.6 Glow Customer Processes

Responses from Glow customers indicate a diverse approach to informing users and parents/carers on Yammer ranging from no guidance, generic acceptable use policies to Yammer specific guidance.

Some examples of good practice include:

- A responsible user agreement, developed by pupils and teachers, for use on the internet and devices which has links to Report a Glow Concern and Childline and is signed by both pupil and parent/carer.
- A Glow charter, developed by teachers and pupils, which encourages the safe and responsible use of Glow and refers to the use of 'Glow and Yammer'.
- Training on Yammer following its introduction including guidance on the Yammer Acceptable Use Policy with a reminder about the Glow Community Rules.
- Guidance on safe use of ICT and internet guidance for schools and parents – these include internet Acceptable Use Policies internet rules posters and internet safety parent leaflets.
- A network of Digital Leaders at Establishments, who are reminded regularly to discuss online safety and acceptable use before introducing pupils to any services and to take an active role in moderating and reporting inappropriate content and behaviour.

## 5.7 Moderation Improvements

It's recommended that moderation in future should:

- Capture and record evidence of the inappropriate content
- Immediately delete inappropriate content – including any images which must be deleted separately to message content
- Log appropriate user information including Yammer ID, Glow e-mail address, name (as per Office 365, not Yammer), establishment
- If a user is to be suspended the date should be recorded and the status reviewed within 90 days.
- If the user is to be deleted previous messages and user data should also be deleted.

A review of the moderation processes, information recorded when moderation action taken and the responsibilities of Glow customers is recommended on an ongoing basis.

## 6. Data Management

### 6.1 Data Structure

The full data structure within Yammer is unpublished. However from a network data export the relationship between the key data may be mapped and is included in Appendix 3 – Yammer Data Relationship. This does not contain all data stored within Yammer as some profile information is missing e.g. office.

### 6.2 Data Export

A data export is the recommended mechanism for compliance management and eDiscovery. It is the only mechanism available for auditing and tracking.

The data export is a .zip file that includes:

Messages, MessageVersions, Users, Topics, and Groups in separate .CSV files: this contains complete details of each data type, such as message ID, timestamps, participants, group names, etc.

Folders with Files: these will contain Files on your network. Files will be in their native format. Note that exports will only contain Files created or modified during the time period specified for the export. It is possible to exclude this from the export.

MessageThreads.Outbound.csv: Any external conversations that members of your network participate in in other networks.

Both the Network Data Export within the web interface and using the API export produce the same output.

Further details relating to the Yammer network can be extracted using specific calls within the Yammer rest API published at <https://developer.yammer.com/docs/usersjson>. This includes full user profile information, group memberships – although this does not display group administrators.

Using these methods for compliance and audit requires strong technical understanding of the product. Tracing content and messages requires cross referencing from multiples sources and is a complex task.

### 6.3 User and Data Management

#### 6.3.1 Self-Deletion

Users could previously remove themselves from Yammer Enterprise Networks, by choosing to delete their account within their profile. This option was removed by Microsoft from Office 365 linked networks in early 2018. User deletion requests must now be processed by a Yammer Network Admin on request by choosing the appropriate option within the Yammer settings.

### 6.3.2 Office 365 Lifecycle

Yammer accounts are linked to the user's Office 365 account status. When a user is blocked from sign in within Office 365 all Yammer sessions are terminated and a user will be prompted to login back in. Due to their Office 365 status they will be unable to do so. Within Glow this corresponds to a user pending deletion upon removal from Glow (currently 270 days after sign in blocked). There is no further action taken on the Yammer account.

When the Office 365 account is deleted or the Yammer license is removed a user is marked as deactivated within Yammer. This suspends the user account and they will appear in the deactivated user list and in data exports as having been deactivated by System Administrator. After 90 days the Yammer account is permanently deleted however messages posted and profile information remains.

### 6.3.3 Deletion Options

Within the web interface 4 Options are possible on an individual account:

1. Deactivate this user. (You can reactivate their account at any time.)
2. Permanently remove this user, but retain their messages.
3. Permanently remove this user, and remove their messages.
4. Erase this user. Wipe their name and personal information, but leave their messages. (Can't be undone after 14 days)

#### Deactivate this user

Marks the user as suspended. No login to Yammer is possible. Notifications from Yammer are not sent. If the account not reactivated within 90 days it is automatically deleted

#### Permanently remove this user, but retain their messages

Marks the user as deleted. No login to Yammer is possible. Notifications from Yammer are not sent. Messages posted and profile are retained. The account cannot be reactivated and if the user were to re-join Yammer they would start with a new account. No further actions are possible on the account other than Erase this user.

#### Permanently remove this user, but remove their messages

As above, however all messages posted are deleted. Profile information is retained.

#### Erase this user

Introduced in early 2018 as part of GDPR compliance work for Yammer. Erases user's Personally Identifiable Information (PII).

Unless a user's messages have been deleted by choosing Permanently remove this users, but retain their messages there is no simple method for retrospectively deleting their messages. Messages posted would need to be identified through a data export and deleted within the web interface or through the API.

#### 6.3.4 API

Within the API the only options available are to suspend or permanently delete a user, retaining their messages. There is no option to delete messages or erase user PII as part of a the user deletion API. This has been flagged to Microsoft by Education Scotland and acknowledged as an issue. There is currently no timeframe for allowing user data to be removed en masse on an ad hoc basis or as part of data lifecycle management.

Individual messages can be deleted, but would require the message IDs to be identified through a data export.

The API does provide the ability to interrogate group memberships and other functionality that it may be useful to explore for ongoing management and reporting.

#### 6.4 Data Location

Yammer data is stored in the United States. There are no options for Yammer users to locate data within the EEA. Localisation of data was announced in late 2017 and planned for early 2018, but this subsequently cancelled.

#### 6.5 Age Restrictions

Glow uses a Yammer Enterprise network linked to Office 365 accounts. As an Enterprise network there are no restrictions based on age of users.

Yammer Basic Networks are restricted to age 13 as per the published terms of use. In May 2018 users without an Office 365 identity were asked to confirm they were over 16.

### 7. Microsoft Teams

#### 7.1 Background

When Yammer was launched in February 2016 it provided the only option for collaborative group working within the Microsoft product suite.

In September 2016 Classroom was launched as a preview Office 365 service within Glow. This was received positively and indications were this would continue to general availability, however in May 2017 it was announced that Classroom would

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be discontinued as a product as of July and instead an education version of Microsoft Teams was launched.

Teams allows public conversation within the group environment and the sharing of resources. Class Teams have Assignment functionality and Class Notebooks, allowing teachers to use the product in a highly effective digital learning environment.

In May 2018 there were 12 795 active users of Teams in Glow.

## 7.2 Types of Teams

Teams provides the ability to set up a closed collaborative working environment for a group of users. In addition to the default Teams format, within educational tenancies, the Teams can be created with specific structures to help support Classes, Professional Learning Communities and Staff Members.

Class Teams are always set as private, however all other types of Teams can be set as public or private by Team Owners. Members may search for and join public teams without approval. The search facility for Teams is relatively poor and Private Teams can only be joined if a user is added by a Team owner.

Only members of a Team can view content or contribute to it.

There is currently no external guest access to Teams, and only Glow users may be Team members.

## 7.3 School Data Sync (SDS)

Class Teams may be automatically created and membership established using data provided by SEEMiS. This is available at an opt-in at school level. There are currently over 100 schools in Scotland using SDS to create Class Teams.

## 7.4 Join Codes

Introduced in summer 2018, join codes give Team owners the ability to generate a code to be published to allow users to join any Team. This simplifies Team management as a code could be issued to a class to allow them to self-join a team. The code can be reset to prevent use beyond its required lifecycle.

## 7.5 Safeguarding and Moderation

Only staff members within Glow may create a Team. It is, however, possible for a staff member to leave an existing Team, leaving only students within the Team. Education Scotland guidance on the use of Teams encourages the inclusion of a second teacher as a mitigation.

There is the expectation that school staff should monitor student usage within their own Teams. There is no global monitoring possible although full audit logs are maintained and could be used retrospectively for investigation.

Private chat for students is disabled.

## 8. Google Classroom

After an initial pilot phase G Suite for Education was launched within Glow as an opt-in alternative learning environment. As of August 2018, 14 Local Authorities have opted in to using the service.

Within G Suite for Education Google Classroom is available allowing closed working environments for learners and teachers. This allows assignments, documents and group conversations to be held.

## 9. Yammer Access Options

### 9.1 Staff Access

Yammer provides a valuable resource for national peer to peer collaborations amongst staff users of Glow. The risks around inappropriate use and content are reduced within a professional community. There is no service available within Glow that offers a similar open dialogue platform and sharing of resources and information. Private groups allow closed working environments. Although Teams can reproduce the some elements of this in a more feature rich environment Yammer allows open access to information and easy searching that Teams does not currently support.

It is recommended that Yammer remain enabled for staff as a single national offering.

### 9.2 Student Access

Given developments in the product offering in Glow with Office 365 and G Suite there are now alternatives to Yammer for students which may offer a more suitable environment for learning and teaching, due to the limited technical controls available within Yammer.

#### Option A Enable Student Access for Yammer

LA feedback on Yammer has been considered and it is recommended that, if Yammer is offered to students, it should be on an opt in basis by Glow parent establishment – for the majority of Glow users this would be at LA level. This would allow Education Scotland to work with Glow customers to ensure they have appropriate internal processes in place and have issued guidance relating to the introduction and use of Yammer..

The options for student access are:

Option 1 – Yammer access for Secondary pupils

Option 2 – Yammer access for Primary pupils

Option 3 – Yammer access for pupils based on specific year groups

Education Scotland have considered all options for feasibility and whether technically achievable. For technical and cost reasons a mixed national offering is not possible.

DRAFT – for review purposes only and not to be issued or published

Options 2, 3 and 4 are all technically possible and indicative costs have been obtained. Option 3 is viewed to be the most flexible.

If student access to Yammer is restored it is recommended that:

Guidance is produced by Education Scotland to support Local Authorities and other Glow customers in understanding the product and, where required, assist in producing materials for parents/carers and users.

The recommendations on changes to the moderation process highlighted in section 5.4 be implemented.

Education Scotland should continue to evaluate technical solutions both from Microsoft and third parties to increase controls within the product.

Increased awareness amongst users of the Report a Glow Concern service.

Support given to Glow Customers who choose not to opt-in and for year groups who are not enabled for Yammer use to access alternatives within Glow. This is outlined in Section 9.3

#### Option B No Yammer Access for Students

Although Yammer provides a platform for successful collaborative working and an introduction to online tools similar to public social networks it is recognised that inappropriate content may be posted and exposed to a wide subset of Yammer users. It is not possible to fully mitigate this risk.

Support would be given to access alternatives within Glow. This is outlined in Section 9.3

#### 9.3 Alternatives to Yammer

Where pupils are not able to use Yammer, either through lack of LA opt-in or due to restrictions in the national offering, Microsoft Teams and Google Classroom offer suitable alternatives

Existing published guidance around these products would be reviewed and support given to Glow customers in accessing these solutions.

#### 10. Recommendations

Based on the current controls available within Yammer, it is recommended that:

- Yammer access is not re-instated for learners but staff remain able to access the service;
- MS Teams and Google Classrooms are promoted as a suitable alternatives for pupils; and
- Education Scotland continue to explore the options for further safeguarding products.

## Appendix 1 – Yammer User Figures

Breakdown of users by Parent Establishment. Nurseries and specialists schools have been listed as a separate category rather than associating with a specific local authority due to partnership nurseries and the specialist role of these establishments which often crosses Local Authority areas.

[table redacted – s.38(1)(b)]

## Appendix 2 – Usage Policy

At all times, users of Yammer must adhere to the Glow Community Rules:  
<https://glowconnect.org.uk/security-and-privacy/glow-community-rules/>

### Be Secure

- Always keep your Glow password to yourself.
- Always sign out of Glow when no longer using it.

### Be Polite

- Always treat others with respect.
- Never post or share a message, document, image, video or any other other content that is inappropriate or likely to cause harm or offence to others.

### Be Safe

- Always remember to be careful when communicating over the internet – other users may not be who they seem.
- Don't share your personal details with other people.
- Never agree to meet someone in person who you have only met on the internet unless accompanied by a parent, carer or other known and trusted adult.
- Speak to an adult immediately if you see a message, image or anything else on the internet that concerns you

### Be Legal

- Never post or share a message, document, image, video or any other other content that you do not have permission to use.

### Be Responsible

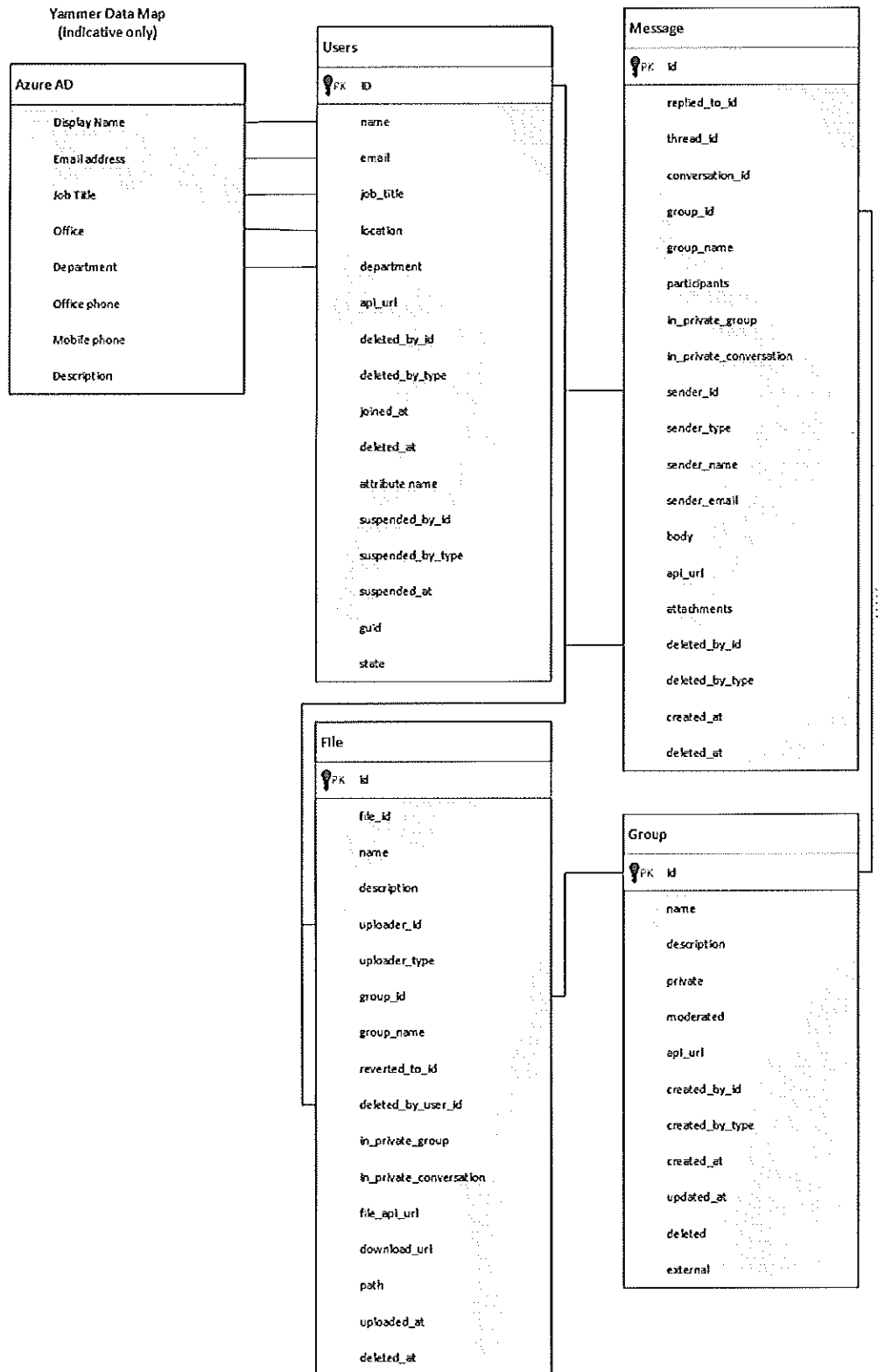
- Always be mindful that once you put something online, that information may be beyond your control.
- Never post or share a message, document, image, video or any other content online that you would not wish other learners, teachers, or parents to see.
- Remember that anything you do can be traced back to you.
- If you misuse Glow, this can be reported to your school.

If you spot something that doesn't follow these Rules

Please report it here: <https://reportaconcern.glowscotland.org.uk/>

**NOTICE:** All access, use and content on this network is monitored by Glow to manage performance, security, and compliance with Glow Community Rules. At the discretion of Yammer administrators, content including files, notes, posts, links and groups may be renamed or removed.

### Appendix 3 – Yammer Data Relationship





[redacted - out of scope]

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**From:** [redacted - out of scope]  
**Sent:**  
**To:**  
**Subject:**  
**Attachments:**

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**From:** Armstrong A (Alan) <Alan.Armstrong@educationscotland.gsi.gov.uk>  
**Sent:** 19 December 2018 10:55  
**To:** Deputy First Minister and Cabinet Secretary for Education and Skills <DFMCSE@gov.scot>  
**Cc:** Minister for Children and Young People <MinisterCYP@gov.scot>; Minister for Business, Fair Work and Skills <MinisterBFWS@gov.scot>; First Minister <firstminister@gov.scot>; zzzMinister for Further Education, Higher Education and Science 2016 to 2018 <zzzMinisterFEHES@gov.scot>; Minister for Parliamentary Business and Veterans <MinisterPBV@gov.scot>; Director for Children and Families <DirectorforChildrenandFamilies@gov.scot>; Director of Advanced Learning and Science <DirectorofAdvancedLearningandScience@gov.scot>; Hicks C (Clare) <Clare.Hicks@gov.scot>; Bruce A (Andrew) <Andrew.Bruce@gov.scot>; Wilson M (Mick) <Mick.Wilson@gov.scot>; [redacted - s.38 (1)(b)]; Gorman G (Gayle) <Gayle.Gorman@educationscotland.gsi.gov.uk>; [redacted - s.38 (1)(b)]; Communications DFM & Education <CommunicationsDFM&Education@gov.scot>; EdS Communications mailbox <Communications@educationscotland.gsi.gov.uk>; PS/Education Scotland <ps/educationscotland@educationscotland.gsi.gov.uk>; Permanent Secretary <PermanentSecretary@gov.scot>; Robertson FMG (Fiona) (Director of Learning) <Fiona.Robertson@gov.scot>; Director for Early Learning and Childcare Programme <DirectorForEarlyLearningAndChildcareProgramme@gov.scot>; [redacted - s.38 (1)(b)]; DG Education, Communities & Justice <DGECJ@gov.scot>; ParlyClerk Scotland <ParlyClerkScotland@gov.scot> **Subject:** Yammer Review - Publication of Report and GIQ

Mr Swinney

I attach a submission requesting approval for the publication of the Yammer Review Report and Executive Summary (both attached separately) in early January and clearance of a related Government Inspired Question.

Alan

Alan Armstrong  
Strategic Director

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Tel / Fòn: [redacted - s.38 (1)(b)]

Mobile [redacted - s.38 (1)(b)]

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

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[redacted - out of scope]

10

[redacted out of scope]

**From:** [redacted - s.38 (1)(b)]

**Sent:** 16 July 2018 18:51

**To:** Deputy First Minister and Cabinet Secretary for Education and Skills <DFMCSE@gov.scot>; [redacted - s.38 (1)(b)]; Armstrong A (Alan)

<Alan.Armstrong@educationscotland.gsi.gov.uk>; Gorman G (Gayle)

<Gayle.Gorman@educationscotland.gsi.gov.uk>; [redacted - s.38 (1)(b)]; Hicks C (Clare) <Clare.Hicks@gov.scot>;

Minister for Business, Fair Work and Skills

<MinisterBFWS@gov.scot>

**Cc:** [redacted - s.38 (1)(b)]; Robertson FMG (Fiona) (Director of Learning)

<Fiona.Robertson@gov.scot>; Communications DFM & Education <CommunicationsDFM&Education@gov.scot>;

News Desk <Newsdesk@gov.scot>; EdS Communications mailbox

<Communications@educationscotland.gsi.gov.uk>; [redacted - s.38 (1)(b)]; Minister for Business, Fair Work and

Skills <MinisterBFWS@gov.scot>; [redacted - s.38 (1)(b)] **Subject:** RE: URGENT: DFM request re Yammer & Glow Courier story

Colleagues,

I have emailed the Courier to say we will try to get a response over to them as soon as we can tomorrow.

Best,

[redacted – s.38 (1)(b)]

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[redacted - s.38 (1)(b)] | Head of Communications | Education Scotland | Foghlam Alba

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Tel: [redacted - s.38 (1)(b)]  
Mob: [redacted - s.38 (1)(b)]  
Address: The Optima, 58 Robertson Street, Glasgow, G2 8DU  
  
Web: <https://www.education.gov.scot/>

**From:** [redacted - s.38 (1)(b)] **On Behalf Of** Deputy First Minister and Cabinet Secretary for Education and Skills

**Sent:** 16 July 2018 16:26

**To:** S[redacted - s.38 (1)(b)]; Deputy First Minister and Cabinet Secretary for Education and Skills

<DFMCSE@gov.scot>; G[redacted - s.38 (1)(b)]; Armstrong A (Alan)

<Alan.Armstrong@educationscotland.gsi.gov.uk>; Gorman G (Gayle)

<Gayle.Gorman@educationscotland.gsi.gov.uk>; [redacted - s.38 (1)(b)]; Hicks C (Clare) <Clare.Hicks@gov.scot>;

Minister for Business, Fair Work and Skills

<MinisterBFWS@gov.scot>

**Cc:** N[redacted - s.38 (1)(b)]; Robertson FMG (Fiona) (Director of Learning)

<Fiona.Robertson@gov.scot>; Communications DFM & Education <CommunicationsDFM&Education@gov.scot>;

News Desk <Newsdesk@gov.scot>; EdS Communications mailbox

<Communications@educationscotland.gsi.gov.uk>; [redacted - s.38 (1)(b)]; Minister for Business, Fair Work and

Skills <MinisterBFWS@gov.scot>; [redacted - s.38 (1)(b)] **Subject:** RE: URGENT: DFM request re Yammer & Glow

Courier story

Debbie,

This will need to be cleared by Mr Hepburn's office. I have copied them in.

Thanks

[redacted - s.38 (1)(b)]

[redacted - s.38 (1)(b)] 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 - s.38 (1)(b)] | Mob: [redacted - s.38 (1)(b)] | Email: [DFMCSE@gov.scot](mailto:DFMCSE@gov.scot)

**From:** [redacted - s.38 (1)(b)]

**Sent:** 16 July 2018 16:15

**To:** Deputy First Minister and Cabinet Secretary for Education and Skills; [redacted - s.38 (1)(b)]; Armstrong A (Alan); Gorman G (Gayle); [redacted - s.38 (1)(b)]; Hicks C (Clare)

**Cc:** [redacted - s.38 (1)(b)]; Robertson FMG (Fiona) (Director of Learning); Communications DFM & Education; News Desk; EdS Communications mailbox; [redacted - s.38 (1)(b)]; Minister for Business,

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Fair Work and Skills; [redacted - s.38 (1)(b)]

**Subject:** RE: URGENT: DFM request re Yammer & Glow Courier story

DFM and colleagues,

The Courier has come to Education Scotland with further questions. Questions and proposed answers copied below.

Can you let me know if everyone is content to clear?

Many thanks,  
[redacted - s.38 (1)(b)]

**Given the investigation into pupils sharing passwords with their peers, how widespread does Ed Scot believe this practice was? How widespread was it nationally?**

This behaviour was discovered in a single school and was not in line with Glow community rules which gives clear instruction to users not to share passwords with anyone. Education Scotland was not aware of this being widespread practice but password strength and a re-inforcing of good practice was part of the scope of our planned review.

<https://glowconnect.org.uk/security-and-privacy/glow-community-rules/>

**If the investigation happened in April, why wasn't the DFM kept informed? I note no further completed report of the 'investigation' was included in the email bundle sent to us.**

DFM was advised of the planned Education Scotland project to improve Glow safeguarding and security. The Local Authority progressed their local actions. Following the suspension of Yammer, further actions by Education Scotland have been built into the project which is now underway.

**What action was taken in April to deal with pupils sharing their passwords with peers given the obvious issues this would create with effective monitoring?**

At the time, the school involved carried out a local password reset. At a meeting with the school and Local Authority, Education Scotland provided advice regarding resources available to remind staff and learners of the community rules and good cyber practice.

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[redacted - s.38 (1)(b)] | Head of Communications | Education Scotland | Foghlam Alba

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Tel: [redacted - s.38 (1)(b)]  
Mob: [redacted - s.38 (1)(b)]  
Address: The Optima, 58 Robertson Street, Glasgow, G2 8DU  
  
Web: <https://www.education.gov.scot/>

**From:** [redacted - s.38 (1)(b)] **On Behalf Of** Deputy First Minister and Cabinet Secretary for Education and Skills

**Sent:** 13 July 2018 09:21

**To:** [redacted - s.38 (1)(b)]; Armstrong A (Alan)

<Alan.Armstrong@educationscotland.gsi.gov.uk>; Gorman G (Gayle)

<Gayle.Gorman@educationscotland.gsi.gov.uk>; [redacted - s.38 (1)(b)]; Hicks C (Clare) <Clare.Hicks@gov.scot>

**Cc:** [redacted - s.38 (1)(b)]

[redacted - s.38 (1)(b)]; Robertson FMG (Fiona) (Director of Learning)  
<Fiona.Robertson@gov.scot>; Communications DFM & Education <CommunicationsDFM&Education@gov.scot>;  
News Desk <Newsdesk@gov.scot>; EdS Communications mailbox  
<Communications@educationscotland.gsi.gov.uk>; [redacted - s.38 (1)(b)]; Minister for Business, Fair Work and  
Skills <MinisterBFWS@gov.scot>; Deputy First Minister and Cabinet Secretary for Education and Skills  
<DFMCSE@gov.scot>; [redacted - s.38 (1)(b)]

**Subject:** RE: URGENT: DFM request re Yammer & Glow Courier story

**Importance:** High

All,

I re-sent DFM the documents released in the FOI and he has now advised that he no longer needs a further note from policy colleagues on this.

**Comms colleagues** - DFM would like to be kept advised of ALL follow-up media activity today and over the next few days. A gentle reminder to comms/duty comms colleagues to ensure that the DFM mailbox is copied into all emails on this please. Mr Hepburn is still clearing lines.

Many thanks

[redacted - s.38 (1)(b)]

[redacted - s.38 (1)(b)] | 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 - s.38 (1)(b)] | E: DFMCSE@gov.scot

*All e-mails and attachments sent by a Ministerial Private Office to any other official on behalf of a Minister relating to a decision, request or comment made by a Minister, or a note of a Ministerial meeting, must be filed appropriately by the recipient. Private Offices do not keep official records of such e-mails or attachments.*

*Scottish Ministers, Special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See [www.lobbying.scot](http://www.lobbying.scot)*

**From:** [redacted - s.38 (1)(b)] **On Behalf Of** Deputy First Minister and Cabinet Secretary for Education and Skills

**Sent:** 13 July 2018 08:23

**To:** [redacted - s.38 (1)(b)]; Armstrong A (Alan);

Gorman G (Gayle); [redacted - s.38 (1)(b)]; Hicks C (Clare)

**Cc:** Deputy First Minister and Cabinet Secretary for Education and Skills; [redacted - s.38 (1)(b)]; Robertson FMG (Fiona) (Director of Learning); Communications DFM & Education; News Desk; EdS

Communications mailbox; [redacted - s.38 (1)(b)]; Minister for Business, Fair Work and Skills

**Subject:** URGENT: DFM request re Yammer & Glow Courier story

**Importance:** High

Morning,

DFM has seen the Courier story regarding Yammer this morning. DFM would like to have a note that shows how they are putting together the accusation that he knew for six weeks there was an issue with Yammer.

Apologies for the tight deadline but grateful if this could be with us ASAP, as DFM is looking for this urgently.

Many thanks,  
[redacted - s.38 (1)(b)]

[redacted - s.38 (1)(b)] | 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 - s.38 (1)(b)] | E: DFMCSE@gov.scot

*All e-mails and attachments sent by a Ministerial Private Office to any other official on behalf of a Minister relating to a decision, request or comment made by a Minister, or a note of a Ministerial meeting, must be filed appropriately by the recipient. Private Offices do not keep official records of such e-mails or attachments.*

*Scottish Ministers, Special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See [www.lobbying.scot](http://www.lobbying.scot)*

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**[redacted - s.38 (1)(b)]**

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**From:** [redacted - s.38 (1)(b)] on behalf of Deputy First Minister and Cabinet Secretary for Education and Skills  
**Sent:** 30 August 2018 16:20  
**To:** [redacted - s.38 (1)(b)]; Deputy First Minister and Cabinet Secretary for Education and Skills  
**Cc:** Communications DFM & Education; [redacted - s.38 (1)(b)]; Armstrong A (Alan); [redacted - s.38 (1)(b)]  
**Subject:** RE: Glow/Yammer enquiry from the Courier

[redacted - s.38 (1)(b)],

The DFM is content to clear the response.

Thanks

[redacted - s.38 (1)(b)]

[redacted - s.38 (1)(b)] | 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 - s.38 (1)(b)] | Mob: [redacted - s.38 (1)(b)] | Email: DFMCS@gov.scot

---

**From:** [redacted - s.38 (1)(b)]  
**Sent:** 30 August 2018 15:04  
**To:** Deputy First Minister and Cabinet Secretary for Education and Skills <DFMCSE@gov.scot>  
**Cc:** Communications DFM & Education <CommunicationsDFM&Education@gov.scot>; [redacted - s.38 (1)(b)]; Armstrong A (Alan) <Alan.Armstrong@educationscotland.gsi.gov.uk>; [redacted - s.38 (1)(b)]  
**Subject:** Glow/Yammer enquiry from the Courier

Deputy First Minister,

Derek Healey at the Courier is running a story about Glow and Yammer tomorrow and has asked for a statement from us. Please see below his enquiry and our proposed response for your clearance, or otherwise. SpAds are content.

Many thanks,  
[redacted - s.38 (1)(b)]

**ENQUIRY:**

I understand Yammer has been reactivated for teaching and non-teaching staff. We have been contacted by teachers who say they are concerned to see that they are still able to access

information on pupils outwith their school and local authority. We have seen examples of pupil accounts in teaching/school groups viewable to staff from other areas.

We have also seen the “use policy” shown to users logging back in for the first time since access was pulled in June. This includes instructions that users should “always keep your Glow password to yourself”. This contradicts advice that “parents can access their child’s and school’s Glow pages” by using their credentials, as previously stated on Education Scotland’s Parentzone website.

Just looking to ask please, does Education Scotland have any response to the concerns of teachers as outlined above? Is it appropriate that Yammer should be reactivated when there are ongoing concerns over the security of pupil information?

What action will be taken to understand why this password advice (which later led to all credentials having to be reset) was given in the first place? We’re looking to run this in tomorrow’s paper. Let me know if you need any more info.

Seperately (and not necessarily for this story), is there any update with the overall review being held into the use of Yammer by pupils? The last I checked I think there was a discussion over whether to stop older children contacting primary pupils or to remove access altogether for primaries but I’ve not heard anything since then.

## **OUR SUGGESTED RESPONSE:**

A spokesperson for Education Scotland said

“Yammer was reactivated for staff on Monday 2 July. We had a number of approaches from teachers requesting that their access be restored as it is used as an effective peer collaboration tool. Access for pupils remains suspended.

“If teachers have any concerns with Glow, it is important that they raise these with either their local authority or us here, at Education Scotland, so that any issues can be addressed.

“The erroneous advice on Parentzone was a legacy from the earlier version of Glow, which we have previously stated was removed immediately when brought to our attention.

“Our user policy has always advised that passwords should not be shared.”

-ENDS-

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[redacted - s.38 (1)(b)] | Head of Communications | Education Scotland | Foghlam Alba

---

Tel: [redacted - s.38 (1)(b)].

Mob: [redacted - s.38 (1)(b)]

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

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