

This document aims to answer the most frequently asked questions from the different profiles involved in the educational community.

- Questions 1 - 16, are addressed to the Computer Scientist or ICT Coordinator of an educational centre.
- Questions 17 - 24, addressed to the teacher and school management team.
- Questions 25 - 32, questions of particular interest to the families of the children.
- Questions 33 - 34, questions for the distributor.

### **1- Why the name IMTLazarus and what is it based on?**

"IMT" stands for Integrated Modular Technology. It's based on linking connectivity technology and network software. "Lazarus" takes up this experience and directs it towards mobility.

### **2- We already have an MDM for iPads at school, is it the same as IMTLazarus?**

Currently IMTLazarus has the functions of an MDM for iPads so it would not be necessary to have both solutions, although our philosophy is to integrate with the technology that the centre has, we complement each other.

### **3- Which MDMs does IMTLazarus integrate with?**

Currently with Cisco Meraki, Airwatch, Jamf School (formerly Zuludesk), Gsuite, Samsung Knox, Microsoft Intune.

### **4- So, is IMTLazarus an alternative or a complement to current MDM systems?**

Both; if the school wants to continue with its current MDM, we will be the perfect complement. If it prefers to stay with IMTLazarus only, we have our own MDM. We could say that an MDM is directed towards the safety of the device, whereas IMTLazarus is directed towards people, that is, it allows in a simple and intuitive way the supervision of the device by teachers or family. under the same tool to avoid conflicts of use/configuration and always according to the right of access based on the school schedule.

### **5- The devices are already enrolled in an MDM and must remain there. Is it possible to harmonize it with your solution?**

Coexistence is perfectly possible with the MDM you have, as indicated in the previous point

### **6- How do you communicate with MDMs or other security and connectivity devices?**

If available, we communicate via the official API they offer. In the event that the information you provide or simply do not provide an API, we employ techniques that simulate manual management by an administrator.

### **7- What devices (tablets, laptops) could I use for IMTLazarus?**

IMTLazarus is a tool developed for the main technologies we currently have on the market: iPad, Android (mainly Samsung), Windows, Chromebook and Mac.

**8- What actions does the integration of a MDM with IMTLazarus allow?**

IMTLazarus communicates with the MDM making it easy for different supervisors (teachers, family, department heads) to perform actions through a customized interface in real time without the need for an administrator. These actions will be the ones transferred to the MDM, for example camera control, application lock/permit, control over YouTube, etc.

**9- The implementation would be for certain users of the MDM, not for all. Is it possible to individualize the payment of the license for these users?**

Of course. You can choose the number of users you want and pay only for them, even if they are registered in different MDM accounts. or even different MDMs depending on the device/technology.

**10- With regard to access control, what is the difference between how a MDM and IMTLazarus works?**

The MDM acts at the application level, restricting from using a program or not. In the web browser all this becomes more complex, it is not a question of blocking or allowing the use of a browser, because the browser must be used almost always as it is the one that provides with access to Internet content and we cannot be adding blocking web addresses to the browser, it would be impractical to manage it over time. The connectivity layer must be operated through a category-based system, i.e. the way perimeter security systems operate. The importance of the IMTLazarus service is that it brings that security to any device, regardless of where it is located.

**11- Won't this slow down all my devices, what happens if the control service goes down?**

The speed of the device is what gives it the connectivity it has. Unlike other methods based on http/https proxies here there will be no bottlenecks which would lead to slow navigation. The system bases control over all DNS activity performed by the device. In the event of a temporary drop of the IMTLazarus service, the devices would consult their internal configuration and continue without loss of connectivity, but briefly without the web access controls.

**12- Are there important differences in safety depending on the device chosen?**

No, there's no major difference. All devices offer the same protection with respect to web content and management of their use. With regard to the use of applications in each device, the security is very similar, and is applied according to the technology used by controlling applications, apps and extensions.

**13- Do I need to implement anything in my network infrastructure?**

It's not necessary. It's a service that works in the cloud. While there are certain important requirements to consider:

- We need the centre's Wi-Fi infrastructure to function properly and without micro cuts.
- Access via the ports: 9999 UDP, 53 UDP and TCP 443.

- That there is no firewall that cuts off the connection to the server's IP, if this is the case we would have to add an exception rule, nor block the possible VPN connection for iOS and Android.

**14- What would be the reason for having to install OpenVPN for IMTLazarus?**

Through OpenVPN we will control all the connectivity of the device. On the tablets it is necessary to install these apps to establish control communication with the server: OpenVPN Connect (on IOS technology) and OpenVPN for IMTLazarus on Android.

**15- I want to study the solution, can I test it on my devices?**

Yes, you can try a 30-day active service pilot. It would be deployed for the number and type of devices being considered. This will be handled through your trusted distributor. All necessary data must be provided prior to activation.

**16- We are trying to manage as much as possible through the MDM, but it is not clear to me why they need to have full access to the MDM. Please note that we have already an ongoing service.**

We will link the platform against your MDM (we must know if it is for example Cisco Meraki, Airwatch or Jamf School). We won't change anything in your current configuration. What we achieve is that the teacher takes immediate action against the cameras, applications, etc. without depending on the administrator. For that relationship it is necessary to register an administrator account (the one in use or generate a new one).

**17- What are the most relevant functionalities in IMTLazarus?**

See the following links in the content section of the website [www.imtlazarus.com](http://www.imtlazarus.com):

<http://www.imtlazarus.com/wp-content/uploads/2020/01/IMTLazarus-comparativa-MDM-iOS-EN-.pdf>

<http://www.imtlazarus.com/wp-content/uploads/2020/01/Integration-Intune-IMTLazarus-en.pdf>

**18- As a school principal, I am concerned about the legal aspect, to what extent is the device controlled?**

IMTLazarus controls access to applications and websites. It is not legally permitted nor has the technology been made available for the analysis of the content of the websites themselves or the message content of the applications. According to the owner of the device, a standard regulation is provided that is adapted by the centre and subsequently accepted by the families in the case of underage. The school or teachers acting as administrators, if they are outside of school hours, may take action, but will not have access to the students' devices. From the moment the child leaves school, it is the family's responsibility to ensure the safety of the device.

**19- We have Alexia implanted in the centre. Is there a possibility to integrate with IMTLazarus?**

Indeed, it is only necessary that the school provides us with what we call "Alexia integration data", and from this data, the students, section groups, teachers and families are automatically imported, synchronizing the information.

**20- Our teachers work with Google Workspace. Is integration with IMTLazarus possible?**

Indeed, we integrated with Google Workspace. IMTLazarus allows to import the groups that the teacher needs at any given time. Once the class is over, you can keep them in your Panel or delete the group.

**21- And if our SIMS is another one, is it possible to integrate with IMTLazarus?**

IMTLazarus integrates with the most common and used SIMS in each market. We are ready to integrate with the one you are using within your Educational Center.

**22- I have my Google passwords, can I access IMTLazarus with my Google account?**

Yes, as long as it's the same account on both Google and the IMTLazarus platform.

**23- I have my Microsoft passwords, can I access IMTLazarus with my Microsoft account?**

Yes, as long as it's the same Azure account. That is, only those in the domain could be logged in. It wouldn't be valid those such user@outlook.com or @hotmail.com, etc.

**24- How is the solution acquired and who would be in charge of putting it into operation?**

It is acquired through a certified distributor who will advise you and take responsibility for the implementation process as well as training in its correct use and control.

**25- I have used some parental control apps, why is the use of IMTLazarus more interesting?**

IMTLazarus provides a participatory environment with variable security depending on whether the device is inside or outside the school and who is responsible for acting on it (school staff or family). By managing everything through a single application, possible conflicts due to configurations carried out by different supervisors are eliminated, for example, complete camera restriction by parents from home, which makes it impossible to carry out an activity during school hours, etc.

**26- Can I remotely apply restrictions to my child's device?**

Yes, IMTLazarus is designed specifically for remote management. So, you can connect to the application from any device. Mobile, laptop, tablet, etc., as long as you have an Internet connection.

**27- As a parent of a child, I am concerned about the legal aspect, to what extent is the device controlled?**

The law guarantees the privacy of underage but also obliges parents to look after them. We must differentiate between the right of access and private information. Parents cannot invade the privacy of their children by making screenshots, viewing reports of navigation, from 15

years the system should not be directed to view the content of what is being browsed, or messages that are crossing on social networks, but to control habits when accessing certain sites. As parents, we have the right to decide when the device can or cannot be connected to certain websites.

**28- Can parents/teachers see the navigations and images that are produced in the school/home?**

The school administrator, who is in charge of IMTLazarus, is required to correctly set up the school's entrance and exit timetables and calendars. So, the teachers will have access to the navigation and the images, exclusively during the school time, NEVER outside that timetable. Therefore, it will be the teacher who will supervise the devices during that time, and when is over, the teacher will not be able to see anything of the student, who will be then supervised by his or her family.

**29- Can teachers send orders to my child's device outside of school hours?**

Teachers have to follow the calendar and timetables defined by the school, but if a teacher sends orders to the student outside that time, they will not be applied until the next time of entry to the school.

**30- Does safety apply to the device even if parents do not enter the tool regularly?**

Yes, provided that the school and the families have so determined, the security policies of the centre will be applied 24 hours a day.

**31- Does the IMTLazarus service still apply during holidays?**

Yes, if the school renews with IMTLazarus for the next school year, the service will not be stopped during the holidays, that is, the students will keep the protection, as long as 24h licences were contacted. In addition, parents can define certain tasks to be executed at a certain time, for instance automatically deactivating Internet browsing on week days at 10:30 pm, indicating that it is time to prepare for rest.

**32- Is the web information stored on IMTLazarus' servers? For how long? What about the screenshots?**

Yes, navigation information that has been produced during the entire school year is stored for all supervised users of the school. As for the screenshots, the last 30 screenshots are saved. In any case, this information can only be seen by the families if it has been obtained outside school hours or by the educators if it is produced during school hours.

**33- We distribute an ERP software; can we communicate it with IMTLazarus? what are the steps to follow?**

You will need to schedule communication with the IMTLazarus API. Information available on the official website.

**34- How can I relate my software project to IMTLazarus?**

The service has an API through which it is possible to synchronize data with third-party applications such as a company's ERP or an educational institution.