



# Services for Maintained and Academy Schools



**2019-2020**

## Management Information Service

Services for Schools and Academies

Service Specification and Pricing

(Capita SIMS.net)

## Management Information Service – Service Specification 2018-2019

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## Introduction

### Purpose of the Specification

The purpose of this specification is to describe the services offered by the Council's Management Information Service within the School ICT Support Service of the Finance and IT Group (the Service) to Maintained and Academy Schools (the School).

The Specification sets out the range and scope of Management Information Services and service charges for both 'MIS Core Services' and 'MIS Extended Services'.

This Specification also defines standards applied in the provision of these services including service availability, performance targets, performance measurement and reporting.

## Scope of the Specification

The Service provides a single point of contact for the School to ensure a cohesive and coherent training and support infrastructure for the services described in this specification.

In this role, the Service actively leads and works in partnership with other stakeholders as appropriate.



Operating under a Local Support Unit agreement with Capita Education Services, the service supports a broad range of CES SIMS software.

Subject to the terms and conditions of the prevailing supplier licensing arrangements and other relevant external factors outside of its control, the service will offer the following service specification to support the development and maintenance of a School's SIMS platform.

The scope of the core service is extended to:

- SIMS.net - Core
- SIMS.net - Lesson Monitor
- SIMS.net - Assessment Manager
- SIMS.net - Dinner Money
- SIMS.net - Interventions
- SIMS Discover
- Nova T6
- SIMS Curriculum Management
- SIMS Agora
- SIMS Parent App and Parent Lite App
- SIMS Activities
- SIMS Options Online
- SIMS Teacher App
- SIMS InTouch
- SIMS Primary
- SIMS.net - Personnel
- Coordination of the ICT-related aspects of DFE Information Management Strategy, projects and initiatives;
- Support to relevant school-based data collections, data transfers, data management and data dissemination activities.

Software support for specialist or bespoke activities outside the Scope of the Specification above may be provided in-house or outsourced to third party and may incur additional cost; however, any proposed charge will be agreed in advance with the School.

### Service Aims

The Service aims:

- to offer best value services, delivering cost effective solutions that are reliable, practical, affordable and sustainable;
- to provide a service that is school focused, accessible, trusted and valued;
- to provide business continuity through a commitment to invest in resources and developing employee skills, experience and knowledge;
- to work in partnership to inform and underpin the strategic and operational needs of the School;
- to inform and underpin the information management plans, projects and initiatives of the School.

The Management Information Service is supported by a dedicated and specialist team of employees to provide first-line and second line interactive support to the SIMS.net product suite as set out within the Service Scope, together with other service related enquiries and incidents.

The Service sets out to provide business continuity for the School and in so doing is committed to investing in resources, providing flexible working practices and solutions and developing employee skills, experience and knowledge to deliver an appropriate level of service.

The Service utilises its knowledge, expertise and specialism to offer an all-inclusive package of information management related services including; project planning, consultancy, training, research, development, software implementation services and planned maintenance.

The Service also offers a broad range of infrastructure support services to develop and maintain effective management information systems and applications at school locations.

The Service seeks to work collaboratively with the School and other stakeholders to underpin DFE information management principles to:

- minimise the information-related demands on schools;
- collect only essential information;
- collect information once and use it many times;
- store and transfer information electronically;
- automate information collection, “one button” solutions;
- improve the value of information;
- achieve compatibility between computer systems;
- improve and maintain infrastructure;
- set high standards for training and support.

In so doing, the Service will:

- Offer a consultancy role to assist with the scoping, planning and implementation of projects and initiatives that provide timely, coherent, comprehensive and easily accessible information to inform the business needs of schools;
- Engage in collaborative working with relevant partners and stakeholders to research and develop effective management information systems and procedures for schools;
- Engage in regional and national events hosted by the relevant software suppliers;
- Engage in the routine monitoring of software supplier resources to ensure schools receive timely training and support;
- Undertake research, identify and apply best practice to improve service delivery that makes a positive contribution towards school and pupil improvement.

The Service aims to inform and underpin the business needs of the School in their use of Capita SIMS management information systems in order to:

- reduce workload in the office and classroom;
- plan the curriculum;
- improve pupil performance;
- raise standards in teaching and learning;
- support decision making;
- strengthen home-school links.

### Duration of Service

The Service will be provided from the contract date and will continue until terminated in accordance with the Terms and Conditions for the Provision of Services to School (Rolling Period service).

## Contacting the Service

The School can contact the Service via telephone, email, or through our AssystWeb incident management portal. (Please refer to sections below for specific service availability).

## Telephone Support

Our telephone support service is available to schools between the hours of 08:00 to 17:00 Monday to Thursday and 08:00 to 16:30 on Fridays (excluding Bank Holidays).

An automated call-queuing system is employed to alleviate peaks in help-desk call traffic with a voicemail service operating outside of these times.

## Email Service

Information received via email will be actioned as soon as practicable following receipt by the Service. Where constraints demand, emails to the Service will be processed on a priority basis.

## AssystWeb Portal

AssystWeb offers self-service facilities for the School:

- to log, update or close support incidents to the service;
- to monitor the progress of their own individual logged support incidents;
- to review the history of logged incidents made to the service;

All support requests to the Management Information Service will be responded to on a priority / chronological basis.

## Service Desk - Contact Information

The Management Information Service may be contacted as follows:

Telephone	:	0191 433 8525 (Option 1)
E-Mail	:	<a href="mailto:mis@gateshead.gov.uk">mis@gateshead.gov.uk</a>
Assyst Web	:	<i>to be confirmed</i>
Web site	:	<a href="http://www.schoolict.org">www.schoolict.org</a>



### Overview of Core Services

#### Telephone Support

The service offers a dedicated MIS Service Desk which is available to schools during the periods detailed within “Contacting the Service” on page 8.

A direct contact number is provided for this service which employs a call handling system to manage the distribution of calls and peaks in call traffic. A voicemail facility exists for those schools unable to hold. The Service will also supply the School with contact information for each individual member of the MIS Service Desk should direct contact be required.

Telephone support is provided by trained, experienced MIS support personnel to improve accessibility and improve first line resolution.

Where the resolution of a school incident may be expedited by the Service having access to the School’s device, the Service will seek approval to deploy remote support tools as appropriate.

Where appropriate, incidents unable to be resolved at first point of contact will be logged within the Assyst incident management system and investigated on a priority basis as determined by the Service, in consultation with the School.

## Overview of Core Services

### Training Services

In-house training will be offered to schools to coincide with the rhythm of the academic year, in response to supplier software developments, and to otherwise respond to demand arising from changes to statutory and non-statutory school processes. All in-house training is included in the Price of the Core Service.

Bespoke training may be arranged by agreement between the Service and the School to meet the individual business needs of the School. Where a charge for bespoke training is to be applied, charges will be agreed in advance with the School.

Specialist training programmes, such as preparing and scheduling the academic timetable may be outsourced to partner third parties. In such circumstances, the Service may seek to recover the cost of sourcing this training. However, any charge will be agreed in advance with the School.

Classroom training will typically be conducted at the Dryden Centre in Low Fell, Gateshead. Hot and cold refreshments will be provided for course attendees and where appropriate, lunch will be included at no additional charge.

On-site training may be arranged at the School's location where requested, subject to the availability of appropriate on-site facilities.

Where appropriate, interactive, remote training will be offered to meet local requirements.

To improve efficiency and reduce costs for schools, short training and instructional support sessions may be delivered via a webinar service.

## Overview of Core Services

### Remote Support

The Service employs 'LogMeIn GoToAssist Remote Support' to deliver secure, remote access support to schools.

GoToAssist offers a number of key support tool features including:

- **Two-Way Screen Sharing** - Both the service and the School can share screens.
- **Remote Control** - With the School's permission, the Service can remotely take control of the School's desktop or device to provide an interactive service.
- **Session Sharing** – Enable other support team members to join the remote session to assist with resolution.
- **File Transfer** – The service can securely transfer documents and files between the Service and the School.
- **Session Recording** – The Service may record and retain a copy of a remote support session for up to 90 days. The School may request deletion of the recorded session at any time.
- **Unattended Support** – The Service utilizes this function to provide prompt remote support to your SIMS server.
- **Multi-Session** – Each member of our support team can support up to 8 schools at a time.
- **Annotation Tools** – The Service and the School can draw, highlight and point to items on the screen.

Secure desktop remote support is available to schools via [www.fastsupport.com](http://www.fastsupport.com) using a session-unique 9 digit pin number provided by the Service.

Remote access support will be employed, or a site visit offered, where required. Where a remote network computing session is unavailable owing to events beyond the control of the Service, an additional charge may be levied for onsite support; however, any proposed charges will be agreed in advance with the School.



To ensure full training and support capability, the School must enable the Service to deploy attended and/or unattended remote access to the MIS server and be granted full administrative permissions to the MIS application.

### Core Services - Software Implementation programmes

MIS software will be routinely tested and evaluated prior to its delivery to schools in order to ensure that updates are consistent with the requirements of schools.

To inform this work, the Service will:

- Represent schools at regional and national software update and evaluation sessions
- Undertake to test BETA software applications to evaluate any risks and/or benefits of implementation
- Offer advice and guidance in relation to the suppliers' roadmap for computer hardware and software platforms, as appropriate
- Offer advice and guidance in relation to the compatibility of the suppliers' MIS platform with other related software platforms. e.g. MS Office
- Offer advice and guidance in relation to the integration of 3<sup>rd</sup> party applications requiring links to the Capita SIMS platform
- Offer support to B2B implementation where required

## Core Services - Value Added Services

Though not intended to be exhaustive, the following tables highlight examples of value added information management related services offered to schools as part of the Core service specification:

Activity	Services Offered
Statutory Framework	<ul style="list-style-type: none"> <li>• Monitoring DfE information updates and developments</li> <li>• Testing and evaluation of software for compliance</li> <li>• Liaison with internal and external stakeholders to meet school requirements</li> <li>• Delivery of interpretive advice and support surrounding DfE guidelines for:               <ul style="list-style-type: none"> <li>○ SEN</li> <li>○ Attendance</li> <li>○ Pupil Premium</li> <li>○ Behaviour</li> <li>○ LAC</li> <li>○ Ethnicity</li> <li>○ Census</li> <li>○ Examination</li> <li>○ Assessment</li> <li>○ Pupil Migration</li> <li>○ Data Protection</li> <li>○ EOTAS</li> <li>○ Admissions and transfers</li> </ul> </li> </ul>
School Census	<ul style="list-style-type: none"> <li>• Support to DfE Collect and data submission processes</li> <li>• Liaison role with relevant stakeholder data collection teams</li> <li>• Interpretive advice and support on DfE Census specification [Primary, Secondary, Special and PRU's]</li> <li>• Data analysis and correction services / wrap-around Census service to completion</li> </ul>
Post 16 Census	<ul style="list-style-type: none"> <li>• Liaison role with LA and Govt Dept's [DfE, QCDA, Exam Boards etc]</li> <li>• Ensuring MIS system compliance with DfE Course and QAN Code requirements</li> </ul>
School Workforce Census	<ul style="list-style-type: none"> <li>• Deliver interpretive advice and support surrounding DfE guidelines</li> <li>• Wrap-around Census service to completion</li> <li>• Data analysis and correction</li> <li>• Support to DfE Collect and LA data submission processes</li> <li>• Central data preparation to ensure compliance e.g. revised Service Terms</li> </ul>
School Admissions / CTF processes	<ul style="list-style-type: none"> <li>• Coordination &amp; Liaison role with LA</li> </ul>
Pupil Assessment Tracking	<ul style="list-style-type: none"> <li>• Developing assessment infrastructure and analysis in line with the specific requirements of individual schools</li> <li>• Developing solutions to extend access to pupil assessment information to teachers and SLT</li> </ul>

## Core Services - Consultancy Services

Though the following is not intended to be exhaustive, the following tables highlight examples of consultancy services presently offered by the service:

Description of Service	Services Offered
Strategic Planning	<ul style="list-style-type: none"> <li>• Developing strategies for MIS to meet future business needs of schools</li> <li>• Monitoring and evaluating alternative MIS systems.</li> <li>• Advice on best practice</li> </ul>
Data Conversion and upload to a school's preferred MIS application	<ul style="list-style-type: none"> <li>• Import and cleansing of historic assessment data e.g. from 3<sup>rd</sup> part applications/spreadsheets</li> <li>• Change impact support e.g. Rebuilding MS Office templates</li> <li>• Reconciliation of data and information from third party proprietary systems</li> </ul>
Housekeeping Services	<ul style="list-style-type: none"> <li>• Wrap-round Year End Management service to completion</li> <li>• Database Diagnostics</li> </ul>
System Administration	<ul style="list-style-type: none"> <li>• Managed Service for maintenance of primary MIS system management</li> <li>• Maintenance of system file sets and lookups</li> <li>• Periodic data cleansing &amp; archiving</li> </ul>
Technical Support	<ul style="list-style-type: none"> <li>• Start-up installation and configuration service, for example: <ul style="list-style-type: none"> <li>○ SIMS.net platform installation to existing SQL Server</li> <li>○ Evaluation and testing of existing SIMS.net platform installation</li> <li>○ SIMS.net client installation and workstation configuration</li> </ul> </li> </ul>
Reactive Support Services	<ul style="list-style-type: none"> <li>• Providing targeted resources to schools in times of critical staff absence</li> <li>• Providing targeted resources to schools to assist in meeting high priority project timetables.</li> <li>• Supporting schools in implementing MIS Integration for 3<sup>rd</sup> party applications</li> <li>• Support and Maintenance</li> </ul>
MIS Platform Migration	<ul style="list-style-type: none"> <li>• Support to infrastructure and MIS platform including data migration e.g. SQL upgrade migration; physical server migration, MIS platform migration</li> </ul>

### Overview of Extended Services

Please note that Extended Services may be subject to an additional service charge or relevant ICT infrastructure charges, (for example, software licencing), as may be required. However, any non-published charge(s) for bespoke work will be agreed in advance with the School.

### Extended Services - Scheduled Installation and Maintenance for SIMS.net

Where a School has no alternative technical support provision for the scheduled maintenance and support of the SIMS.net platform and associated infrastructure, SIMS installation and maintenance services are available.

The service specification includes:

- Scheduled Capita SIMS database upgrades (Typically 3-4 upgrades per annum)
- SIMS patch management for resolution of identified bug fixes
- SIMS workstation upgrade deployment and maintenance
- Creation of SIMS and SQL backup files and routines for incorporation into the School's wider backup strategy
- Management of SIMS Online Services
- Restoration of SIMS in the event of data corruption etc. (This service is reliant upon the School maintaining an appropriate backup strategy for SIMS such that relevant files are available for restore)

### Extended Services - SIMS FMS (Automatic Reconciliation)

Automatic Reconciliation services may be used where SIMS FMS is the preferred financial management solution and other central payments systems, for example, the Council's Exchequer or Payroll services are also employed.

The SIMS FMS system is used to accumulate salary or invoice commitments which can then be reconciled with the payments made by the Council under the instruction of the School.

To facilitate this arrangement, an electronic file is prepared which can be read by the local SIMS FMS system. Where an individual transaction match is found, the commitment can be reconciled. Where a transaction fails to reconcile, this is saved to a suspense account within SIMS FMS, so that attempts to reconcile it can be made at a later date.

Please contact the Service for Automatic Reconciliation services relating to Council or external stakeholder central systems.

## Standards and Performance

### Performance Measurement

The Service employs a system of monitoring and evaluation to inform service planning and delivery and to ensure performance standards.

For all support and information requests the Service aims to deliver a response based on the severity categories listed below. The Service aims to provide first response and resolution times in accordance with, or in advance of the severity category times for all service areas covered by a current service level arrangement.

Severity Category	Description	First Response*	Resolution*
System available - Limited or No Impact	Functional enquiry or support request	Within 3 hours of receipt of the incident or enquiry	Within 1 working day of receipt of the incident or enquiry
System Unavailable – Time Critical	Major systems failure with all work unable to proceed.	Within 1 hour of receipt of the incident or enquiry	Within 1 working day of receipt of the incident or enquiry
System Unavailable – Not Time Critical	Systems failure – limited disruption to work activities. Workaround solution available.	Within 3 hours of receipt of the incident or enquiry	Within 2 working days of receipt of receipt of the incident or enquiry

#### Service Definition:

**First Response** - initial service feedback to school regarding actions to be undertaken to resolve each incident.

**Resolution** – service feedback providing information on tasks undertaken, or to undertake, to complete the incident or enquiry.

First Response and Resolution times above (maximum times) are based upon published operational hours for the service.

\* First Response and Resolution response times exclude activities beyond the control of the service. As a minimum response, the service will provide diagnostic support to resolving incidents raised by the School.



### Rolling Contract

This Service is provided on a rolling contract service basis.

Any planned change in pricing for this Service for the next financial year will be notified to the School in writing. Notification will be no later than the 30 November for the Service to be provided in the forthcoming financial year commencing 1 April.

If you wish to continue with this Service then you do not need to re-order this Service.

If you no longer wish to buy back this Service, then you must provide a minimum of 3 months' notice prior to the start of the new financial year. The latest date for confirmation is therefore the 31 December to cancel this Service for the forthcoming financial year. Confirmation must be given in writing.

The Service will work collaboratively with internal stakeholders and schools, as appropriate, to effect the decommissioning of services. The service will provide the School with an estimate of any charges in advance of any work undertaken for this work.

Service Contact Information

**Management Information Service**

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