



CUSTOMER SERVICE EXCELLENCE

Issue 51 January 2008

Password

The ScoMIS ICT Magazine

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...and much more!

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INVESTOR IN PEOPLE



That was the Year that Was ...for ScoMIS

Whilst the New Year is a time for new beginnings, it also gives us the opportunity to reflect on the year that has just passed – to celebrate the successes and reflect on what did not go quite so well and how we can improve for the future.

Conversion to Personnel 7 – how was it for you?

This conversion process began in March and included overview sessions and conversion training courses. All schools will have converted by the end of the Autumn term, and for the majority the process went smoothly, with schools being able to use the new software without any difficulties.

ScoMIS has also developed Contract Printing Software to run alongside Personnel 7. This enables the printing of Statement of Particulars letters as, at the present time, this is not available within the Personnel 7 software.

If your school has not yet converted its personnel database to Personnel 7 please contact ScoMIS urgently, as Personnel 5 will no longer be supported by Capita from the start of next term.

SQL Migrations

During the Autumn Term we embarked on the process of migrating all our schools onto the MSSQL Server 2005 or MSSQL Express infrastructure for SIMS .Net. One of the major issues with this task was the small time frame in which it had to be completed. We could not begin the process before the September upgrade to SIMS .Net but all secondary schools had to be completed before the November upgrade could be applied! A small but critical window of opportunity for us all!

As if that wasn't enough, there were also changes in the way the backup routines for SIMS .Net operated under the new infrastructure, so new backup controls were also needed. Due to the high risk and technical nature of this project, we took the decision to complete the migration process on behalf of all our primary and special schools so that it would lessen the burden for schools and reduce the likelihood of large numbers of calls on the helpline. This decision was well received by our customers and proved very successful.

continued over...

Although for primary schools this did not need to be completed until February ScoMIS managed to complete the exercise by the end of the Autumn Term.

Any primary or special school which has not been contacted with regard to this migration being completed should contact ScoMIS as soon as possible.

Laptops for Schools 2007

Following on from a successful 2006 scheme, we were able to run a similar project in 2007 with continued success. Although DCfS funds are no longer available for schemes such as Laptops for Teachers, we have been able to procure laptops through a school-funded central procurement process which provides all schools with a cost effective option in accordance with Best Value principles.

In 2007 the selected laptop was the Dell Latitude D520, at a heavily discounted price. We received orders for over 340 laptops from September to November. There was a slight hiccup in 2007 due to a worldwide shortage of TFT screens which delayed the ordering process slightly, but the numbers of laptops ordered through this scheme prove that it is popular with schools, and we'll certainly be looking at options for a repeat offering in 2008 – so watch this space!!

Trust me – I'm a technician

Our technicians have again been travelling the length and breadth of Devon to provide on-site technical support to schools. This year 1,602 support visits took place. They also installed eleven RM Community Connect 3 and eight Viglen Classlink managed networks.

ScoMIS were also involved with the setting up of the ICT infrastructure in three new schools in Devon during 2007, at Halwill, Moretonhampstead and St Nicholas Exeter.

ScoMIS is the ICT contractor for the Building Schools for the Future project involving Bideford College and work there is ongoing.

Managed Services – taking the strain, avoiding the pain

In 2007 we continued to build on the popularity of our managed services, with increased subscriptions for all our offerings. Our terminal server solution now hosts the data sets of sixty schools, and you can read a case study of one of them in this edition of Password. We also have approximately 180 schools that now purchase our SIMS Remote Upgrade service and 180 Schools that subscribe to Remote Backup service based on Attix5 software.

Our managed services offer peace of mind for schools. It enables them to concentrate on teaching and learning and using their MIS system to enhance this process rather than having to worry about the administrative burden of keeping it updated and the data secure.

During 2007 we have also been busy updating our internal network infrastructure so that we have robust and secure systems for the technical solutions which we are now offering to our schools.

Training

During 2007 we have continued to review our training delivery options in order to ensure we provide the most cost effective solutions to schools. On site training has continued to be extremely popular, as has the training in Local Learning Communities. These activities also serve to give our team valuable insight into current issues facing schools today.

Charter Mark

2007 got off to a marvellous start when ScoMIS was awarded the Charter Mark – *'The National Standard for Quality Service Excellence'*. As a unit we were particularly proud to achieve this gold standard as it is a recognised symbol of quality assurance which our customers recognise. We will also be benchmarked against other public sector organisations that have obtained the standard. Our aims and objectives are to ensure that we set our standards based on what our customers want, offer choice to our customers and to continually improve through re-assessment and to empower our staff to provide a better quality service.

We have opted for a continuous assessment option. This means that each year we will be re-assessed on one third of the criteria and it is an ongoing process which is continually evolving, during which we are hopefully continually improving.

And last but by no means least.....

The Helpline continues to provide that all-important assistance and advice at the end of a phone, and this last year has again proved to be an extremely busy one. In fact six of the past eight months have produced significantly higher call levels than at the same time in the previous year and it looks as if we are well on target to at least match the 41,057 which were answered last year!

We look forward to seeing or speaking to you next year.

A Very Happy New Year to all our customers, from everyone at ScoMIS.

Welcomes and Farewells

We welcome to the team:

Amy Dunford

We say goodbye to the following:

James Major

School Workforce Census

A new data collection, called the School Workforce Census, is being introduced by the Department for Children, Schools and Families. The Local Authority pilot for this will start in January 2009 with at least ten percent of the schools in the authority and by September 2009 all schools' data will have to be submitted for a 'dry run'. The first live data collection will be in January 2010. Each local authority will have to decide on the best source for the data involved. Some may come from centrally held databases but inevitably a lot of the data will only be available in individual schools MIS systems. Users of SIMS Personnel 7 already have the necessary routines to enter all the required data into their systems. Once the Local Authority

plans are finalised, ScoMIS will issue guidance as to which information schools will need to enter before completing their first return. This guidance should be available to schools over the coming months.

Is your school's status about to change?

ScoMIS understand that during the next 12 months there are a number of schools who are going to merge with other schools to create a new reorganised establishment, are becoming federated with other schools or who are going to change their status.

ScoMIS offer a service which is outside of the normal SLA to assist with the merging of schools data, the creation of new datasets as well as advice and practical solutions with regard to maintenance, accessibility and security of school data.

An example is federated schools which are managed by one governing body and one headteacher but which are located on separate sites. Staff at both sites may well need access to one or both sets of data. Hosting schools' data away from the schools' site and providing access from schools across broadband links is a practical, proven and reliable solution. This solution is the ScoMIS Remote SIMS Terminal Server Hosting Service.

ScoMIS have also purchased the SIMS School Merge Utility from Capita ES. This will be used to migrate or merge a single or multiple SIMS databases to a single system ensuring that on-roll student details and their contacts including all addresses, medical details, linked agents and agencies, etc. are carried forward.

If you know that your schools status is going to change please can you let ScoMIS know in advance. ScoMIS will work with you to put together a detailed project plan that encompasses all the detailed changes that will be required.

If you would like to know more about the services we can provide in relation to merging schools or ScoMIS Remote SIMS Terminal Server Hosting Service please contact the ScoMIS helpline.

RM Community Connect 4

In the six years since RM launched Community Connect 3, the demands placed upon educational networks have increased dramatically. As technology advances, so too do the expectations of users.

Educational networks are now business critical for schools and colleges. So ensuring that your network is delivering exactly what your users need and when they need it is crucial for the ongoing success of your learning community.

Now, Community Connect has evolved to meet the increasingly complex demands of today's educational world and will offer you so much more...

Enhanced control over your network

The redevelopment of the RM Management Console will provide a host of improvements to the way in which you manage and control your network:

- New application-based design allows for key tasks to be carried out quicker and more easily.
- Improved searching and filtering allows you to view the network in exactly the way you would need, saving you time and effort when retrieving vital network information.
- Take a birds-eye view of the software installed across your network.
- View information such as the individual detailed hardware configuration of a computer (for example, serial numbers; MAC/IP Address; processor type and speed).

An enhanced wireless experience

A new RM login screen incorporates wireless strength indicators, so users can view signal strength before deciding to logon. This enhances the experience for wireless users and leads to fewer disruptions.

Support multiple devices and remote access

Community Connect 4 not only supports multiple operating systems but also provides extensive integration of a range of different types of



devices, which can be used to deliver a personalised learning experience – whether users are accessing the network at school, at college or from home.

Avoid network disruptions with trickle-feed functionality

New trickle-feed functionality enables essential updates to run in the background when network use is low and ensures that different mobile devices can be kept updated and protected as users move on and off the network. The update will simply sit and wait until the user reconnects to the network before continuing with the update. This minimises disruptions to the network, the user and the learning experience.

Use both Windows Vista® and XP machines

To use resources optimally and protect your return on ICT investment, you can introduce Microsoft® Vista® machines when and where the upgrade is appropriate while continuing to run Windows® XP stations across your network.

Increase return on investment with thin client technology

The integration of thin client technology on your Community Connect 4 network can help prolong the life of older machines by using lower specification or refurbished PCs in areas where demand is not so high.

Monitor and manage hardware assets

With CC4's new hardware asset management and software management tools, you can effectively identify areas of the network that need support and make better-informed decisions about future ICT investments.

Solve simple problems with user-friendly MyConnect

MyConnect enables staff and students to simply and quickly fix common issues.

- Users can quickly retrieve personal information.
- Proactive alerting of key events including remaining printer credits and disk space.
- Enables teachers to change passwords through a lightweight user interface.

Reduce disruption with Network Recycle Bin

The Network Recycle Bin enables the quick and easy retrieval of accidentally deleted files by users themselves, avoiding the need for time-consuming recovery from backup. This reduces disruption for teachers, learners and the network team.

Stay in control with Internet Access Manager

Teachers can be confident that the right resources are available at the right times, while also deterring internet misuse. With Community Connect 4's Internet Access Manager, ICT staff can allow or restrict access to specific websites and IP addresses - either at set times of the day or on a permanent basis.

Total Classroom control

With RM Tutor, teachers can monitor, demonstrate on and control classroom PCs simultaneously. Tutor 4 now gives you greater printer control and keyboard monitoring functionality to enable teachers to keep an eye on PC activity during computer-based tasks, even if learners are seated with their backs to them.

And don't forget...

With Community Connect 4, you can still benefit from the range of options that were available to you with Community Connect 3.

FMS is on the move!

As you will have read FMS is to be migrated to MSSQL. All schools will need to complete this migration by the end of the summer term, as Capita will cease to support the current version of FMS from August 2008.

We are already preparing for this and will be working with Finance and Support Officers in each Authority to ensure a smooth transition for schools. Part of the process will require schools to undertake a reconciliation of their balances prior to the conversion and again afterwards to ensure the financial consistency of the migrated data.

Existing school users will not require any additional training in the use of the software, as the look and feel of the software will remain the same.

ScoMIS are modifying the DCC Applications that read data directly from the FMS module, e.g. Scraps and Claims. Once this process is complete we will be looking for some willing volunteers to pilot the process before we release to all schools. If you are interested in being part of the pilot please register your interest by emailing ScoMIS@devon.gov.uk

Personnel 7

The deadline for converting to Personnel 7 has now passed. If you have not yet completed this process please contact the ScoMIS helpdesk. Schools may experience difficulty in producing statutory returns if this process is not completed.

SIMS Learning Gateway

SIMS Learning Gateway enables teachers to view their teaching schedule, class assessments, and student notes at the click of a mouse, from any internet connection. They can update homework marks and test scores and access the SIMS .net information that would be available to them in school, so they can make the best use of Planning, Preparation and Assessment (PPA) time.

Devon is working with Capita to provide a SIMS Learning Gateway solution to provide Students, Parents and Teachers with relevant remote access to the rich data that is held within SIMS.

ScoMIS are hosting Microsoft Sharepoint Portal, enabling a resilient infrastructure to support the Learning Gateway. ScoMIS will then import and host the users for all schools involved. The servers will authenticate users before allowing them access to the data for which they have permissions.

Teachers have read access to full data but are also able to update Marksheets and complete both Lesson and Session Registers.

Parents can see information about their offspring, with instant access to Attendance information, Assessment, Timetables and other information.

Students can see any information relevant to them. This includes their timetable, assessment and attendance data.

Access is through the internet and provides up to the minute information from the SIMS system in school.

ScoMIS will create your site, upload your users and provide support for your users. If you are interested and are looking to enable access in 2008, please contact ScoMIS to discuss how you can be part of the Devon SIMS Learning Gateway. For more details contact the ScoMIS helpline on **01392 385300**.

Network Infrastructure

Three new schools opened at the beginning of the autumn term in Devon where ScoMIS provided network infrastructure consultancy and installation services.

The schools involved were Halwill Primary School, Moretonhampstead Primary School and St Nicholas RC Primary School in Exeter.

Each implementation includes a managed Nortel Switch solution that provides them with a Layer 3 network topology with the ability to deliver gigabit connectivity to the desktop. In other words a resilient high-speed network that has the capability of delivering the most demanding

media rich curriculum applications. ScoMIS have also delivered a managed wireless system to enable them to deliver mobile wireless connectivity throughout the school.

If you are looking to upgrade your ICT infrastructure and would like advice on what ScoMIS can provide, please contact the helpline on **01392 385300** for more information.

Alternative Learning



In October we visited Holsworthy Learning Community and delivered a training session on Assessment Manager. Clawton Primary hosted the training in their computer suite and by using a Virtual Private Network we were able to log onto SIMS training data hosted at ScoMIS in Exeter. The training covered tasks administrators need to perform in order to record their KS1 and KS2 results as well as Optional SATs. During the afternoon we looked at analysis from within Assessment Manager in particular defining a traffic light system on a marksheet to show how pupils are progressing, as well as looking at all the additional fields that are now available.

The session was of particular interest as it raised lots of questions about the types of tracking primary schools would like to have available. Armed with reports and graphs from the delegates, we were able to forward these onto Capita's Primary Development Manager.

Many thanks to Clawton for their hospitality, especially for the delicious school meal we were served. Outstanding quality!

If you would like a tailored hands-on visit for your Learning Community and have a computer suite at your disposal, or would like a presentation/overview (laptop/projector, etc. provided by ScoMIS), please contact the ScoMIS Helpline on **01392 385300**. We will be happy to discuss your requirements, costs and availability.

The winners were... Burraton Primary School, Saltash

ScoMIS donated a Half Day Consultancy Visit for the SW ICT Exhibition prize draw in the summer and Burraton Primary School were the lucky winners.

ScoMIS contacted the school and arranged for one of our visitor trainers, Frank Prowse, to attend the school in mid October. On arrival Frank was greeted by Nicky and Sarah, and was very impressed with the way the headteacher, Martin, had barricaded the office with screens and notices so that the training was not disturbed.



An enjoyable time was spent looking at various areas in SIMS .net including how to configure the Home Page, the various Links, Shortcuts, Handbooks, etc. The changes to Attendance 6 and Assessment 6 were discussed in view of the forthcoming move to version 7. Lookups were customised and some basic reports were created for SEN needs types, Address Labels and Mailmerge letters. It was a very full morning with plenty of new skills learnt.

Having had a taste of training in Cornwall, Frank was very enthusiastic about further visits to the west of the Tamar.

ICT Procurement – End of Financial Year 2007-8

Orders must be received by ScoMIS no later than **Friday 15th February 2008** to enable delivery, installation and invoicing of schools ICT procurement for the 2007-8 financial year.

Please note that no further orders for IT hardware or software will be processed for the 2007-8 financial year after **Friday 15th February 2008**.

Please call the ScoMIS Helpdesk on **01392 385300** if you require further information.

Software Licences – Proof of Licence Ownership

If your school is ordering Microsoft or other software licences through ScoMIS, a certificate of purchase for the licence will be sent, by Trustmarque Solutions, directly to your school's main admin e-mail address, or occasionally by post.

As ScoMIS do not receive a copy of this licence, it is necessary that schools take responsibility for retaining a copy of the certificate of purchase for audit and asset management purposes.

Please contact ScoMIS on **01392 385300** for further information.

Anti-Virus Software

ScoMIS will be offering all schools in Devon, Plymouth and Torbay an anti-virus software solution that will be charged separately to those who choose to buy into the scheme. This will replace the automatic entitlement to anti-virus software licenses which has been removed from the ScoMIS service level agreements for 2008/09 as an automatic entitlement. This change is being made in response to requests from schools that wish to make their own arrangements to purchase anti-virus products.

Information about the service that schools will be able to purchase from ScoMIS will be made available during the spring term.



SIMS TERMINAL SERVER CASE STUDY – Shiphay Primary School

Shiphay Primary is a large primary school in Torquay with over 450 pupils at the school aged from three to 11 in 16 classes. The school has seven admin computers located around the school site and actively use SIMS .net and SIMS FMS for management of the school. Until recently, the administration staff took responsibility for SIMS backups and upgrades obtaining support from ScoMIS when required.

The school is currently involved in a major building project that is going to have a huge impact on the way that the school operates, both from a teaching point of view and administratively. To overcome the possible complications, the head teacher, Elaine Gill, had looked at ways of running the school during this period and how best to extend the accessibility to SIMS to any computer on the site. They also wanted the ability to work off-site, allowing flexible working with access to schools' data from home.

Shiphay Primary subscribe to the ScoMIS On-Site Technician Time Service so decided to seek advice from the ScoMIS helpline in conjunction with their ScoMIS technician. A range of possible solutions was presented and the merits of each discussed.

One of the options considered was to move SIMS to the curriculum file server, allowing workstations across the school access to SIMS. This was discounted because school staff did not wish to invest their time installing SIMS monthly updates and patches on a regular basis.

The second option was to use the SIMS Terminal Services solution that has been developed by ScoMIS, where all SIMS data is hosted away from the school. A small program is installed on workstations that need access to SIMS that allows connection to the Terminal Server based at Great Moor House. SIMS module upgrades and patches are undertaken by ScoMIS after school hours or at weekends and backups are taken of SIMS data daily without the school needing to check logs or swap tapes. An additional option is the Remote Access Service that allows users to connect to the terminal servers from home by logging on to a secure web page.

Shiphay decided to buy into the SIMS Terminal Server service and were visited by a ScoMIS technician to collect the data and install the program to provide access from their desktops.

The next day they were provided with usernames and passwords to access SIMS on the Terminal Server and guided through the initial logging on process.

The school has now been using SIMS Terminal Server for about four months and since using the service there have been two SIMS .net upgrades and various patches applied for them. Once the school had cleared their data checks, ScoMIS also converted their Personnel data to P7.

The Remote Access service allows both the headteacher and the senior administrator to work on SIMS from home in exactly the same way they would do from the school.

"We moved to Terminal Server in June as we had previously experienced problems with backing up the server and performing upgrades. We are a large primary school and backups and upgrades slowed up the system, sometimes at the most inconvenient times!!"

Terry suggested to us that SIMS Terminal Server could solve all our problems and it could also mean that our data can be accessed off site, something that the headteacher was very keen to do. Since moving over to TS we have all noticed such a difference, and it has removed the enormous responsibility of constantly checking the backups to make sure that they have run correctly. The data is secure and should the school be broken into then data will not have been compromised.

The ScoMIS team and in particular Terry Watts have been so helpful in setting up the system and advising us when we need help. We have fewer problems than we ever did before and the upgrade service is excellent. Upgrades for the systems are carried out by ScoMIS overnight or over the weekend and we receive notification the following morning that these have been successful with details of any changes.

There are five members of the Administration team and each one of us can access our data from any machine. It no longer means that the main server needs to be running for the whole team to be able to access data. We have all been delighted that we made the change and would certainly recommend it to any other school.

For our future expansion and development we are piloting a move towards class-based electronic registration. Using SIMS applications that sit alongside a user interface our pupils can use to self-register."

Janet Jackson, November 2007

If you would like to discuss the benefits and costs of SIMS Terminal Server, then please contact the ScoMIS helpline.

ScoMIS Remote Backup Service

Taking the hassle out of back ups!

What is Remote Backup?

ScoMIS use Attix5 Software to deliver an automated remote backup service that sends an encrypted backup of your data across the internet to ScoMIS at Great Moor House. It is designed to replace the tape drive or other device that currently backs up the data on your Admin PC and/or Curriculum Network.

What does it back up?

Everything on your Admin PC can be backed up. This includes SIMS, FMS, Office documents, photos, the operating system and much more. You have control over what is and isn't chosen to be backed up. The standard configuration selects everything needed to restore your computer and all the data should the worst happen.

How does it work?

Your Admin PC connects, via the internet, to our file servers at ScoMIS at a time agreed with the school (usually out of school hours). It then sends your data using Bank Level Encryption to our file servers where it is backed up. The data is also copied to a mirror backup file server at County Hall as an additional level of resilience. Unlike a tape drive, as Attix5 is all software based, there is no need to worry about tapes or the drive breaking, and tapes being misplaced. There is also no need to remember to take and store backup tapes away from the school site.

Is this suitable for Primary or Secondary Schools?

Both! Attix5 is currently used in over 150 Primary Schools, seven Secondary Schools and 12 Special School and PRUs.

What would I need to do if I had this service?

Nothing! As long as your computer is left on and connected to the internet ScoMIS will do all the work and back up your data for you. You are then freed up to do other important things.

How do I know that remote backup is working?

There is no need for you to wade through log files to check that the Attix5 software is working

as this is a fully managed service and ScoMIS will do all this for you. We will let you know if anything is wrong. However, schools do have the ability to check themselves should they wish to do so.

How much data can the Attix5 software back up?

There is no limit to the amount of data that Attix5 can back up. However, for charging purposes ScoMIS will agree in consultation with the schools a storage allowance. This can be increased as the data size increases.

How much does it cost?

The cost depends on the amount of data that is backed up. The charges are applied on an annual basis and for a school, for example, with 60GB of data, will be less than £350 pa. If you think that is a lot think about what you will save! No need to purchase an expensive tape drive, a set of tapes and regular replacement of tapes. Also, no need to spend time managing your own backup routine or worry about storage of tapes away from the school site. How much time would you save each year if you were no longer responsible for your school backup routines?

Where can I find out more information about this service?

More information about Attix5 can be found on our website at

www4.devon.gov.uk/eal/scomis/services/attix.php.

Alternatively please call our helpline on **01392 385300** and we will be happy to answer any questions you may have.



ScoMIS On-Site Technician Time Service

This popular service provides subscribing schools with on-site support and assistance from a fully trained technician as a series of regular visits. The frequency of the visits can be tailored to meet individual school needs. The visiting technician will be able to provide your school with expert help in managing and supporting your ICT system. By taking away some of the operational problems of ICT, this service enables schools to focus on their main priorities, knowing that a ScoMIS technician is taking care of their ICT technical issues.

What does the On-Site Technician Time service offer?

- Improves the stability and reliability of your ICT system, resulting in more effective use of your current ICT equipment.
- Creates more time by allowing teaching staff to focus on teaching rather than dealing with technical issues in the ICT suite.
- Provides an on-site trained technician who can work with you to diagnose and resolve problems.
- Flexibility in developing the content of the work plan to suit individual school requirements.
- ICT co-ordinators, administrators and headteachers benefit directly from working with the technician by learning new skills and gaining further experience and confidence in ICT systems.

What our customers think of the service

"Our technician is excellent, we rely on him to keep things running smoothly" – Shiphay Primary School

"Our technician is knowledgeable and shares the school's vision of ICT. I would recommend him to anyone" – Offwell Primary School



What are the costs?

ScoMIS Regular – On-Site Technician Time Service

Half day rate (3 hours) **min 6 visits** £115

Full day rate (6 hours) **min 6 visits** £216

Half day rate (3 hours) **min 12 or more visits** £94

Full day rate (6 hours) **min 12 or more visits** £175

*** charges are reviewed on an annual basis**

For more information about the services offered by ScoMIS please telephone **01392 385300** or email **ScoMIS@devon.gov.uk**

SIMS Upgrade Installation Service

The introduction of the SIMS Solus update manager enables schools to download upgrades to their SIMS systems from the Internet. This has enabled Capita to reduce the size and complexity of upgrades and instead produce much smaller but more frequent upgrades. Capita has indicated there could be up to 10 upgrades a year. This popular service, currently supporting over 180 schools, involves the implementation of each of these upgrades (including MSSQL, FMS and Personnel 7 conversions) remotely across the Internet by ScoMIS.

ScoMIS agree a start time with schools, and schools allow access to their systems at that time. The upgrade is started, and its progress monitored and subsequently tested. In the event of a problem ScoMIS staff will attempt to immediately resolve issues remotely to complete the upgrade in one session. These upgrades may be undertaken outside the school working day to reduce systems' downtime. Visits will only be made to schools where a technical issue makes remote access inappropriate.

For further information call the ScoMIS helpdesk **01392 385300** or visit the ScoMIS Website www.devon.gov.uk/eal/scomis

Interactive Whiteboards without tears

This training course is a must if you have recently purchased an Interactive Whiteboard. Course content covers the process of connecting your PC to a whiteboard and using the in-built software to deliver your lesson content. It is aimed at teachers who are looking to familiarise themselves with the new technology. We will also look at a variety of resources created for Interactive Whiteboards, and look at the numerous websites that offer free, exciting resources.

This course is most often delivered in your school as a twilight Inset session for up to 20 teachers.

During the course we will cover:

- Connecting your PC
- Troubleshooting
- Controlling your PC from the board
- Annotating your screen
- Using flipcharts/notebooks
- Using applications
- Resources for learning

For further information ring the ScoMIS helpline on **01392 385300** or visit our training directory online at www4.devon.gov.uk/eal/scomis/training/complete.php

Digital Blue Movie Maker Training

The Digital Blue™ Digital Movie Creator 2.0 is one of the most popular pieces of computer equipment that you will find in schools. Small, compact and hardwearing, it is ideal for KS1 and KS2 children to use as an introduction to using digital video. This exciting movie camera lets you:

- Direct and record, capturing digital video and audio at or away from your computer
- Edit your movies with the software included doing cool transitions between scenes
- Add special effects and animations, plus titles and credits

- Premiere and share your movies, screening them on your computer or sending them in e-mails
- Take hundreds of snapshots like a digital camera, even create stop-motion animated movies



ScoMIS are aware that teachers do not have the time to familiarise themselves with the cameras and software. We can therefore come to your school and provide a twilight training session for your whole staff, giving them hands-on experience of the camera and software. For further information please call the ScoMIS helpline on **01392 385300** or visit our training directory online at www4.devon.gov.uk/eal/scomis/training/complete.php

WANTED

ScoMIS are looking for ICT training accommodation in **Plymouth** from **April 2008** with the following criteria:

- ICT/Training room with 10 networked workstations
- Access to the Internet through a broadband connection
- Interactive Whiteboard and projector (desirable)
- Car parking
- Adult toilet facilities
- Access to refreshments
- Lunchtime catering onsite or provision for delivery by external caterers

ScoMIS Courses – Spring Term 2008

We will be running the following courses during the Spring Term, but if you find that the dates advertised are not convenient or you are interested in a course not advertised below please register your interest in any particular area and we will try and cater for your needs. It may be that you would like to train together with members of your own Learning Community/Academic Council and this could be arranged either as a course at one of our training centres, or as an on site visit at one of the schools.

You can access our full training directory on the web: www4.devon.gov.uk/eal/scomis/training/index.php

For all course bookings or on site training enquiries please contact **01392 385301** or email bookings@devon.gov.uk

Date	Course	Location	Times	Price
08/01/2008	School Census Presentation for Primary Schools	Exeter	09.30 – 12.30 13.30 – 16.30	£32 per school
10/01/2008	School Census Presentation for Primary Schools	Exeter	09.30 – 12.30 13.30 – 16.30	£32 per school
15/01/2008	SIMS .net Introduction to Pupil Records – Primary (new Administrators)	Exeter	09.30 – 15.30	£130 per person
16/01/2008	Nova T6 Conversion from Modelling and Construction	Exeter	09.30 – 15.30	£195 per school or £130 per person
16/01/2008 17/01/2008	Nova T6 Catch up and Conversion from Modelling and Construction – 2 day course	Exeter	09.30 – 15.30	£380 per school or £240 per person
17/01/2008	SIMS .net Introduction to Pupil Records – Primary (new Administrators)	Plymouth	09.30 – 15.30	£130 per person
22/01/2008	FMS6 New Users Day 1	Barnstaple	09.30 – 15.30	£130 per person
23/01/2008	SIMS .net Introduction to Pupil Records – Primary (new Administrators)	Barnstaple	09.30 – 15.30	£130 per person
24/01/2008	Behaviour Management Workshop in SIMS .net	Exeter	09.30 – 12.30	£120 per school
24/01/2008	FMS6 New Users Day 1	Plymouth	09.30 – 15.30	£130 per person
29/01/2008	FMS6 New Users Day 1	Exeter	09.30 – 15.30	£130 per person
31/01/2008 01/02/2008	Viglen ClassLink Network Administration	Exeter	09.30 – 15.30	£380 per school
31/01/2008	FMS6 New Users Day 2	Plymouth	09.30 – 15.30	£130 per person
31/01/2008	Assessment Manager for Primary Schools – Day 1 Introduction to Managing Assessment Data	Exeter	09.30 – 15.30	£195 per school
01/02/2008	Course Manager Workshop - Secondary	Exeter	09.30 – 12.30	£120 per school
05/02/2008	Personnel 7 for New Users (new Administrators)	Plymouth	09.30 – 15.30	£130 per person
06/02/2008	FMS6 New Users Day 2	Barnstaple	09.30 – 15.30	£130 per person
06/02/2008	SIMS .net Introduction to Student Records – Secondary (new Administrators)	Plymouth	09.30 – 15.30	£130 per person

06/02/2008	Attendance 7 Presentation – Morning	Exeter	09.30 – 12.30	£32 per school
07/02/2008	FMS6 New Users Day 2	Exeter	09.30 – 15.30	£130 per person
07/02/2008	Assessment Manager 7 for Primary Schools – Day 1 Introduction to Managing Assessment Data	Plymouth	09.30 – 15.30	£195 per school
12/02/2008	Options for Windows	Exeter	09.30 – 15.30	£195 per school
12/02/2008	SIMS .net Introduction to Student Records – Secondary (new Administrators)	Exeter	09.30 – 15.30	£130 per person
12/02/2008	Personnel 7 for New Users (new Administrators)	Barnstaple	09.30 – 15.30	£130 per person
13/02/2008	Assessment Manager 7 for Primary Schools – Day 2 Developing use of Assessment Data	Exeter	09.30 – 15.30	£195 per school
14/02/2008	Personnel 7 for New Users (new Administrators)	Exeter	09.30 – 15.30	£130 per person
14/02/2008	Making the Best Use of SIMS .net Workshop Primary and Secondary	Barnstaple	09.30 – 12.30	£120 per school
14/02/2008	Profiles for Secondary Schools	Exeter	09.30 – 15.30	£195 per school
15/02/2008	Personnel 7 for New Users (new Administrators) – Torbay	Exeter	09.30 – 15.30	£130 per person
19/02/2008	Options for Windows	Plymouth	09.30 – 15.30	£195 per school
26/02/2008	Examinations – Seating/Clashes/Reports Workshop	Exeter	09.30 – 12.30	£120 per school
27/02/2008	Making the Best Use of SIMS .net Workshop Primary and Secondary	Exeter	09.30 – 12.30	£120 per school
28/02/2008	Course Manager Workshop – Secondary	Exeter	09.30 – 12.30	£120 per school
27/02/2008 28/02/2008 29/02/2008	Managing your RMCC3 Network	Exeter	09.30 – 15.30	£550 per school
29/02/2008	Behaviour Management in SIMS .net	Exeter	09.30 – 12.30	£120 per school
28/02/2008	Special Needs in SIMS .net	Exeter	09.30 – 12.30	£120 per school
04/03/2008	Equipment Register for New Users	Exeter	09.30 – 12.30	£120 per school
04/03/2008	Introduction to Reporting from SIMS .net	Exeter	09.30 – 15.30	£130 per person
05/03/2008	Assessment Manager 7 for Primary Schools – Day 3 Performance Analysis	Exeter	09.30 – 12.30	£195 per school
05/03/2008 06/03/2008 25/03/2008 26/03/2008	Nova T6 New Users	Plymouth	09.30 – 15.30	£475 per person £700 per school
06/03/2008	Moving on in SIMS .net – Primary	Exeter	09.30 – 15.30	£130 per person
06/03/2008 07/03/2008	Viglen ClassLink Network Administration	Exeter	09.30 – 15.30	£380 per school
11/03/2008	Attendance 7 Half Day Workshop	Exeter	09.30 – 12.30	£120 per school
11/03/2008	Moving on in SIMS .net – Primary	Plymouth	09.30 – 15.30	£130 per person

11/03/2008 12/03/2008 13/03/2008	Managing your RMCC Network	Exeter	09.30 – 15.30	£550 per school
12/03/2008	SIMS .net Data Management Workshop - Secondary	Exeter	09.30 – 12.30	£120 per school
12/03/2008	Equipment Register for New Users	Plymouth	09.30 – 12.30	£120 per school
13/03/2008	Special Needs in SIMS .net	Plymouth	09.30 – 12.30	£120 per school
13/03/2008 14/03/2008 22/04/2008 23/04/2008	Nova T6 New Users	Barnstaple	09.30 – 15.30	£700 per school or £475 per person
18/03/2008	Assessment Manager 7 for Primary Schools – Day 2 Developing use of Assessment Data	Plymouth	09.30 – 15.30	£195 per school
18/03/2008	Equipment Register for New Users	Exeter	09.30 – 12.30	£120 per school
19/03/2008	Introduction to Reporting from SIMS .net	Plymouth	09.30 – 15.30	£130 per person
20/03/2008	SIMS .net Data Management Workshop - Secondary	Plymouth	09.30 – 12.30	£120 per school
25/03/2008	Introduction to Reporting from SIMS .net	Barnstaple	09.30 – 15.30	£130 per person
02/04/2008 03/04/2008 30/04/2008 01/05/2008	Nova T6 New Users	Exeter	09.30 – 15.30	£700 per school or £475 per person
02/04/2008 03/04/2008 04/04/2008	Managing your RMCC Network	Exeter	09.30 – 15.30	£550 per school

Please contact Course Bookings on **01392 385301** or email bookings@devon.gov.uk for further details



Dear Madge



STORM WARNING

The electricity supply to our school is poor and we seem to have lots of power cuts, often during thunderstorms. I'm worried that this affects my admin PC when it just shuts down. The power supply in our PC has already been replaced once! *Desperate Danielle*

Dear Danielle

I suggest that you fit a good quality mains filter which may help to prevent damage caused by mains spikes and lightning – often these are built in to a 4-way mains extension lead. However, you need to ensure that extension leads are not daisy chained together as this has health and safety implications. If you want advice about the protection of vulnerable equipment such as your broadband router and switch, fax and telephone system please contact the ScoMIS helpline.

TABLE TERRORS

I'm running the Registration Group (dated) report and trying to add blank columns in Word, but all I get is a single cell. What am I doing wrong?

Miserable Monty

Dear Monty

The Registration Group (dated) report is designed using a Rich Text Format Template and although the result looks like a Word table, it doesn't have the same properties. The School List reports (e.g. School List by Reg Groups) use a Word Template, so you will be able to add columns to this report in Word.

MISSING RELATIVES

I have siblings in the school who are not showing as linked in the Family/Home section of the Student record. I have checked that they have the correct contacts and live at the same address. Is there a fix for this? *Perplexed Pete*

Dear Pete

The software identifies students as siblings based on a common contact with parental responsibility, regardless of whether the

address matches or not. If the sibling link isn't displayed it is caused either by the parental responsibility box for the contact not being ticked, or by duplicate contacts. Firstly check the common contact against each student has the parental responsibility box ticked. If the sibling link still isn't showing go to Focus / Person / Contacts, search for the contact and check whether there are two contacts with the same details. Decide which one you want to keep and make sure all the siblings are linked to this contact by going to the Linked Students section (click on New to link them). Next, open the contact you do not want to keep, go to Linked Students and delete any siblings associated with this contact. Finally go to Routines / Student / Delete Unlinked Contacts, search for and delete the second contact.

REPORTING RIDDLE

Are there any descriptions of the reports Capita provide for schools as the headings that appear when you go to Reports / Run are not very informative. Also some of them are nearly but not quite, what I want – can they be changed?

Baffled Bernie

Dear Bernie

On every workstation when you log into SIMS .net you will see the Launcher panel on the left hand side containing all the shortcuts to modules such as Attendance. Underneath this is a documentation panel – click into that and it will load all the latest online manuals. One of these is the Report Catalogue which lists all the reports with descriptions and screen dumps. As far as changing the reports are concerned – any of these can be opened in Design mode and changed. The reporting manual has instructions on how to do this. You may want to consider coming on a Reporting training course (01392 385301).

CONVERSION QUERY

I have just converted to Personnel 7 and when I am editing a member of staffs employment details I have to fill in details for role and origin. This is really frustrating. Can you tell me if there is a quicker way to do this for all staff?

Frustrated Fiona

Dear Fiona

The solution for this is a software patch that can be applied to existing staff details that will pre-populate the fields for role and origin. Please request the School Work Force Return patch from the ScoMIS helpline.

PAYROLL PONDERS

I am worried that I should be doing something to change my payroll numbers in Personnel and Claims Transfer. I have received notification of my new assignment number and understand that I am to use this on all communications in future. *Worried Whitney*

Dear Whitney

You do not need to worry about changing details in Personnel or Claims. When all payrolls have been moved to the new PRISM system ScoMIS will provide a utility that you will need to run. This utility will automatically convert references where there is a one to one match and produce a report of those it is unable to convert. These will then need to be manually edited.

INVENTORY IDEAS

With FMSIS looming I am looking at my battered and torn paper inventory. Is there a better way to keep records of our equipment? *Anxious Al*

Dear Al

Help is at hand; no longer do you need to keep chasing around your departments for Inventory Books. The Equipment Register module which is accessed through the FMS Module assists you in keeping a complete inventory of all equipment in your school. This includes records of equipment details, inspections, stock takes and disposals. It enables you to maintain a record of where your school's valuables and resources are located and who is responsible for them. To aid in this process, equipment can be divided into different categories and insurance information recorded. The link to the FMS module also provides a means of transferring details of new acquisitions, reducing time and ensuring consistency. Alternatively, it can be used as a listing facility only, with no values being carried through from FMS. The SIMS Personnel module is used to import names of Staff (equipment Holders who are responsible for items of equipment), the room name and its location. Equipment Register gives you fast access to your equipment records. An extensive range of reports and reviewing facilities are available, including equipment location, police, insurance and stock take reports. Half Day Courses for New Users in Equipment Register are available – please contact ScoMIS Bookings on 01392 385301.