



CUSTOMER SERVICE EXCELLENCE

# Password

The ScoMIS ICT Magazine

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## INSIDE THIS ISSUE:

- **Developing ScoMIS Services**
- **SIMS accreditation**
- **E-Safety Awareness**
- **Online Reporting and SIMS Learning Gateway**
- **ScoMIS Training Courses**
- **Dear Madge**

...and much more!

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INVESTOR IN PEOPLE



## Developing ScoMIS Services

Things are changing at ScoMIS. We operate in a dynamic, ever-changing environment and the time is right to undertake a full review of our organisational structure. We have had discussions with customers and carried out a self-analysis of our current operations and, as a result, have identified the need to re-structure our operation and to invest in new skills.

We have organised ourselves into three distinct areas:

- **Service Management**
- **Infrastructure & Operations**
- **Business Development and Consultancy**

This will enable us to develop and improve our service in a number of areas:

**Service Desk** All communications with our customers will be routed through this facility. The Service Desk Manager is Simon Lovegrove, and he will be taking on his new responsibilities during the autumn term. Simon has worked at ScoMIS on the Helpdesk and provided support to customers on a wide range of issues, so is well placed to understand customer needs. The new Service Desk will begin operations later this autumn term, and will encompass the existing Helpdesk and also handle the large numbers of calls relating to training courses, procurement, project implementation and general support of the business. Our objective is to increase the number of calls that are resolved as a first time fix.

**ScoMIS Consultants** We wish to work more closely with senior managers in schools to support teaching and learning. We therefore propose to offer on-site account management meetings and regular

local surgeries and workshops delivered through Local Learning Communities. In this way we intend to be a more proactive organisation working closely with schools and contributing to ICT strategies. ScoMIS now has three Consultants. Craig Allen, Sue Donkersley and Peter Gibbs will take on their new roles during the autumn term. We propose to develop a range of interactive on-line visual training tools, on-line tutorials, and to offer audio and video conferences.

**Server, Network and Applications** The restructured ScoMIS will bring together application, technical and training skills groups within ScoMIS to ensure that there are no barriers within our organisation. We will continue to work with partner suppliers such as Capita, RM and Viglen in the development of their applications to make them more intuitive, improve functionality and reliability as well as to reduce the software support impact of upgrades and patches. The frequency of software and hardware upgrades require there to be a formal framework for change and for it to be adopted across the whole range of ScoMIS functions.

The Server, Network and Applications Manager is Nicky England, who has been appointed to work alongside Alan Davis, who is the ScoMIS ICT Technical Manager.

**Service Performance** We wish to adopt a formal approach to Service Delivery with clearly defined service standards in recognition of the size and complexity of the range of school systems. Technology-led issues need to be effectively managed, risks mitigated and a robust testing and control

mechanism established. The Service Performance Manager is Melanie Sussex, who will manage our administration, service performance and support customers on a wide range of issues.

**Autumn Term** Implementation of new roles and responsibilities will take place during the next few weeks, and our aim is to introduce change whilst maintaining and improving our existing levels of service. We hope the difference you notice is an improving speed and quality of service, coupled with a more comprehensive offering of services to support all schools in teaching and learning.

If you wish to comment on any aspect of our current or proposed service provision, please visit our website

<http://www4.devon.gov.uk/eal/scomis/index.php>

and click on Feedback.

Steve Salway

**Head of ScoMIS**

## SIMS Accreditation

We would like to thank all those schools who completed the SIMS Accreditation on-line survey. We are very pleased to report that we have achieved re-accreditation from Capita for the support ScoMIS provides for SIMS software.

The accreditation process involved an independent survey of schools together with documentary evidence of the services that are provided in relation to SIMS modules support, training, Helpline, support visits, technical services, remote support and communications.

Details of our final scores in all aspects of the survey will be published on our website, but our overall satisfaction scores, out of a range of 1–6 with 6 being excellent, were as follows.

## Local Learning Communities: keeping up to date with changes in SIMS .net

### Value for Money of our SIMS support service

Primary	5.19
Secondary	4.52
Overall Score	5.08

### Overall Quality of our SIMS support service

Primary	5.29
Secondary	4.57
Overall Score	5.17

In completing the 15 minute web-based questionnaire a significant number of schools were keen to air their views with free text comments. The survey indicates:

- A recognition that ScoMIS services are improving
- An appreciation of the helpfulness, friendliness and approachability of the team
- The effectiveness and knowledge within the team
- The value you place on remote support
- The high regard you have for remote backup and remote hosting services
- The high quality of training, consultancy and technical visits
- Speed of response from the helpline could be further improved
- More attention should be paid to calling back and school staff availability

We will be using this survey to highlight the areas needing improvement, and make them an integral part of our ScoMIS service developments over the next few months.

The digital camera offered by Capita ES in the prize draw has been won by St Margaret Clitherow Catholic Primary School.

### Welcomes and Farewells

We say goodbye to Mandie  
Kirk and Amy Dunford.

The ScoMIS Development Strategy includes to “develop an extended range of training services delivered locally on demand”. With this in mind we have run several presentations for Local Learning Communities at one of their schools. This service offers schools flexibility and is environmentally friendly, as one trainer travels to you rather than a number of schools travelling to Exeter, Barnstaple or Plymouth.

In May of this year one of our trainers visited Woodlands Primary School to deliver a presentation for the Ivybridge Learning Community. This particular presentation covered the use of, and new features within, Attendance 7. The schools were taken through not only the new features but also how the teachers could take the Registers from a laptop within the classroom. Configuring the Home Page to show the Attendance figures was also demonstrated, as was using the school diary, setting up reminders, sending messages, user defined groups and user defined fields. The schools attending the presentation were very pleased with the service, and as a consequence have requested another presentation in December of this year to cover such things as the School Census and also the School Workforce Census.

Presentations such as these can be provided on request, and can cover the area or areas that are important to you. If you are interested please call the ScoMIS Helpdesk on **01392 385300** for further information. Remember, the visit can be customised to meet your needs – whether it’s for Headteachers, Teachers, Support Staff, SENCOs or Assessment Managers, we will do our best to deliver the information or training that you need locally.

## Online Reporting and SIMS Learning Gateway

At the BETT Education Conference in January, Education Minister Jim Knight announced that from September 2008 all maintained schools will be expected to start the move towards online reporting, with:

- all secondary schools providing parents with online reports by September 2010, and
- all primary schools meeting the requirement by September 2012.

Research and existing practice show that good parental engagement improves the achievement, attendance and behaviour of learners. Many schools are already using ICT more effectively to reach out to a wider range of parents in a direct and meaningful way, including through online reporting. Ministers want to enable good practice to become universally adopted, so that technology is being exploited in a way that shows improvements for schools, parents and learners.

The online reporting expectation does not replace face-to-face and direct engagement, nor does it duplicate or replace the existing statutory requirement to report to parents annually, but will provide parents with up-to-date information at appropriate points through the year to maintain their interest and enable a richer dialogue.

Parents and learners should be provided with online access to information about:

- Attendance and behaviour (both positive and challenging);
- Progress and attainment;
- Special needs.

Although the requirement to report online is not until 2010 (secondary) and 2012 (primary), Schools will need to start preparing for online

reporting now, both by working with the staff and parents to prepare for a new way of communication, and by reviewing their technology to assess how to move forward. ScoMIS are happy to be involved with this process, and can provide the technological means to facilitate this.

Following the successful implementation of SIMS Learning Gateway, ScoMIS have been busy over the summer implementing the next generation of SIMS Learning Gateway, based on Microsoft Sharepoint 2007, and offering both more flexibility in the way that schools can access SIMS data, and in the way that users access the system.



Teachers working from any computer with internet access can view test results for their class before creating assignments on the VLE so that the work set targets a group or individual's needs. Staff will no longer have to remain in school to write pupil reports as the software allows this task to be carried out from any computer with Internet access.

Parents can access SIMS Learning Gateway to examine assessment scores, timetable information or log on during their working day to see if their child arrived at school safely and attended all lessons. This will help schools encourage parental involvement in their child's school life without creating an additional administrative burden for staff as live SIMS information is available automatically

from the school's SIMS Learning Gateway website.

Information is secured by using the https protocol – the same as used in Internet banking and secure shopping sites, and the SIMS Learning Gateway runs from a secure server farm managed by ScoMIS. Access is controlled through usernames and passwords generated by the school, who will be able to restrict access whenever needed. ScoMIS will run the infrastructure allowing schools to focus on the data which is provided, making sure that the audiences receive the information they require.

If you would like to join this project, with the DCFS's 2010 deadline in mind, please contact ScoMIS for a discussion of how SIMS Learning Gateway will work for your school and to book a consultancy visit.

**For further information please contact ScoMIS on 01392 385300.**

## **Exploiting ICT to improve Parental Engagement**

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Schools will have recently received an electronic communication from BECTA on behalf of the DCFS about using ICT to improve engagement with parents. Two guides on Exploiting ICT to improve Parental Engagement were issued.

Of the four strands which are dealt with, ScoMIS can contribute to the recording and reporting, workforce involvement and exploiting technologies threads.

In particular ScoMIS have been working with Capita to bring online reporting to Devon Schools. Over the last two years we have been working with SIMS Learning Gateway in some Devon Schools to bring student data into the homes of parents through secure ICT. We are now moving to the second generation SIMS Learning Gateway based on Microsoft Office Sharepoint Server 2007, which will offer an improved gateway into SIMS for Staff, Students and Parents. In combination with other elements within SIMS.net, we are able to help you meet many aspects of this agenda.

## **Recording and Reporting**

- Attendance 7 or Lesson Monitor, to record session and lesson attendance
- Assessment Manager 7 to record statutory Assessment and key performance criteria for students
- SEN for Special Needs information and integrated IEPS
- Achievement and Behaviour to record students throughout the year
- Performance Analysis to use input data to compare, analyse and predict key assessment scores
- Assessment Manger 7 for interim reports
- Profiles 7 for Full end of year reports, incorporating data from Lesson Monitor, Achievement, Behaviour, and Assessment
- SIMS Learning Gateway to make some or all of this available for parents to access

## **Enabling Partnerships – empowering parents**

- SIMS Learning Gateway to provide Discussion Forums, surveys, documents and access to data

## **Workforce Involvement**

- ScoMIS offer whole school training in adapting to new modules such as Lesson Monitor, Achievement and Behaviour or Assessment
- Allow staff more flexibility with SIMS Learning Gateway

## **Exploiting Technologies**

SIMS Learning Gateway allows Parents and Staff access to information whenever and wherever they want it through the secure website and their own username and password

SIMS Terminal Services allow schools to distance the maintenance of SIMS and allow them to focus on maximising use of SIMS as a tool for classroom improvement

**For further information please contact ScoMIS on 01392 385300.**

## Tracking Pupil Progress in Primary Schools using Assessment Manager

A set of Tracking Progress Resources (Assessment Manager templates and marksheets) specifically for Primary schools have been provided for English (Reading, Writing, Speaking and Listening), Maths and Science in Years 1–6, together with a set of tracking grid templates.

Tracking pupil progress serves a number of purposes:

- Provides a picture of pupil progress at whole-school and class level
- Provides a focus for professional dialogue to support assessment for learning and personalised learning
- At whole-school level, it enables targeted mapping of intervention to support pupil learning. It helps to track the progress of individual children who are in need of support to accelerate progress and/or who are achieving or exceeding age-related expectations
- Provides evidence of the impact of actions on progress and strengthens the accountability of teachers and head teachers.

**For further information, to arrange a Local Learning Community Presentation or Consultancy, please contact ScoMIS on 01392 385300.**

## SIMS maintaining the timetable in NOVA T6 – Secondary

Many schools are new to NovaT6 in the last couple of years and will wish to ensure that the timetable is managed during the academic year as efficiently as possible.

ScoMIS are now offering courses during the Autumn Term which is not just targeted at Timetablers but also at the many Administrators who seek to manage the timetable.

The course will include:

- An overview of T6 for those unfamiliar with the way it works
- Managing all kinds of staffing issues during the year
- Adding support staff to classes
- Data management of the changes including how things can be prepared in advance rather than at the last minute
- Understanding the Curriculum transfer to SIMS.net and the importance of dates to be used
- The inter dependency of T6, SIMS. net and T4 and how to manage the three pieces of software
- Changing room allocations
- Coping with rotations in T6 and SIMS. net
- Efficient use of Non-class codes
- Reports and checking procedures
- Plus anything arising from the needs of those attending

The schools attending are requested to bring a copy of their latest T6 data (i.e. an SQL file) with them to the training course so that as much work as possible is undertaken on their own data. There will be an opportunity for a health check to be provided if time permits.

### Venues and Dates

*ScoMIS Centre, Exeter*  
11 September 2008

*ScoMIS Centre, Plympton, Plymouth*  
14 October 2008

*ScoMIS Centre, Barnstaple*  
21 October 2008

**Attendance** One Day 09.30–15.30

**Cost** £215 per school (up to two people attending)

**To book a place please contact Course Bookings 01392 385301 or email [bookings@devon.gov.uk](mailto:bookings@devon.gov.uk).**

## The School Workforce Census is a statutory requirement. Are you prepared for this?

As you are all aware, the first School Workforce Census (SWC) statutory return will be in January 2010 and then termly thereafter. This census is in addition to the School Census and will be run on the same day. In preparation for this many schools will be carrying out their first SWC in January 2009 as follows:

### DEVON

The Local Authority has requested that all schools (Nursery, Primary, Special and Secondary) carry out a SWC in January 2009.

### PLYMOUTH

The Local Authority is encouraging all schools (Nursery, Primary, Special and Secondary) to carry out a SWC in January 2009.

### TORBAY

The Local Authority has selected 12 pilot schools to carry out the SWC in January 2009.

During June and July the Devon LA provided schools with the opportunity to attend presentations on what information is required by the SWC and how this should be recorded in SIMS .net. The presentations were attended by 197 schools, which means that there are well over 160 schools that are still unaware of the full implication of this statutory return and the work and preparation needed in order to fulfil the requirements of the DCSF. There will be more free presentations for those Devon schools who did not attend on the 7th October and 5th November in Exeter and on the 14th October in Barnstaple. Any



presentations or training run after these dates will have to be paid for by the schools.

We are currently in communication with colleagues in Plymouth to provide presentations for their schools. Hopefully, by the time you read this we will have some dates and venues, so please call the ScoMIS Helpdesk for details.

If you are one of the many schools that have not attended a presentation, or were blissfully unaware that this SWC was a statutory requirement, then the following links will take you to further information and help you to familiarise yourselves with what is happening:

### ScoMIS

<http://www4.devon.gov.uk/eal/scomis/publications/schoolworkforcecensus.php>

### TeacherNet

<http://www.teachernet.gov.uk/docbank/index.cfm?id=1200>

The School Workforce Census does require preparation and the sooner schools start this, the easier it will be for them when it comes to the real thing in January 2010. This return will be for **all** members of staff, including those not directly employed by the school, such as Supply Teachers and Contract Cleaners, etc. As this return concerns staff information it will be necessary for all members of staff to receive a Fair Procession notice and the majority of Devon schools will receive this with their pay advice slip, but there may be occasions when schools will have to issue this themselves.

Depending on who the member of staff is, schools may need to record staff qualifications, ethnicity, disabilities and absences and it is this last one that schools need to be recording now.

The first statutory SWC in January 2010 requires all schools to provide staff absence data for the 2009 calendar year. This means that all schools will need to start recording absence data in January 2009 and it is not just

absences for sickness but also maternity or paternity leave, training, secondment, unpaid authorised absence, etc. Devon schools will need to record this information in SIMS .net.

For those schools participating in the January 2009 census, **absence data will need to be recorded from September 2008.**

As always ScoMIS will do its very best to support all schools through this process but the following contact information may also be of use to you:

#### **Devon**

##### *ScoMIS*

telephone 01392 385300

email [scomis@devon.gov.uk](mailto:scomis@devon.gov.uk)

##### *HR*

helpline number 01392 384567

email [hrealaid@devon.gov.uk](mailto:hrealaid@devon.gov.uk)

#### **Plymouth**

##### *HR SIMS*

telephone 01752 312502

email [marcia.edwards@plymouth.gov.uk](mailto:marcia.edwards@plymouth.gov.uk)

##### *Census*

telephone 01752 307348

email [performance.team@plymouth.gov.uk](mailto:performance.team@plymouth.gov.uk)

#### **Torbay**

##### *Sarah Gray*

telephone 01803 207338

email [sarah.gray@torbay.gov.uk](mailto:sarah.gray@torbay.gov.uk)

## **E-Safety**

Every school should be aware of the issue of E-Safety, and possible dangers for its community, both from within school and at home. Are you aware of the following:

*"Everyone has a role to play in empowering children to stay safe while they enjoy (new technologies), just as it is everyone's responsibility to keep children safe in the non-digital world"*

Dr Tanya Byron, The Byron Review, March 2008

*49% of 8-17 year olds and 63% of 16-19 year olds have a social networking profile*

Ofcom Report, Social Networking, April 2008

*81% of South West Secondary schools have experienced problems with a social networking site*

SWGfL Report, Social Networking, April 2007

*22% of children and young people claim to have been the target of cyberbullying*

Anti-Bullying Alliance Research, 2006

*32% of parents admit never having spoken to their children about how the internet should be used*

SWGfL Parent Sessions

### **The role of South West Grid for Learning**

Safety and security is a prime consideration for all education establishments using the Internet and is represented in the SWGfL by the umbrella concept of 'SWGfL Safe'. E-safety underpins everything SWGfL does and together with our partner organisations endeavours to enable learners to embrace these new and exciting technologies in a safe and well informed way.



The South West Grid for Learning is nationally acclaimed as a key organisation dealing with e-safety issues in the education sector, and invests significantly in reducing these risks.

The SWGfL provides pages of useful resources for parents, teachers, headteachers, governors and students themselves on their website:  
<http://www.swgfl.org.uk/safety/default.asp>

The following clips will make you think about the issues and are a good place to start taking stock.

### **The Internet – Good or Bad**

<http://www.youtube.com/watch?v=nhb6iT-HCbE>

### **Internet Safety**

[http://a124.g.akamai.net/7/124/30915/v0001/gff.download.akamai.com/30915/klicksafe\\_english.mpg](http://a124.g.akamai.net/7/124/30915/v0001/gff.download.akamai.com/30915/klicksafe_english.mpg)

### **Cyberbullying**

<http://www.digizen.org/cyberbullying/fullFilm.aspx>

### **Information for Parents**

<http://www.childnet-int.org/kia/>

## **About the SWGfL e-safety Conferences**

South West Grid for Learning is pleased to confirm that their e-safety Conferences will be returning on 25th, 26th and 27th November 2008.

Building upon the success of last year's conferences, and the extensive work that SWGfL and its partners have achieved around the area of e-safety, this year's conferences promise to deliver a comprehensive programme of seminars and keynote speeches, delivering crucial information on the latest developments in the e-safety arena.

Once again, the programme has been developed from a cross-curricular perspective, enabling all educators to share good practice and gain ideas to take back to school, to help support the use of the internet and related technologies not only in the classroom but within the wider community.

## **What is SWGfL Merlin?**

SWGfL Merlin, centrally funded by member LAs, provides the foundation for school learning platforms across the South West of England. Designed for education, it supports important government initiatives, including Every Child Matters, Personalised Learning and Access to information.

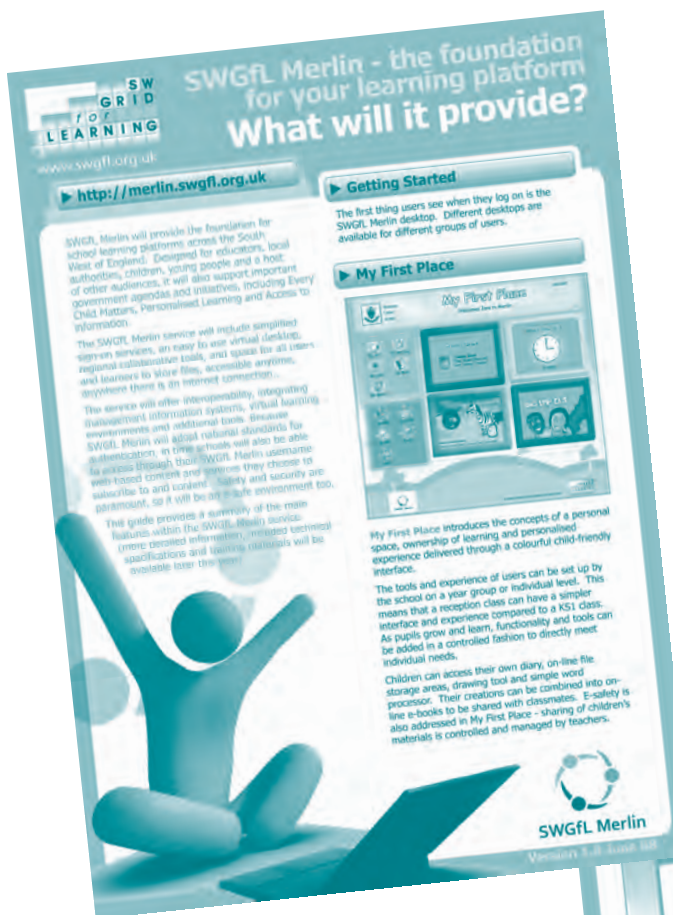
The SWGfL Merlin service includes simplified sign on with virtual desktops, communication and collaboration tools and online space to store files and resources. The service integrates management information systems, virtual learning environments and additional tools and content chosen by schools, with an emphasis on e-safety.

SWGfL Merlin is also available for the whole community of services for children and young people.

### **Teachers can**

- create and share teaching materials
- put your resources and lesson plans online
- customise learning for the exact needs of your pupils
- supply teachers will have access to resources and current learning plans
- receive submissions of work from pupils
- manage your diary, personal file space and receive targeted news within your personalised desktop space
- Increase your ICT confidence





The Main Features of Merlin which will be available immediately to schools are:

**My Place** My Place provides each user with a 'virtual desktop' and quick and easy access to a range of useful tools. Once allocated, this personal area will stay with them when they move schools within the SWGfL region.

**My Desktop** The desktop is provided for every user and enables them to add an image as a background (wallpaper) and select and display a variety of information using widgets.

**File Storage** A simple bar graph indicates the space available to each user and the amount remaining.



## Pupils can

- access learning materials created by their teachers and others
- store work and notes online for use in assignments, homework and revision
- work at their own pace
- create an online portfolio, (including digital photos and videos of performance)
- submit work and assignments for marking or discussion
- communicate, collaborate and participate in live discussions and forums with other students and teachers

## Parents can

- support children in any learning which takes place outside school
- access their child's online portfolio and view a showcase of their best work
- communicate more effectively with teachers
- engage with wider school issues through online communication and shared spaces

**Last Logon** Last-logout date and time is displayed to users, helping them detect if someone else has used their account.

**My Files** All staff and pupils are provided with a web based file store that includes drag and drop support, a recycle bin and filters to find information quickly.

**Personal Calendar** All staff and pupils have access to their own personal online calendar.

**Widgets** Everyone has access to a selection of tools to add to their desktop including news, RSS news feeds, Bookmarks, Clock and Calculator.

**Web parts** The library of standard SharePoint web parts is available for advanced users to further personalise a desktop with direct access to, for example, applications such as an Excel spreadsheet

**Contacts** All staff and pupils have their own private address book for storing contacts.

**E-portfolio** All staff and pupils have an area to publish and share information with other users. E-portfolios can include work learners are proud of and wish to share with peers or parents, and can include picture and document libraries as well as their own blog to support their learning.

**My Profile** Each user has their own profile; here they can provide information about themselves which can then be viewed by other users. They can also provide an email address to receive alerts.

### **Our Places**

Our Places are collaboration spaces, designed for use by groups of users to share information and communicate, for example using discussion forums. Members might include all the children in a class, a group of parents, or perhaps staff from a number of schools. Our Places can include a wide variety of tools and features (described below).

**Targeted News** Authorised users can publish news; they can also 'push' news items, so users see the item on their desktop when they next logon.

**Discussion Forums** Discussion forums enable online communication; moderation and content filtering are also available.

**Blogs** Blogs are a popular way for groups or individuals to publish news, ideas, experiences, and invite comment.

**Document Libraries** Document libraries are used to store information such as files and pictures. They can be for an individual, or for groups. Schools might choose to publish all their policies or photos from school trips in a Document Library.

**Wikis** Wikis are an easy way to for users to jointly work on a document, creating a body of knowledge they can easily share and update.

**Integrated Calendars** Our Places can include calendars, for sharing events with members. Multiple calendars can be viewed simultaneously; they are overlaid on the personal calendar to provide a complete picture of events.

SWGfL Merlin will be available from October 2008 for schools on the Early Adopter lists. Devon will be running awareness sessions in October and November. Look out for information which will be sent to schools in the next few weeks.

For more information please see [http://www.swgfl.org.uk/services/learning\\_platforms/default.asp](http://www.swgfl.org.uk/services/learning_platforms/default.asp) or contact ScoMIS.

## **RM Community Connect 4**

Many of our schools will be looking to enhance their IT provision in schools in order to provide students with access to computers. Key will be access to the internet for access to Learning Platforms such as Merlin (see separate article).

A managed network allows schools to control the PCs on site, while ensuring that students and pupils are able to save work, use the resources teachers provide and use key web resources. The network also needs to run with minimal maintenance and maximum up-time. Many smaller schools do not have the resources to employ a full-time technician, and a Management system such as RM Community Connect 4 is often the best solution.

Building on the CC3 network software used in many Devon schools, CC4 will offer the stability, scalability and learning-focused access of CC3, but will include many enhancements:

- Enhanced control over your network
- An enhanced wireless experience
- Avoid network disruptions with trickle-feed functionality
- Use both Windows Vista® and XP machines
- Support multiple devices and remote access
- Increase return on investment with thin client technology
- Monitor and manage hardware assets
- Solve simple problems with user-friendly MyConnect
- Reduce disruption with Network Recycle Bin
- Stay in control with Internet Access Manager
- Total Classroom control with RM Tutor

For more information see <http://cc4.rm.com/>.

ScoMIS will be working with RM to provide high level advice, training and support for Community Connect 4. If you require further information please contact the ScoMIS Helpline on **01392 385300**.

## ScoMIS Backup Advice

Due to the changes implemented last year to the underlying database technology which SIMS and FMS rely on it is a good time to update our backup advice. An updated section has been introduced on the ScoMIS website under Publications/Guides > General > Backup which you can access directly via <http://www4.devon.gov.uk/eal/scomis/publications/backup.php>. It includes a backup routine guide for primary schools as well as job planners for the Seagate Tapeware & Iomega Rev drive systems.

The ScoMIS Whole School ICT Support Service offers full ICT support for any ICT issues and this includes assistance with disaster recovery following hardware failures. However, systems can only be rebuilt and data restored where there is a reliable backup. Schools are responsible for the backup of their system data unless they have purchased a remote backup managed service.

Consider for a minute if your school's admin PC broke and there was no backup...

- Loss of personnel information
- Loss of pupil data
- Loss of school documents
- Loss of financial information
- In short, everything could be lost

Support and advice about the secure backup of school data and the ScoMIS Remote Backup Service are available on the ScoMIS website: [www.devon.uk/eal/scomis/](http://www.devon.uk/eal/scomis/) or call ScoMIS on **01392 385300**.

## Christmas Break 2008

Orders for all hardware (i.e. computers, backup devices, printers, scanners) for delivery and installation before Christmas must be received by ScoMIS no later than **Monday 17th November 2008**.

Orders for peripherals must be received by **Monday 1st December 2008** if delivery is required before the end of the Autumn term.

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



## ScoMIS Courses – Autumn Term 2008

We will be running the following courses during the Autumn 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](http://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](mailto:bookings@devon.gov.uk)

Date	Course	Location	Times	Price
11/09/2008	Maintaining the Timetable in Nova T6 – Secondary	Exeter	09.30 – 15.30	£215 per school
16/09/2008 17/09/2008 18/09/2008	Managing your RM Community Connect Network	Exeter	09.30 – 15.30	£610 per school
23/09/2008	FMS New Users – Day 1	Exeter	09.30 – 15.30	£145 per person
24/09/2008	SIMS .net for New Administrators	Exeter	09.30 – 15.30	£145 per person
24/09/2008	FMS New Users – Day 1	Plympton	09.30 – 15.30	£145 per person
30/09/2008	FMS New Users – Day 1	Barnstaple	09.30 – 15.30	£145 per person
01/10/2008	SIMS .net for New Administrators	Plympton	09.30 – 15.30	£145 per person
02/10/2008	FMS New Users – Day 2	Exeter	09.30 – 15.30	£145 per person
03/10/2008	Nova Cover 7 – Secondary	Plympton	09.30 – 15.30	£215 per school
07/10/2008	Nova Cover 7 – Secondary	Exeter	09.30 – 15.30	£215 per school
07/10/2008	FMS New Users – Day 2	Barnstaple	09.30 – 15.30	£145 per person
07/10/2008	School Workforce Return Presentation	Isca Centre, Exeter	09.30 – 12.30	No charge
08/10/2008	SIMS .net for New Administrators	Barnstaple	09.30 – 15.30	£145 per person
08/10/2008	FMS New Users – Day 2	Plympton	09.30 – 15.30	£145 per person
09/10/2008	Examinations Organiser – New Users	Exeter	09.30 – 15.30	£215 per school
09/10/2008	Personnel 7 for New Administrators	Exeter	09.30 – 15.30	£145 per person
10/10/2008	Nova Cover 7 – Secondary	Plympton	09.30 – 15.30	£215 per school
14/10/2008	Introduction to Reporting from SIMS .net	Exeter	09.30 – 15.30	£145 per person
14/10/2008	Maintaining the Timetable in Nova T6 – Secondary	Plympton	09.30 – 15.30	£215 per school
14/10/2008	School Workforce Return Presentation	Barnstaple	09.30 – 12.30	No charge
15/10/2008	Attendance 7 Workshop for New Users	Exeter	09.30 – 12.30	£135 per school
15/10/2008	Personnel 7 for New Administrators	Plympton	09.30 – 15.30	£145 per person

15/10/2008	Nova Cover 7 – Secondary	Barnstaple	09.30 – 15.30	£215 per school
16/10/2008	Writing Home more Effectively from SIMS .net	Exeter	09.30 – 12.30	£135 per school
16/10/2008	Personnel 7 for New Administrators	Barnstaple	09.30 – 15.30	£145 per person
17/10/2008	Nova Cover 7 – Secondary	Plympton	09.30 – 15.30	£215 per school
21/10/2008	Writing Home more Effectively from SIMS .net	Plympton	09.30 – 12.30	£135 per school
21/10/2008	Maintaining the Timetable in Nova T6	Barnstaple	09.30 – 15.30	£215 per school
21/10/2008 22/10/2008 23/10/2008	Managing your RM Community Connect Network	Exeter	09.30 – 15.30	£610 per school
22/10/2008	Special Needs in SIMS .net	Plympton	09.00 – 13.00	£135 per school
23/10/2008	Nova Cover 7 – Secondary	Exeter	09.30 – 15.30	£215 per school
24/10/2008	Nova Cover 7 – Secondary	Exeter	09.30 – 15.30	£215 per school
04/11/2008	Nova Cover 7 – Secondary	Exeter	09.30 – 15.30	£215 per school
04/11/2008	Attendance 7 Workshop for New Users	Plympton	09.30 – 12.30	£135 per school
05/11/2008	Mock Examinations in Organiser Workshop	Exeter	09.30 – 12.30	£135 per school
05/11/2008	Equipment Register for New Users	Plympton	09.30 – 12.30	£135 per school
05/11/2008	School Workforce Return Presentation	Isca Centre, Exeter	09.30 – 12.30	No charge
05/11/2008	Introduction to Reporting from SIMS .net	Barnstaple	09.30 – 15.30	£145 per person
06/11/2008	Behaviour Management SIMS .net Workshop	Exeter	09.30 – 12.30	£135 per school
07/11/2008	Nova Cover 7 – Secondary	Plympton	09.30 – 15.30	£215 per school
11/11/2008	Equipment Register for New Users	Exeter	09.30 – 12.30	£135 per school
12/11/2008	Assessment Manager 7 for Primary Schools – Day 1 Introduction to Managing Assessment Data	Exeter	09.30 – 15.30	£215 per school
12/11/2008	Behaviour Management in SIMS .net Workshop	Plympton	09.30 – 12.30	£135 per school
13/11/2008	Introduction to Timetabling	Exeter	09.30 – 15.30	£215 per school
13/11/2008	Maintaining and Managing your SIMS .net Data	Exeter	09.30 – 15.30	£145 per person or £215 per school
13/11/2008	Attendance 7 Workshop for New Users	Barnstaple	09.30 – 13.30	£135 per school
14/11/2008	Profiles 7 New Users – Secondary Schools	Exeter	09.30 – 15.30	£215 per school
18/11/2008	Assessment Manager 7 for Primary Schools – Day 1 Introduction to Managing Assessment Data	Plympton	09.30 – 15.30	£215 per school
18/11/2008	Special Needs in SIMS .net	Barnstaple	09.30 – 13.00	£135 per school
19/11/2008	Special Needs in SIMS .net	Exeter	09.00 – 13.00	£135 per school
19/11/2008	Equipment Register for New Users	Barnstaple	09.30 – 12.30	£135 per school
19/11/2008	Introduction to Reporting from SIMS .net	Plympton	09.30 – 15.30	£145 per person

20/11/2008	School Census Workshop – New Users	Barnstaple	09.30 – 12.30	£135 per school
21/11/2008	Course Manager Workshop for Secondary Schools	Exeter	09.30 – 12.30	£135 per school
25/11/2008 26/11/2008 27/11/2008	Managing your RM Community Connect Network	Exeter	09.30 – 15.30	£610 per school
25/11/2008	Writing Home more Effectively from SIMS .net	Barnstaple	09.30 – 12.30	£135 per school
26/11/2008	School Census Workshop – New Users	Plympton	09.30 – 12.30	£135 per school
27/11/2008	School Census Workshop – New Users	Exeter	09.30 – 12.30	£135 per school
02/12/2008	Assessment Manager 7 for Primary Schools – Day 2 Developing use of Assessment Data	Exeter	09.30 – 15.30	£215 per school
03/12/2008	Schools Census Presentation for Primary Schools	Exeter	09.30 – 12.30 13.30 – 16.30	£45 per school
04/12/2008	School Census Presentation for Primary Schools	Exeter	09.30 – 12.30 13.30 – 16.30	£45 per school
05/12/2008	School Census Presentation and demonstration on the use of COLLECT	Oldway Mansion, Paignton	09.30 – 12.30	£45 per school
08/12/2008	School Census Presentation for Primary Schools School Census Presentation for Secondary Schools	Exeter Exeter	09.30 – 12.30 13.30 – 16.30	£45 per school £45 per school
09/12/2008	School Census Presentation for Primary Schools School Census Presentation for Secondary Schools	Baylis Suite Plymouth	09.30 – 12.30 13.30 – 16.30	£45 per school £45 per school
09/12/2008	Assessment Manager 7 for Primary Schools – Day 2 Developing use of Assessment Data	Plympton	09.30 – 15.30	£215 per school
10/12/2008 11/12/2008 12/12/2008	Managing your RM Community Connect Network	Exeter	09.30 – 15.30	£610 per school
11/12/2008	School Census Presentation for Primary Schools	Barnstaple	09.30 – 12.30 13.30 – 16.30	£45 per school
15/12/2008	School Census Presentation for Primary Schools	Exeter	09.30 – 12.30 13.30 – 16.30	£45 per school

### LOCATION... LOCATION...

The training centre for the Plymouth area has moved to

**Learning@Ridgeway, 75 Ridgeway, Plympton, Plymouth PL7 2AW**

See the following link for more information:

<http://www4.devon.gov.uk/eal/scomis/ply.php>

# Dear Madge



## Stop that Spam!

**I am receiving an increased amount of spam emails in my Outlook Inbox. Is there anything I can do?**

### Bothered Betty

Dear Betty

South West Grid for Learning have spam filters in place and are very keen to keep the spam list as comprehensive as possible. To help South West Grid for Learning keep this list up to date please forwards all spam emails to [spam@rm.com](mailto:spam@rm.com) and then delete them.

## Missing Pupils

**I am trying to print out my manual registers from Attendance 6 but I haven't got any children in the classes. Why is this?**

### Worried Walter

Dear Walter

Open Attendance 6 and check the year in the bottom right hand corner of the window – if it is still showing as 2007/2008, go to Tools/Attendance Years, make sure the year 2008/2009 is selected and then click on Set Current Academic Year for Attendance. When you close the window you will see the year has changed to 2008/2009. Re-print your registers and the pupils should be appearing.

When your SIMS .net is upgraded to version 7.108 (the August release) you will be able to print these registers from the following route – Reports | Attendance | Manual Entry | Print Registration Sheet.

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## Class Name Conundrums

**I have forgotten to change a class name in the Pastoral Structure; can I go back to the beginning of the year and change the name to what it should be?**

### Forgetful Flora

Dear Flora

Unfortunately classes can only be changed from today's date or in the future, not retrospectively. Remember that if a class name is changing you will need to remove the old class by going to Focus / School / Pastoral Structure / Current Pastoral Structure, right click on the class and click on Remove. Then right click on the registration group folder and select New Registration Group. Do not modify a class name as it will affect the history of that class.

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## Questions, Questions, Questions

**I have got a number of questions about how to do things in Nova T6. The manual is over 300 pages long and I need to have some way of getting answers to common questions quickly and easily.**

**Can you help?**

### Tormented Timetabler

Dear Tormented

As it happens, help is at hand. There are about a dozen quick guides, largely written by Alec Marshall, posted on our

website. Each one runs to a page or two so that they answer specific questions in a clear uncomplicated way. You can find them on the ScoMIS web site by going to our Home page and then clicking on Publications and Guides, then General and then Timetabling and Options. These guides will be updated as issues arise so timetablers should look at this area from time to time.

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## Rogue Folder

**I have a folder on my desktop called 'p5 ScoMIS conversion' and I do not know what it is for. I don't think I need it – please can you advise?**

### Tidy-up Tina

Dear Tina

If you double click on the folder to open it you will see a 'remove utility'. Click on this and it will remove the folder from your desktop.

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## Reconciliation Riddle

**I am from a school in Devon and when I upload my documents on Securenet I also check for downloads so that I can do my reconciliation. However, when I log out it does not generate a file. What am I doing wrong?**

### Mystified Mandy

Dear Mandy

When you download your reconciliation files you need to use 'download and reformat' route from within DCC Applications otherwise you will be downloading but not reformatting which is why the file was not generated.