

Forward

by Janine Bryant Head of School IT Systems Support

Dear Colleagues

Over the past years School IT Systems Support has seen an upward trend in the use of ICT across the school. 2007/2008 has been no exception to this trend, with schools now embracing the use of their Management Information Systems in the classroom. Teachers are becoming more skilled in the use of ICT and it is becoming everyday practice to use ICT as a tool for Management and decision making.

With the child at the centre, School IT Systems Support (SITSS) provides the services needed, from enabling teachers to deliver high quality ICT solutions into the classroom, to supporting the data needs of schools to monitor and track pupil progress and analyse school performance.

Over the last year, responding to the requests of schools and working closely with SIPs, School IT Systems Support has produced an Assessment Target setting and Tracking system built into the schools' Management Information System. We have increased the number of staff in both the area of MIS and Technical to meet the ever increasing requests for support from schools, both as part of their annual contracts and consultancy.

Evidenced by the positive feedback received, schools value the support received from SITSS, who can reduce the burden for schools in managing complex ICT systems and ensure that efficiencies are made through the use of your Management Information System.

The SITSS contracts are designed to provide 'choice' and can be tailored to meet the needs of your school. By buying into our support contracts you get the benefit of access to an 'education facing' support team who know the customers we serve and the demands that are put on you throughout the school year.

Through the delivery of our services SITSS aims to continue to improve the level of service given to all our customers, and provide you with 'peace of mind' that your ICT support team is fully equipped to meet your demands.

If you would like to talk directly to one of our consultants about your contract then please initially contact myself janine.bryant@hertsc.gov.uk and request a visit.

We look forward to working in partnership with you during 2008/09 and supporting your school to meet the ever expanding use of ICT.

Yours sincerely



Janine Bryant
Head of School IT Systems Support

1 General Information

1.1 The SITSS Team



School IT Systems Support

Technical Support Centre Accredited by the Institute of IT Training
RM Approved Support Provider

1.2 Who we are and what we do?

School IT Systems Support (SITSS) is a traded service within the Standards & School Effectiveness (SSE), Children, Schools and Families (CSF). SITSS offers the following services to schools:

Annual contractual support, via the SITSS helpdesk, for:

- School Management Information Systems designed to assist in decision making, record keeping (pupil and staff), performance monitoring, tracking, reporting and planning
- Microsoft products
- Anti-virus software
- Technical (ICT) support
- Network support

On a consultancy basis:

- Training in school Management Information Systems (MIS)
- Bespoke training and consultancy for individual school's use of MIS – how to gain maximum benefit from their MIS
- Design and commissioning for curriculum and administration computer networks
- ICT suite design
- Advise on computer purchasing

1.3 Why use SITSS?

Access to a first class support service is essential in maximising the use of ICT within the learning and management of schools. It is essential that your support provider fully understands and meets the requirements of your school. At School IT Systems Support, we provide just that quality service as demonstrated by:-

- being a fully accredited 'Technical Support Centre' with the Institute of IT Training
- an approved RM support Partner with fully qualified CC3 and Microsoft certified technicians
- the high level of customer satisfaction demonstrated through customer service Helpdesk surveys, training, and onsite visit evaluation forms.

SITSS has a unique opportunity to add value to the above services by its location within SSE (advice and guidance offered within the Hertfordshire CC context), readily accessible to schools, a close knowledge and understanding of the Hertfordshire school culture, the pressures and its access to other specialist parts of CSF and HCC.

To contact us for general enquires Tel: 01582 830310 *7
or email sitss.admin@lea.herts.sch.uk

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1.4 Benefits of using SITSS

- Access to our telephone support desk, acting as a single point of contact for IT systems in schools, through one contact telephone number
- Support provided by a local team who know and understand your systems
- A wealth of experience in Management Information Systems and other office software to enable schools to maximise the full potential of their Management Information System
- Support to leadership teams in the development of their Management Information Systems through self evaluation, project and implementation plans
- SIMS software update testing, management and distribution
- Support for all SIMS applications, with the exception of Finance where SITSS provides technical support and Financial Services for Schools support the finance and application software
- All parts of a problem gathered together on the SITSS call logging system
- The ability for schools to log calls directly with the Helpdesk via the web and monitor the progress of open calls for their school. *(This is a NEW service and will be available during 2008. SITSS will make an announcement when it is available).*
- Regular newsletters
- Website providing up to date information, documentation and reports designed to support Hertfordshire schools.
- Reduced costs in some contract areas if taken with another service
- Training provided to meet the needs of Hertfordshire schools
- Quality support provided as an RM Support Partner for school networks
- Network design and commissioning service
- ICT suite design consultancy service
- Hardware and software procurement service offering best value through Hertfordshire Business Service framework agreement
- Technical hardware and equipment repair support
- Bespoke support packages designed to meet the needs of your school
- Access to Anti-virus protection scheme

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2 Customer Charter

2.1 Information

Provision of IT technical support involves a partnership between your school and SITSS. In delivering our service to customers we will adopt the following procedures to ensure as high a quality service as possible. We will: -

1. Always give polite, friendly and effective response however contacted.
2. Answer phone calls within 6 rings (if the phones are engaged you will be asked to leave a voicemail that will be responded to as per our helpdesk service standards).
3. Individually number and record each call.
4. Make every effort to ensure that a skilled member of staff answers all incoming calls and to resolve the issue at the time.
5. Where necessary, and covered by your contract, we will visit your school to resolve an issue.
6. Respond to letters, e-mails and faxes within 5 working days.
7. Always keep customers informed of progress.
8. Do what we promise in the time agreed.
9. Wear name badges so that we can be recognised and held to account.
10. Monitor complaints, compliments and comments to ensure we learn from them.
11. Ensure that all our staff are appropriately trained.
12. Research all upgrades to major software packages and make recommendations available to schools as appropriate. We will examine SIMS software updates and where tailoring is required, this will be completed in consultation with the relevant service providers.
13. Provide regular reports, normally via SITSS User News, regarding software releases, upgrades, guidance and advice on good practice.
14. Meet with LA Monitoring/Liaison Groups, SSE advisors and SIPs.
15. Liaise with trusted third parties to provide support.

3 Customer Responsibilities

To help us deliver an effective service we would ask you to take responsibility for the following: -

1. When leaving a message on our voice mail system you state (speaking slowly and clearly): -
 - your name
 - your school name
 - your school LA number
 - a brief indication of the nature of your call
 - an additional telephone number if you require us to call you directly
 - a suitable time to call back to you
2. Notify us promptly of the existence of a problem, together with full information and the circumstances that led to the problem arising.
3. Implementing all upgrades as provided by SITSS within 4 weeks of the receipt of the upgrade.
4. Ensure that suitable virus protection software is installed and regularly updated.
5. Ensure that there is a regular daily backup procedure in operation as recommended by SITSS, which are stored in a safe and secure location.
6. Advise SITSS of any modifications to systems, (where SITSS maintains the system), by third party suppliers. We reserve the right to limit support where a problem occurs as a direct or indirect result of malicious or negligent actions or intent.
7. Ensure that staff accessing the SITSS Helpdesk have been trained in the use of the software area they are requesting help about. SITSS reserves the right to advise callers that their calls will be chargeable where inappropriate use is being made of the Helpdesk.
8. Ensure that there are lines of communication, within your own school, to enable the updating and sharing of information across staff on a weekly basis.

4 Communications

4.1 Introduction

It is difficult for schools to keep up to date with the fast changing world of IT and in particular the rapidly changing requirements of the DCSF and the Local Authority. SITSS will ensure that your staff are aware of and at the forefront of current technology through regular communications.

4.2 Newsletter

The SITSS Newsletter 'SITSS User News', is published termly in both a paper format that is sent to all schools (via the school courier service) and an online version on the Hertfordshire Grid for Learning.

The newsletter includes:

- New functionality within SIMS .net
- Problems and Resolutions
- Up coming Data Collection requirements
- Technical issues
- New training opportunities
- SITSS team news
- Feedback from customer feedback forms
- Topical issues e.g. Data Protection, Fair processing notice, Freedom of Information and PC disposal

4.3 Bulletins

The school bulletin is the key tool for all HCC council staff to communicate with schools. SITSS will publish articles in the school bulletin.

- Where schools are required to do something (action articles) e.g. School Census
- Information on new services, exhibition or consultation (information articles)
- Notification of items schools will receive in their postbag / courier bag

Articles via the bulletin are targeted at a specific audience (e.g. heads, administrators, SENCO and finance / bursars) and to specific school types.

4.4 User Group meetings

SITSS holds regular termly user group meetings for practitioners, enabling them to keep up to date with all the latest software enhancements and topics both locally and nationally.

4.5 Website

The SITSS website, on the Hertfordshire Grid for Learning, is regularly updated with information on the range of services School IT Systems Support provides.

The website can provide schools with:

- Manuals and Quick Guides
- Prices
- Details of courses and training opportunities
- A large number of SIMS .net reports
- Details of urgent updates
- Technician Tips
- Details of various types of Networks

4.6 Attend individual meetings / cluster groups

SITSS MIS Consultants are available to attend Heads Clusters/Consortia to help develop your understanding, as a Head teacher, of what value you should expect to get from your Management Information System.

4.6.1 Primary Schools

If you would like an MIS Consultant to attend your Heads Cluster/Consortia or make contact with you please contact Sally Cort at the address below or e-mail the SITSS Helpdesk sitss.mis@lea.herts.sch.uk and mark it for the attention of Sally Cort:

Sally Cort, Primary MIS Manager, School IT Systems Support, Hertfordshire Development Centre, Butterfield Road, Wheathampstead, Herts, AL4 8PY

4.6.2 Secondary Schools

If you would like an MIS Consultant to attend your Heads Cluster/Consortia or make contact with you please contact Anna Hearn at the address below or e-mail the SITSS Helpdesk sitss.mis@lea.herts.sch.uk and mark it for the attention of Anna Hearn.

Anna Hearn, Secondary MIS Manager, School IT Systems Support, Hertfordshire Development Centre, Butterfield Road, Wheathampstead, Herts, AL4 8PY

4.7 Arranged Seminars/software updates

SITSS arrange a number of seminars/software updates to provide specific advice on individual products and services. The costs of seminars are included in some of the larger support contracts or are available at an additional fee.

Our seminars are targeted at and designed for members of your school staff with specific roles and responsibilities.

4.8 Role based e-mail

It can be sometimes difficult to make sure that the right person within your school receives information at the right time. SITSS therefore send out role based e-mails to schools as and when needed.

We have asked school managers to set-up a generic e-mail account for a user such as 'Exams Officer' and attach the relevant e-mail accounts to it so that when we have a news item, or urgent information to send out, we can send to the generic e-mail account, within your school and all staff associated as 'exam officer' will receive the notification.

Full details of this service can be obtained by e-mailing the SITSS Helpdesk sitss.mis@lea.herts.sch.uk and marking it for the attention of Jim Borchers requesting information on how to set this up for your school.