

## 17. Telephone Helpdesk support for schools that DO NOT purchase their MIS Licence and Maintenance and support from SITSS

This service is designed for schools that currently purchase their SIMS or Facility licence, maintenance and support direct from the supplier and any other schools not using proprietary MIS systems.

### 17.1 Services available

- Assistance interpreting the data requirements for statutory returns (School Census, End of Key stage etc.) through access to the SITSS Helpdesk.
- Provision of detailed guidance documents in how to prepare and generate most returns required by DCSF, QCA and CSF (currently SIMS only)
- Advice and guidance related to Data Protection, Freedom of Information and Fair processing

*Please note that schools not purchasing this service will be referred directly to their support provider for guidance.*

### 17.2 Cost of the service

Schools that currently purchase, their SIMS or Facility licence, maintenance and support direct from the supplier and any other schools not using proprietary MIS systems.	<b>£306 per annum</b>
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