Suffolk County Council

Schools' IT Newsletter

MAY 2025

Included in this month's issue:

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LA MAINTAINED SCHOOLS – IT SERVICES STATEMENTS

We would like to thank those schools that have now returned their IT Statements for 2025 to 2026.

However, there remain some that have not yet been returned. If you have not returned your statement and no notice has been given, your services have now been rolled over until 31-03-2026.
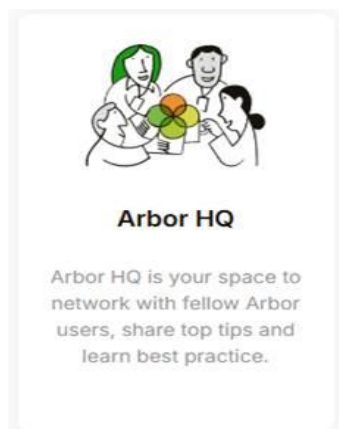
Details of all notice periods can be found on our website IT services for schools and academies - Suffolk County Council
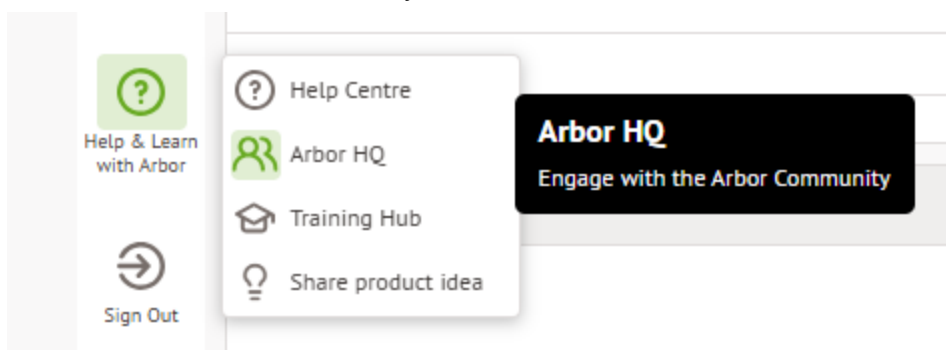
Arbor HQ & Webinars

To all schools, welcome to Arbor.

If you have not done so, please register for Arbor HQ as future events. Arbor HQ can be found in the Help Centre (the icon below is what you will be looking for in the Help Centre)

Or via the route below from your Arbor MIS.

Once you have stepped through the registration process to create an account in Arbor HQ it will bring you to the home page.

You will notice in there that there is a panel for the upcoming events for which you can register. The links below will not allow access without registering access for Arbor HQ.

To register for any of the webinars listed below you must RSVP by clicking on the green RSVP button to the right of the screen. You will then receive an email and a calendar invite.
Tuesday 6th May 2025 at 1.30pm, Census Dry run – find out how to start preparing for Census Day using the Dry Run in Arbor.

https://arbor-hq.circle.so/c/webinars/webinar-summer-census-dry-run

Thursday 15th May 2025 at 1.pm, Census Day – in this session you will learn how to complete your Census on Arbor.

https://arbor-hq.circle.so/c/webinars/webinar-census-day-2ea760

There is other guidance on the DfE Statutory Assessments:

https://support.arbor-education.com/hc/en-us/sections/360005587918-DfE-statutory-assessments

If you miss a webinar that you have booked or wish to view past webinars, then you can do this via the Resource Library. This is in chronological order, so you would have to go to when the event aired to locate the past webinar.

Just a reminder to log calls via the IT Service Desk in the first instance so they can triage the call.

Tel: 01473 25555
Email: itservicedesk@suffolk.gov.uk

The Summer Census Week is 12th May to 16th May with 15th May being census day. The census phone lines for census related questions will be open:

Monday to Thursday 08:30 to 17:00
Friday 08:30 to 12:00

Outside of this period, the census lines will be turned off.

Census line number: 01473260666

Please note that lunch periods will be busier, so your patience is appreciated. However, if you do not wish to wait then, contacting outside of the lunch period is recommended.

SCC have set the date for the LA Schools and as such these schools will need to have uploaded, submitted, notes added and checked/rechecked for DfE errors by 23rd May.

This allows the LA time to check and cross reference DfE reports for duplicate UPN's and same person but different UPN's across the country.

Part of the checks that are expected of the school is that all the data is correct, for instance FSM. Only the data owners can do this as the data only has meaning to the school for checking.

The DfE expect by the 11th of June that the Summer Census will have been completed, uploaded, notes added, checked, rechecked and the DfE has authorised. It is not the date to wait for; 13 academies did not get authorised by the DfE for the Spring Census because they left it too late. If you do not get authorised, then it could affect your funding.

ARBOR CUSTOM REPORT WRITER
FAO HEAD/ADMIN/CENSUS Co-ordinators

Some of you have delved into the world of reports:

School > Custom Report Writer

In here you can import someone else's creation/shared templates.

Selecting the green button to create a new report gives you the ability to import a report that has been supplied to you:

This will bring you to the import slide over:

From there you would need to locate where you have downloaded the template and then import the file. Please do not try to open the file beforehand as this can break the template.

Arbor have supplied a sheet of reports with a description.

There is a shared google drive link on this page where the templates can be downloaded from.

Once imported successfully into your Arbor MIS, you can edit the report as you desire to produce what you are looking for.

I hope schools find this useful in their future endeavours.

If you require assistance and/or advice, then please do not hesitate to log a call.

DfE Primary Assessment Data

FAO Those responsible for completing the DfE assessments on the Arbor MIS system
Webinar 28th April 2025

If you were unable to attend the DfE Primary Assessment Data webinar hosted by Arbor on 28th April, the recording and resources are available via Arbor HQ.

https://arbor-hq.circle.so/c/resources/dfe-assessment-data

As this is the first year completing the assessments via the Arbor MIS, please take the time to watch the webinar and familiarise yourself with the process.

How do I log a call to report an issue or ask for help on the new Arbor MIS or Finance system?

The quickest and most convenient way to receive help and support is by contacting either IT or Schools choice as detailed below.

For MIS, please log a call via ITServiceDesk@suffolk.gov.uk or call 01473 265555.

For Finance, please contact Schools Choice via 0300 1231420 option 1.

If you contact anyone else with a support question, it may take several days for your enquiry to reach the correct team.

Changes to School Workforce Census

FAO Head/Admin/Census coordinators

The DfE have notified all schools and LAs of a consultation to the equality (race and disability) bill.

Equality (Race and Disability) Bill Consultation

They have identified many schools in Suffolk that have recorded staff with a disability status of 'Information not yet obtained' or showing staff with an ethnicity status of 'Information not yet obtained', or both.

The DfE have indicated that a response of 'information not yet obtained' leaves a gap in their data, and in the schools, which has significant consequences.

The DfE believe this may affect the school's ability to discharge their responsibilities under the Equality Act 2010. The act requires employers to pay 'due regard' to eliminating discrimination and advancing equality of opportunity for those with protected characteristics. These legal changes are expected, which will oblige employers to record this data and the DfE will employ validation rules in the next workforce census.

The upcoming Equality (Race and Disability) Bill will introduce mandatory ethnicity and disability pay gap reporting for larger employers (those with 250 or more employees). Whilst some schools will not have enough employees to come under the purview of this legislation, many multiacademy trusts and local authorities will be affected and should therefore be prepared for these legislative changes.

Having accurate and complete records on disability and ethnicity will, in time, become essential to meet these requirements, so we recommend you start thinking about how best to gather this data if you do not already collect it.

We recognize that there will be challenges to implementing these new reporting requirements for employers. Along with adapting to the new MIS system that has been adopted by a large number of schools.

The Office for Equality and Opportunity, within the Cabinet Office, has launched the Equality (Race and Disability) Bill consultation on mandatory ethnicity and disability pay gap reporting which you are welcome to give your views on, link previously supplied.

The department's school workforce census guides, set out the difference between 'Information not yet obtained' and 'Refused'.

The first indicates that the information has not been asked for, or that the request has not been replied to. The second indicates that the staff members have communicated not to supply this information, as is their absolute right. These two values cannot be used interchangeable, and

SWC guidance already requires employers to differentiate between these.

To avoid having an overwhelming number of queries to deal with, you should ensure this information is obtained before the SWC is returned in November 2025. The new queries will be 4221Q and 4226Q, which will appear on staff who have been in post for 3 months or more.

Suggested guidance from the DfE can be located from the following links:

- School workforce census: guides - GOV.UK
- School workforce census: guide to submitting data - GOV.UK
- ACAS Equality and diversity monitoring form template
- Ethnicity pay reporting: guidance for employers - GOV.UK

We want to thank you in advance for your co-operation and have advised this to avoid school's administration being overwhelmed when the SWC is due

SCHOOL CYBER SECURITY UPDATE

Date – 25/04/2025

Please provide this document to your member of staff responsible for IT

Links to patching the vulnerabilities:

- CVE-2025-29824
- APSB25-15 : Security update available for Adobe ColdFusion (https://t-info.mail.adobe.com/r/?id=t323bdaf6,ff399d63,c05dada0)
- APSB25-23 : Security update available for Adobe After Effects (https://t-info.mail.adobe.com/r/?id=t323bdaf6,ff399d63,c05dada2)
- APSB25-24 : Security update available for Adobe Media Encoder (https://t-info.mail.adobe.com/r/?id=t323bdaf6,ff399d63,c05dada4)
- APSB25-25 : Security update available for Adobe Bridge (https://t-info.mail.adobe.com/r/?id=t323bdaf6,ff399d63,c05dada6)
- APSB25-26 : Security update available for Adobe Commerce (https://t-info.mail.adobe.com/r/?id=t323bdaf6,ff399d63,c05dada8)
- APSB25-27 : Security update available for Adobe AEM Forms (https://t-info.mail.adobe.com/r/?id=t323bdaf6,ff399d63,c05dadaa)
- APSB25-28 : Security update available for Adobe Premiere Pro (https://t-info.mail.adobe.com/r/?id=t323bdaf6,ff399d63,c05dadaf)
- APSB25-30 : Security update available for Adobe Photoshop (https://t-info.mail.adobe.com/r/?id=t323bdaf6,ff399d63,c05dadb1)
- APSB25-31 : Security update available for Adobe Animate (https://t-info.mail.adobe.com/r/?id=t323bdaf6,ff399d63,c05dadb3)
- APSB25-32 : Security update available for Adobe AEM Screens (https://t-info.mail.adobe.com/r/?id=t323bdaf6,ff399d63,c05dadb5)
- APSB25-33 : Security update available for Adobe FrameMaker (https://t-info.mail.adobe.com/r/?id=t323bdaf6,ff399d63,c05dadb7)
- APSB25-34 : Security update available for Adobe XMP Toolkit SDK (https://t-info.mail.adobe.com/r/?id=t323bdaf6,ff399d63,c05dadb9)

Vulnerabilities

APSB25-15 : Security update available for Adobe ColdFusion
APSB25-23 : Security update available for Adobe After Effects
APSB25-24 : Security update available for Adobe Media Encoder
APSB25-25 : Security update available for Adobe Bridge
APSB25-26 : Security update available for Adobe Commerce
APSB25-27 : Security update available for Adobe AEM Forms
APSB25-28 : Security update available for Adobe Premiere Pro
APSB25-30 : Security update available for Adobe Photoshop
APSB25-31 : Security update available for Adobe Animate
APSB25-32 : Security update available for Adobe AEM Screens
APSB25-33 : Security update available for Adobe FrameMaker

APSB25-34 : Security update available for Adobe XMP Toolkit SDK
CVE-2025-29824 Microsoft Windows Common Log File System (CLFS) Driver Use-After-Free Vulnerability

Threats landscape

New Windows Task Scheduler Bugs Let Attackers Bypass UAC and Tamper with Logs
Cybersecurity researchers have detailed four different vulnerabilities in a core component of the Windows task scheduling service that could be exploited by local attackers to achieve privilege escalation and erase logs to cover up evidence of malicious activities.

The issues have been uncovered in a binary named "schtasks.exe," which enables an administrator to create, delete, query, change, run, and end scheduled tasks on a local or remote computer.

"A [User Account Control] bypass vulnerability has been found in Microsoft Windows, enabling attackers to bypass the User Account Control prompt, allowing them to execute high-privilege (SYSTEM) commands without user approval," Cymulate security researcher Ruben Enkaoua said in a report shared with The Hacker News.

"By exploiting this weakness, attackers can elevate their privileges and run malicious payloads with Administrators' rights, leading to unauthorized access, data theft, or further system compromise."
The problem, the cybersecurity company said, occurs when an attacker creates a scheduled task using Batch Logon (i.e., a password) as opposed to an Interactive Token, causing the task scheduler service to grant the running process the maximum allowed rights.
However, for this attack to work, it hinges on the threat actor acquiring the password through some other means, such as cracking an NTLMv2 hash after authenticating against an SMB server or exploiting flaws such as CVE-2023-21726.

Microsoft Patches 125 Flaws Including Actively Exploited Windows CLFS Vulnerability

Microsoft has released security fixes to address a massive set of 125 flaws affecting its software products, including one vulnerability that it said has been actively exploited in the wild.
Of the 125 vulnerabilities, 11 are rated Critical, 112 are rated Important, and two are rated Low in severity. Forty-nine of these vulnerabilities are classified as privilege escalation, 34 as remote code execution, 16 as information disclosure, and 14 as denial-of-service (DoS) bugs.
The updates are aside from the 22 flaws the company patched in its Chromium-based Edge browser since the release of last month's Patch Tuesday update.
The vulnerability that has been flagged as under active attack is an elevation of privilege (EoP) flaw impacting the Windows Common Log File System (CLFS) Driver (CVE-2025-29824, CVSS score: 7.8) that stems from a use-after-free scenario, allowing an authorized attacker to elevate privileges locally.

Security Tip of the month
Avoid using the same password across multiple sites.

OFFICE 365 MAIL SERVICE FOR SCHOOLS & ACADEMIES

A reminder that O365 mailboxes **must** be requested for new starters via our website using the following link ***IT services for schools and academies | Suffolk County Council***. This is so that all security checks can be carried out and to ensure that there is no delay in setting up new mailboxes. All sections must be completed and ensure that the school's 3-digit code is included, the payroll number (if applicable) and the date of birth for the new user. All sections must be completed and ensure that the school's 3-digit code is included, the payroll number (if applicable) and the date of birth for the new user.

This form may be used for all members of staff including governors (*payroll number and date of birth are not required for governors*). You do not need to use a separate form for each user, and it **must** be sent to the ITServicedesk@suffolk.gov.uk in order for your request to be actioned. Once the form has been received it can take up to 3 working days for the request to be processed. ***Please note that if the request is sent to any other mailbox this will result in delays with any action being taken.***

N.B. All requests must be sent from either the Headteacher or the Business Manager/Bursar (or equivalent) at the school/academy). New mailboxes cannot be requested by the new user.

Similarly, password resets for those users without payroll numbers must also be requested by means of the online form completed by the person/s listed above.

We would also like to emphasise the importance of letting us know about any members of staff that will be leaving their post in order that we can delete their mailbox in a timely manner and to ensure that the school is not charged for these mailboxes at renewal time. Please note that any requests for deletions must come from the person managing the email service within the school/academy. Again these request forms are available on our website and can be accessed using the following link ***IT services for schools and academies | Suffolk County Council.***

CONTACTING THE IT SERVICE DESK!

Please note that the Schools IT Services mailbox is for sales enquiries and is only monitored periodically. Therefore, if you have a query with regards to a new service, please send an email to schoolsitservices@suffolk.gov.uk.

All standard incidents and service requests **must** be raised via the IT Service Desk on 01473 265555 or via itservicedesk@suffolk.gov.uk otherwise this will result in any responses being delayed.

Our offices are open from 8.30am to 5pm Monday - Friday