



Welcome to the first edition of the Suffolk County Council Schools IT monthly newsletter.

As of 1st April 2020, the IT Services previously supplied by Schools' Choice have moved back to Suffolk County Council. A range of the services we offer can be found on our new website, which can be visited by clicking on the following link:

<https://www.suffolk.gov.uk/business/it-services-for-schools-and-academies>



How to contact us

You should continue to raise all standard incidents and service requests via the IT Service Desk on 01473 265555 or via itservicedesk@suffolk.gov.uk, our offices are open 08:30-17:00, Monday-Friday.

We have set up a new mailbox for non-standard queries, e.g. enquiring about a new service, please email us at Schoolsitservices@suffolk.gov.uk

To request a new school mailbox account please submit the form via <https://www.suffolk.gov.uk/business/it-services-for-schools-and-academies/request-a-school-mailbox-account/>



Schools IT Pricelist and Order Form

Local Authority (LA) maintained schools who buy into the Enhanced SIMS Service can order hardware from our IT procurement team. Please see our July pricelist and order form and questionnaire.



Schools Order Form
and Questionnaire - N



Schools Pricelist -
July 2020.docx



CAPITA

SIMS

SIMS news and updates

Training programme

Unfortunately, due to Covid-19 social distancing rules our in-house training has been cancelled until further notice. We do not yet know when it will be safe to resume with our training courses. However, Capita SIMS run regular webinar sessions which cover a range of SIMS, reading cloud and education related topics. Please visit

https://support.capitasoftware.com/csm?id=kb_article_view&sys_kb_id=67a8f543db211850eb03dbe6f496193f for the latest schedule of webinars.

You can also view previously recorded webinars via

https://support.capitasoftware.com/csm?id=kb_article_view&sysparm_article=KB0035371&sys_kb_id=2ff9d1afdb9d1c10eb03dbe6f49619bf&spa=1

To access instantly, you will need to provide your name and some school details. These will not be shared or used for marketing purposes.

Due to popular demand our Course Manager and Post-16 learning aims course will now be hosted by Capita remotely. This will be split into 2x ½ day training sessions on 14th and 20th July, both sessions will be from 09:30-12:00. This training can be booked via CPD online, if you are having problems booking on this course please email our course administrator catherine.hudson@suffolk.gov.uk. As we have changed the format of this training, we have reduced the cost to £100 per person.

End of year processes

If possible, you still need to complete your end of year processes within the SIMS.net database before the start of the new academic year. To help you with this we have uploaded some useful documents to our FAQ area

<https://www.suffolk.gov.uk/business/it-services-for-schools-and-academies/schools-information-management-system/#faqs>



Upgrade

The SIMS and FMS summer upgrade is due to be released by Monday 13th July, we will contact all our Enhanced SIMS and Remote SIMS customers to perform the upgrade for them. If you do not buy into either of these services, the upgrade will be available via Solus 3 for you to perform yourself.

Further information, including the release documents, will be uploaded on our webpage <https://www.suffolk.gov.uk/business/it-services-for-schools-and-academies> to the IT services updates section when they become available.

Suffolk Cloud Network



The Suffolk Cloud Network (<https://www.suffolk.gov.uk/business/suffolk-cloud-network/>) is a new network infrastructure project that will provide fast, highly flexible network connections to public sector sites in Suffolk. It is a partnership between Suffolk County Council and other public sector organisations, including all district and borough councils and partners in health.

This investment will lead to the rollout of full fibre circuits to many public sector sites and schools in Suffolk via investment from the Department for Digital, Culture, Media and Sport (DCMS)

The service is available to all Suffolk Schools, and the rollout has started to schools who currently buy into our broadband service, if you are part of the school's broadband service but have not heard anything we will be contacting you in due course. If you are interested in understanding more about the Suffolk Cloud Network please contact the Project Team at suffolkcloudnetwork@suffolk.gov.uk

Academy renewals

We are currently working on the quotes for September for academy renewals and hope to get these sent out week commencing 13th July. Please check your mailbox for next academic year prices.

If there is anything you would like to see in future editions please feel free to contact us via SchoolsITServices@suffolk.gov.uk