

Welcome to the Suffolk County Council Schools IT Newsletter.

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>

## Cyber Security - Phishing

At Suffolk County Council our email filtering blocks around 4 million emails from arriving in our inboxes every month, which is over 130,000 every day! These could be general spam, phishing, or other types of malicious or unwanted emails.

For the next two months we thought we would take a deeper look at Phishing and the steps to take to avoid being caught out by it.

Phishing emails are an attempt to trick you into giving out personal information such as bank account details or usernames and passwords to your accounts for malicious or fraudulent reasons by masquerading as legitimate web sites. Some of the emails can look very professional and will mimic real emails that you may receive from those companies or organisations. There are tell-tale signs that can help you identify a phishing email.

1. Does the link in the email or attachment look like the official website address of the company? E.g. is it the legitimate `www.office.com` or is it the fake / impersonated / look-alike site like `www.off1ce.com`
2. Does the sender email address look official? Is it a similar format to their official organisation website or a random email address like Gmail or Hotmail?
3. Are there spelling mistakes or poor grammatical errors?
4. Do you know the email address of the person who sent it but the time or wording in it is unusual? Their email account could have been hacked; this is a common attack vector.

Always be cautious if you are asked to enter a username and password immediately after clicking on a link and always think twice before typing in your password!

To test your phishing knowledge, take this 10-minute phishing test and see if you can correctly score 8 out of 8! There are no prizes unfortunately.

<https://phishingquiz.withgoogle.com/>

## Suffolk Schools IT Services Survey

Suffolk County Councils IT department (Suffolk IT) is looking to review and continually develop the IT admin support services that we provide for schools and academies in Suffolk.

For us this is about developing a partnership approach across the Suffolk school's system, to identify services that you need to support the core structures within a school that ensure Suffolk children get the best education possible.

By working together, we believe that we can develop services for all schools in Suffolk and look to leverage a Suffolk wide approach to obtain the best value for all schools.

We would greatly appreciate your input and would ask that you take part in our short online survey. You can do this by clicking on the following link:

<https://www.smartsurvey.co.uk/s/8LRIUS/>

The survey will remain open until Friday 26th February 2021 and covers the services we currently provide and some new ones we are looking at based on feedback from schools. We will provide more details once we have reviewed all the responses.

## Smoothwall Certificate Updates



Due to changes in best practice around certificate security we need to deploy a new Smoothwall certificate. When we originally deployed the Smoothwall solution we used certificates with a long lifespan to remove any need for additional work to reissue certificates. The new certificates Smoothwall will be issuing will have what has become an industry standard 2-year lifespan.

We are planning to initially upgrade the Smoothwall platform at the end of February. This work will not impact on schools using the service. Following completion of this work we will then be making the new certificates available for schools. At that time, we will contact all impacted schools directly with full details of the change. We are planning on having a three-month window for deployment of the new certificates.

The new certificates will be made available from the SCC schools' services website with full documentation of how to deploy them. The certificates will need to be deployed to all devices which use the Smoothwall filtering service.

## SIMS Primary Webinar

We have arranged a demo for the cloud-based SIMS Primary product and will be sending invites to schools this week.

The webinar will take place at 10:30 on Thursday 25th February 2021.

This will be hosted over MS Teams to multiple schools so identities will be visible.

We hope to see you all on the call.

## Capita SIMS webinar programme

**CAPITA**

**SIMS**

Our partners at Capita continue to bring live webinars to our schools and academies. To register for upcoming, and to watch pre-recorded webinars please visit [Capita's webinar programme](#).

When you click on a webinar link it will tell you what is being covered so you can easily see if this is applicable. You will then need to register by completing a quick online form, once registered you can watch the webinar either live at the stated date and time, or for pre-recorded webinars you can watch when it is convenient for you.

If there are any areas within SIMS.net not currently covered in the webinar programme, that you would like to see, please feel free to get in touch with the sims support team. We can either arrange to host our own overview of that area or can liaise with Capita about them hosting this for our Suffolk schools and academies.

To contact the sims support team please log a call via the IT Service Desk on 01473 265555, or alternatively email [itservicedesk@suffolk.gov.uk](mailto:itservicedesk@suffolk.gov.uk).

## How we manage your calls

We have had several questions from schools about how we handle calls that come to us when things go wrong or when they need changes made. We thought it would be helpful if we detailed the Service Management processes we use at Suffolk County Council.

### **Service Desk**

We operate a service desk model where all customer requests are reviewed by first line IT analysts who attempt to resolve the call. Where they cannot do this, or they need specialist help they will then assign the call to a subject matter expert. This would mean calls about schools' broadband would go to the network team or calls about Capita SIMs go to the SIMs support team.

The Service Desk categorises calls as either Incidents or Service requests, as detailed below, and different services have different service level agreements which govern how long we aim to take to resolve an issue. Where we miss these, we then have an escalation process, as detailed below.

### **Incidents**

An Incident is an unplanned interruption to an IT service or reduction in the quality of an IT service.

The first goal of the incident management process is to restore a normal service operation as quickly as possible and to minimize the impact on business operations. Incidents that cannot be resolved quickly by the IT service desk will be assigned to specialist technical support groups.

### **Service request**

A Service Request is a user request for information or advice, or for a standard change (a pre-approved change that is low risk, relatively common and follows a procedure) or for access to an IT service. Examples of a service request would be requesting information on how to do something in Capita SIMS or for a Firewall change.

### **Raising incidents and service requests**

All incidents and service requests should be raised by the customer and include complete details of the issue or the request.

All updates should be made via the email thread which includes the incident or service request reference. i.e. INC-999999, SR-888888.

The service management software we use means that emails that do not contain the reference will result in a new call being raised. This may cause delays in resolving issues as key information could be on different calls.

### **Incident escalation**

All escalations should be made via the Service Desk using the email thread which includes the incident or service request reference. i.e. INC-999999, SR-888888. The Service Desk supervisors will then escalate with the owners of the service.

## **Priority 1 Incidents**

The P1 incident management process is an SCC IT process. SCC IT are responsible for identifying incidents that meet the criteria for and initiating the P1 incident management process. Customers are unable to raise a P1 incident but can raise incidents which impact multiple sites.

For schools service a Priority One Incident will be raised if multiple sites or users are impacted by the same problem or where there is an identified security or safety risk/issue.

The IT service desk is open weekdays from 08:30 to 17:00 using either phone or mail:

- **Telephone:** 01473 265555
- **Email:** [ITServiceDesk@suffolk.gov.uk](mailto:ITServiceDesk@suffolk.gov.uk)

You can also check on the status of IT services, including schools' broadband at:

[Suffolk Schools IT Services' Status page Powered by Freshstatus | Live status](#)