

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>

CAPITA

SIMS

SIMS news and
updates

School workforce census – Thursday 5th November

The date for this year's workforce census is Thursday 5 November 2020.

Our census helpline will be operating from Wednesday 4 November to Friday 6 November 2020. You can contact the team directly during this time on **01473 260666** from 9am to 4.30pm every day.

Please note this helpline is available to all LA maintained schools, and academies that buy into an SCC SIMS service only. If you are an academy and do not buy into our SIMS services, we cannot help you, you must contact your own SIMS Support Unit for assistance.

All other SIMS queries must be reported via the IT Service Desk on **01473 265555** or via ITServiceDesk@suffolk.gov.uk

To help you prepare for the workforce census we have created some guidance which can be found on the IT Services for schools and academies website by clicking on the link below;

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

School Workforce Census 2020. Errors and Resolutions

The attached errors and resolutions spreadsheet can be used to help you resolve any errors and queries you may have with your WorkForce census.

SIMS Training Opportunities

Following the Capita hosted webinars over the last few months we have arranged some online training hosted by Capita to look at some of these subjects in more depth.

The courses we have secured are:

SIMS Programmes of Study – Tuesday 17th November – 09:30-12:30

£100 per delegate, more information can be found on CPD online, search for code SCIT/PoS 20.

SIMS Assessment using the CAS resources

This course will be held over three, two-hour training sessions, the dates are Tuesday 17th November, Thursday 19th November, and Tuesday 1st December all at 13:30-15:30.

£200 per delegate, more information can be found on CPD online, search for code SCIT/CAS 20.

These courses are limited to 5 places per course, so book your place today to avoid disappointment.

If we have more delegates than places, please register your interest so we can secure more dates with Capita.

If you have any problems booking onto our courses please contact our course administrator via email Catherine.hudson@suffolk.gov.uk

Checks required to ensure full funding is received following the Autumn Census

Important Notice for Academies

Unfortunately, the Local Authority will only have sight of enrolment status clashes between an Academy and Suffolk LA maintained schools, so if there is a clash between yourselves and another academy this would remain hidden from them.

As you will be aware unresolved clashes mean that the **DfE will not fund** the pupil/student at either establishment, so it is in your interest to resolve the issue with the other establishment, and check that it has been resolved in the COLLECT Website the following day.

The duplicate reports for "Same Person Different UPN" and "Same UPN Different Person" are available on the COLLECT website from "Launch Reports", and whilst we appreciate that the DfE issue a deadline for submitting your census, that deadline does include completion of resolving enrolment status clashes and any other amendments the DfE request. This is why it is essential to have your Autumn Census submitted within a week of Census day to ensure no loss of funding is incurred.

It is advisable that you regularly check these reports up until the blade closure date of 25th November 2020 in case other academies have not been as diligent as yourselves.

redstor[™]

Redstor Webinar: Staying protected against cyber threats

No doubt you will have seen recent communications from the Department for Education advising schools on their backup policies in the wake of an increasing number of serious ransomware attacks on educational establishments.

There are a number of pertinent points within the guidance including schools being asked to check they are backing up the right data and also having the ability to test restores, something which our technology enables them to do.

Webinar: Staying protected against cyber threats

On the **5th November, at 11am**, Redstor will be running a webinar in conjunction with Detective Inspector Chris White (Head of Cyber & Innovation) and Detective Superintendent Nick Bell (National Policing Director) for the Cyber Resilience Centres, discussing:

- Recent trends in cyber-threats
- Real-world examples
- Recommended strategies to stay protected
- How the cyber resilience centre network can support you and your customers

You can register for the session [here](#).

We have attached the DfE Guidance Flyer to this email for your information.

Rural Gigabit Connectivity (RGC) Programme Update

Early this year we contacted 39 rural Suffolk Schools to advise them of funding being made available by the Department for Digital, Culture, Media and Sport (DCMS) to cover the installation costs of full fibre circuits. This Rural Gigabit Connectivity programme has now closed and only 3 schools in Suffolk were successful in meeting the eligibility criteria to secure funding.

We have been in touch with the Department for Education (DfE) who were administering the programme on behalf of the DCMS to see if subsequent funding will be available for schools who were not successful, but desperately require affordable improvements to their internet service.

DfE have advised us that there are successor programmes being considered and details of these should be made available in the first half of 2021. These programmes are likely to be a hub model focused on public sector buildings which could include schools. The main difference from the RGC programme is that it is likely to be infrastructure only delivery and not initially focused on the service to schools and other public sector sites. The DfE believe that this will evolve as the programme progresses and we will continue to work with them so we can keep schools in Suffolk informed of what becomes available.

For further information about DCMS funded network programmes available from the Local Full Fibre Network (LFFN) Challenge Fund please contact:

Louis Gorham
Schools IT Customer Relationship Manager
Louis.Gorham@suffolk.gov.uk
07720 211132

Ask Suffolk IT

Do you have an IT question that you are struggling to get answered?

Did you know that Suffolk County Council is one of the largest IT Support Services departments in Suffolk? At SCC IT we employ IT professionals who are responsible for; supporting hundreds of applications including Capita SIMs, managing wide area (WAN) and local area networks (LAN), IT Cyber Security across Suffolk County Council, manage IT design and platforms for an ever increase range of services across the authority.

If you have a question about anything IT that you think would also be of interest to other Suffolk Schools, then why not write to us, via schoolsitservices@suffolk.gov.uk so we can include it in the monthly IT

newsletter. It could be about cyber security, network design or anything Microsoft related.

If you have specific questions about an IT service we provide to your school then please use the normal channel of ITServiceDesk@suffolk.gov.uk



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 setup a new mailbox for non-standard queries, e.g. enquiring about a new service, please email us at SchoolsITservices@suffolk.gov.uk

If you require a new schools mailbox or an amendment to an existing mailbox please complete the online 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. The price list and order form are available on request by contacting the team on itservicedesk@suffolk.gov.uk.