

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>

## Apology – Failed Smoothwall certificate upgrade

On Thursday 1 July we attempted the planned for switch over to the new Smoothwall certificates. As you may know this did not go to plan and we would sincerely apologise for the inconvenience it caused when attempting to access the internet.

This was a planned piece of work that we were advised by our suppliers would have minimal impact. The change was tested, and due diligence was completed by our suppliers. Whilst monitoring the work on the day, we saw that the change had been unsuccessful and liaised immediately with our suppliers to investigate the issue.

After unsuccessfully trying to resolve the issue the supplier initiated their rollback plan. As the initial roll back was unsuccessful a full restore was needed to the Smoothwall platform, which led to an extended outage for some SSL web content. This was successful and schools were able to gain access without needing to make any changes.

We will now be conducting a full review with suppliers to understand why the change failed. Please **do not** remove either of the Smoothwall certificates you have until we provide further details in due course.

Please accept our apologies for the inconvenience that this will have caused at such a challenging time for schools.

## Suffolk County Council - Academy Renewal Quotes for IT Services

We have had several enquiries with regards to the renewal quotes for the financial year 2021/2022 and we have been working very hard to ensure that we obtain the best prices for your IT services again this year. We will be sending out your quotes within the next week for you to check. Once you have done so you will be able to return the signed quote to the [schoolsitservices@suffolk.gov.uk](mailto:schoolsitservices@suffolk.gov.uk) mailbox.

If however, you wish to withdraw from any of the services please note that there are different notice periods for each one and these will be detailed on the quote.

You will also need to give notice in writing to the same email address above and it would be helpful if you could give details around the reason for your notice.

If you have any issues with any of your services, we would be happy to discuss these with you to ensure that we can resolve them as quickly as possible and to achieve the best all round outcome. You can contact us on 01473 265555 or send an email to [ITServiceDesk@suffolk.gov.uk](mailto:ITServiceDesk@suffolk.gov.uk).

## End of Year Procedures in SIMS.net



For your SIMS database to be ready for the 2021/22 academic year you must complete the end of year procedures **BEFORE** the first day of the new academic year.

Guidance can be found on the website, by clicking on the following link;

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

Guidance from ESS can be found under 'where can I find the ESS detailed end of year procedure documents?' Or if you'd like to follow the step-by-step guidance written by the SIMS Support team at SCC, the guidance can be found under 'Where can I find the Suffolk County Council end of year processes?'

If you require any assistance, please do not hesitate to contact us via the IT Service Desk on 01473 265555 or email [itservicedesk@suffolk.gov.uk](mailto:itservicedesk@suffolk.gov.uk).

## Where can I find SIMS Support Guidance?



SIMS Support no longer trades through Schools' choice, so guidance documentation on their website will be extremely out of date.

Should you wish to look for up to date SIMS Support guidance, please check the [IT Services for Schools and Academies](#) website and click on **School Information Management System (SIMS)**.

Should you have any queries regarding the above please log a call for the SIMS Support team:-  
IT Service Desk on **01473 265555** or email [itservicedesk@suffolk.gov.uk](mailto:itservicedesk@suffolk.gov.uk)

At the foot of the screen you will find FAQs, and contact details to log a call should the documentation for your query not appear there.

## SIMS Housekeeping Routines



During the summer term, what better time to tidy up your SIMS database ready for the new academic year.

For hints and tips on how to keep your database tidy please register for the following on-demand webinar

<https://register.gotowebinar.com/register/5005626050673669648>

In this webinar we cover how to locate and run key housekeeping routines within SIMS.net such as:

- Deleting Unlinked Contacts
- How to Tidy/Merge Addresses
- How to merge Agents / Agencies

All to help keep your database as tidy as possible.

If you have any question or queries or would simply like some further advice, please contact the SIMS Support team on 01473 265555 or via [itservicedesk@suffolk.gov.uk](mailto: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](mailto: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](mailto:Schoolsitservices@suffolk.gov.uk)