

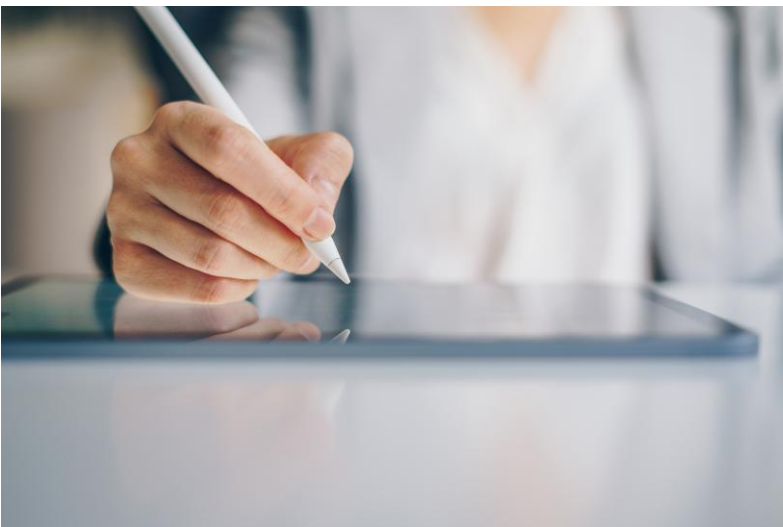


SCHOOLS' IT NEWSLETTER

MAY 2026

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LA MAINTAINED SCHOOLS – IT SERVICE STATEMENTS

We would like to thank those schools that have now returned their signed IT statements for 2026 to 2027.

However, there are still some outstanding, therefore, if you have not yet returned your statement and no notice has been given for any of the services, please note that these services have now been rolled over until 31st March 2027.

Details of the notice periods can be found on our website using the following link: -

[IT services for schools and academies - Suffolk County Council](#)

Summer Census

The summer census this year is on Thursday 21st May which is just before the summer half term.

The summer census is due to close on Wednesday 17th June, on this date, no more editing can take place.

This means that there will only be a few weeks for the census to be completed and authorised by the DfE.

The Schools Team will open the census helpline from Tuesday 19 May to Friday 22 May 2026, from 8:30 a.m. to 4:00 p.m. Please note that the helpline will only be accessible during these hours. The contact number is 01473 260666.

Arbor MIS will allow schools to run the Summer Census dry run up to two weeks before census day. The Dry Run Webinar will be released on Arbor HQ on Thursday 7th May. It is strongly recommended to complete this dry run in advance so that any data issues can be identified and resolved before the half-term break.

The on the day webinar will be released on Arbor HQ on Thursday 21st May.

If you require assistance prior to or after the census line opening, then please contact the Service Desk on 01473 265555 or via email itservicedesk@suffolk.gov.uk.

ArborFest Liverpool – Reminder



Tuesday 30th June 2026

ArborFest Liverpool is a national event for school and trust leaders, featuring keynotes, workshops, and hands-on sessions on smarter workflows, attendance, data-driven decision-making, and the latest in Arbor MIS.

Ideal for headteachers, senior leaders, data managers, and admin teams.

 **Find out more and book:** [Join us at ArborFest 2026 in Liverpool! | Arbor HQ](#)

Arbor Webinars – May 2026



Suffolk County Council is pleased to share details of three upcoming **Arbor webinars taking place in May 2026**, available to all schools using the Arbor MIS. These sessions are designed to support staff in developing confidence with key processes, exploring new features, and making the most of the tools available within the system.

Wednesday 6th May 10.00am – Thursday 7th May 3.00pm **Arbor's AI Bootcamp**

This session introduces Arbor's AI-supported features and demonstrates how they can help streamline everyday tasks. The webinar will cover practical examples, safe use of AI within school settings, and ways these tools can support administrative efficiency.

Thursday 14th May 11.00am – 12.00pm **Office Hours: Arbor Workflows**

A live, interactive session offering schools the opportunity to ask questions about Arbor workflows, including attendance, behaviour, communications, and student record management. Arbor specialists will provide guidance, troubleshooting support, and best-practice advice.

Tuesday 19th May 11.00am – 12.00pm **Office Hours: Arbor AI**

This session allows schools to take a closer look at Arbor's AI-supported features, with a practical overview of how they can streamline daily tasks, inform decision-making, and improve process efficiency.

You can sign up for these webinars using the following link:

[Meetups and Events | Arbor HQ](#)



SCHOOLS' EMAIL SERVICE

Email Outage Update:

We want to update you on the recent email outage that affected schools and to thank you for your patience while the issue was resolved.

The disruption was caused by an issue originating outside Suffolk County Council's systems, which temporarily affected the ability of schools to send and receive emails. As this limited our usual communication routes, we posted updates on our website to ensure you had access to the latest information throughout the incident.

Email services have now been fully restored, and our teams have completed the necessary checks to confirm everything is running as expected.

If your school is still experiencing any difficulties, please let us know so we can support you. You can do this by raising a ticket with our IT Service Desk, the details of which you can find at the end of this newsletter.

Notice Required for IT Service Changes

We are seeing an increase in requests from third-party IT support providers instructing SCC to migrate or modify school tenants without any formal notice from the school.

We would like to remind schools that any changes to IT services—such as tenant migrations, system transitions, or alterations to existing configurations, must be formally requested by the school.

To ensure changes are authorised correctly and scheduled appropriately, SCC can only act on requests that come directly from the school's designated contact or leadership team. Instructions received solely from third-party IT support cannot be processed.

If you are planning any changes, please ensure that formal notice is submitted through the usual channels so we can support you effectively and avoid delays.



Contacting the IT Service Desk

To help us support you quickly and efficiently, please use the correct contact routes for different types of enquiries.

Sales & New Service Enquiries

The Schools IT Services mailbox is intended only for sales enquiries and is monitored periodically.

For questions about new services, please email:

schoolsitservices@suffolk.gov.uk

Incidents & Service Requests

All standard issues, faults, and service requests must be logged via the IT Service Desk.

Using the correct route ensures your request is tracked and resolved without delay.

IT Service Desk Contact Options:

- Phone: 01473 265555
- Email: itservicedesk@suffolk.gov.uk

Requests sent to the wrong mailbox may result in delayed responses, so please ensure you use the correct contact method.

Office Hours

Our team is available:

Monday to Friday — 8:30am to 5:00pm

