

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>



## 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)



## 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 September pricelist, and order form and questionnaire.



Schools Pricelist -  
September 2020.docx



Schools Order Form  
and Questionnaire - N

**CAPITA**

**SIMS**

SIMS news and  
updates

## Training programme – update

Unfortunately, due to COVID-19 our offices are still closed, therefore we are unable to offer face to face training.

We will still be providing our usual census overviews but via Microsoft Teams, rather than at Constantine House. To book onto one of these courses please visit CPD online using the following link:

<https://cpd.schoolschoice.org/courses/bookings/default.asp>

You will receive confirmation via email once your booking has been confirmed on the course and a separate invite from the course tutor to the Microsoft Teams meeting.

If you are unable to attend one of the overviews, the documentation, including the presentation and guidance, will be uploaded to our new website after the course has been completed.

## School census

The date for this year's autumn census is Thursday 1<sup>st</sup> October.

Our census helpline will be operating from Monday 28<sup>th</sup> September to Friday 2<sup>nd</sup> October. You can contact the team directly during census week on 01473 260666 from 8:30am to 5pm, Monday to Thursday and 8:30am to 4:30pm on Friday. All other SIMS queries must be reported via the IT Service Desk on 01473 265555 or via [ITServiceDesk@suffolk.gov.uk](mailto:ITServiceDesk@suffolk.gov.uk)

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.

## Webinars

Don't forget you can watch a range of SIMS webinars via the Capita SIMS Customer Success Hub. Click [here](#) for a list of upcoming webinars for September.

If you are unable to attend our census training, Capita are also running a SIMS: Basic Census Overview webinar on Wednesday 16<sup>th</sup> September at 11am, click [here](#) to register.

We are working closely with our partners at Capita to bring you more webinars to enable you to make the most out of your SIMS system.

The next scheduled webinars for SCC schools and academies are.

- Parental engagement & parent app lite – Thursday 8<sup>th</sup> October at 10:30am – Register [here](#)
- Assessment and Programmes of Study Introduction – Tuesday 20<sup>th</sup> October at 10:30am – Register [here](#)

If there is anything you would like to see please feel free to let us know via [SchoolsITServices@suffolk.gov.uk](mailto:SchoolsITServices@suffolk.gov.uk) and we will try and arrange this with Capita.

## DFE Guidance for getting laptops and tablets for children who cannot attend school due to coronavirus (Covid-19)

The DfE are extending their laptop to schools' scheme as part of the COVID response, please see attached document.



Laptop for schools.pdf

For further information please contact [dfelaptopscheme@suffolk.gov.uk](mailto:dfelaptopscheme@suffolk.gov.uk)

## Suffolk Cloud Network



### **Suffolk Cloud – 1Gb public sector circuits now available**

It has never been more important for high speed, secure, reliable broadband connections that support the delivery of education either in the classroom or remotely using virtual classroom technologies like Microsoft Teams or Zoom.

Suffolk County Council has been working with the Department for Education and the Department for Digital, Culture, Media and Sport (DCMS) to obtain funding for Suffolk schools for full fibre 1Gb capable broadband connections.

The DCMS funding for the installation of the circuit is available if eligible schools sign up to the service this year. Doing this will save thousands of pounds on installation costs and you may find the new circuit is cheaper than a lower performing circuit that you currently have.

This service is available for schools located in the following towns and villages:

Bury St Edmunds, Felixstowe, Haverhill, Ipswich, Lowestoft, Mildenhall, Newmarket, Stowmarket, Sudbury, Woodbridge.

## Benefits

- New Full fibre to premises circuit with no legacy technology
- Fully managed public sector compliant service with a single point of contact for issues and requests
- Smoothwall content filtering for keeping children safe on-line
- Distributed denial of service (DDoS) protection to prevent cyber-attacks targeted at schools on the network
- Low latency connections as the network has been designed and optimised to process very high volume of data messages with minimal delay. This means no waiting around for websites to load.
- 1Gb connection delivering download speeds of over 900Mbps with bandwidth that is comfortably able to cater for future growth in the number of devices you have in the school

For more information about the service and to request a formal quote please contact us at [suffolkcloudnetwork@suffolk.gov.uk](mailto:suffolkcloudnetwork@suffolk.gov.uk)

## RBUSS Backups



*This month Nathan Wilson from Redstor has provided the following article about the benefits of the Redstor service. He also provides details about a webinar Redstor will be running in October about the importance of protecting against data loss.*

Redstor is excited to be working with Suffolk County Council to deliver world-class data management, backup and recovery to schools and academies.

Redstor's service, often referred to as RBUSS, is likely familiar to many schools having launched over 15 years ago and helping to protect over 50% of the schools

in the UK as well as being the Capita approved service for protecting vital SIMs, FMS and Discover data.

In recent years the Redstor service has developed from a backup offering to offer truly unique levels of protection for data. As well as world-class backup, Redstor now delivers automated cloud archiving, disaster recovery features and intelligent insight into data, from one simple to manage solution giving 4 levels of protection in 1 solution.

Other benefits that you'll love include:

- Built-in protection for Microsoft 365 and G Suite data
- Simple, transparent pricing, based on GBs of data protected
- Guaranteed data sovereignty with UK data centres and support
- Option to keep additional copy of data onsite
- Rapid, 15-minute set-up with no installation cost

Want an update on the Redstor offering? We'll be running a live demo and Q&A on Oct 22, 2020 02:00 PM. Register your interest today to find out about the latest and greatest features and see how Redstor can benefit your school.

[https://webinar.ringcentral.com/webinar/register/WN\\_TXyZQ7BFRnW4lvxPXqdlwg](https://webinar.ringcentral.com/webinar/register/WN_TXyZQ7BFRnW4lvxPXqdlwg)

The webinar will cover the following.

### **Redstor / SCC - The importance of data protection and securing against data loss**

#### Description

Redstor and Suffolk County Council will be hosting the first of what will be regular webinars with a focus on data management, protection and cybersecurity.

This session will focus on the importance of securing against data loss and ensuring that schools have the tools they need to recover data.

Redstor have over 15-years expertise working with schools and will be sharing knowledge and expertise as well as answering any of your questions live. You'll also get to see how Redstor's 4-in-1 data management solution is changing the way schools look at their data with backup, DR, archive and intelligent search all managed from a single control centre.

## Schools Mail Service

### Changing roles

If you are changing roles within your current school and require the email address to remain active, please notify us via the online form to ensure there is no disruption to service.

The online form can be found at <https://www.suffolk.gov.uk/business/it-services-for-schools-and-academies/request-a-school-mailbox-account/>, please select the change of role option within the form.

Unfortunately, the HR form to Schools' Choice does not cover emails, and could result in the email address being made inactive.

## **Mailbox security**

A gentle reminder to all schools' email users with a personal SCC schools' mailbox account. Please do not share your username and password with colleagues.

It is against our data policies and could result in your mailbox being suspended whilst we investigate any potential data breaches.

Should your school require a staff member to have access to an existing mailbox, you must first ensure that they have their own school email address, a request made via our IT Service Desk on 01473 265555 or by sending an email to [ITServiceDesk@suffolk.gov.uk](mailto:ITServiceDesk@suffolk.gov.uk). This is only possible if the existing mailbox remains active and there is a valid business need for requesting access.

When making the request please ensure that you provide details of the payroll number, as a security measure.

## **Academy renewals**

If you are an academy and have not yet returned your renewal information for the services you require with effect from 1<sup>st</sup> September, can we please urge that you get this information back to us as soon as possible.

We are working with our suppliers to ensure that everything is renewed appropriately and, to avoid any disruption to your services, we need this information returned to us by the end of next week (11<sup>th</sup> September 2020).

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