



School ICT

Best in class MIS support



helping
schools
inspire

Accredited Support

Your School ICT MIS Support Agreement



School ICT

Who Benefits?

Regardless of your role in school, having access to a responsive and dedicated consultant led support team, will ensure your schools MIS database is fully utilised and running efficiently.

At School ICT, we promote the use of SIMS throughout school to ensure you are getting the most out of your investment.

Administrators

- The management and application of all SIMS patches and upgrades.
- Best Practice in SIMS seminar invites.
- Support for all SIMS modules (including FMS & Assessment Manager).
- Full statutory returns support including: census, school workforce census, key stage returns and exam results download days.

Business Managers

- Inclusive strategic advice and guidance on the continuous development of the use of MIS in your school.
- SIMS training catalogue of courses available which can be delivered nationwide.
- SIMS annual maintenance rebate available to schools who purchase annual entitlement direct from ESS.
- Fixed pricing and no rolling contracts.

SLT

- Help with bespoke MIS report writing.
- Priority support during Ofsted inspections.

Teachers

- Access to attend free 'SIMS for Teachers' webinars.
- Ability to log a support request via email, phone, or our customer portal.
- Guidance and tips on ensuring data is captured quickly in the classroom.
- SIMS in the classroom promotion.



Why School ICT?

School ICT is the leading independent provider of MIS services to more than 900 schools and academies throughout the UK.

Our helpdesk is led by true MIS experts and is SIMS, Arbor and Bromcom accredited.

You can be assured of a high quality MIS support service.

Delivered by a personable team of MIS consultants, who will get to know you, your colleagues and your school's or academy's unique requirements.



9 out of 10 SIMS support calls are closed within a day.

KPI's

Calls will be responded to according to the severity levels defined in our SLA. Targets for achieving response times for each severity category are specified as:

Severity 1	99%+
Severity 2	98%+
Severity 3	98%+

Severity 1	4 working hours	A problem resulting in the complete loss of service. e.g. server down / network down. Mission critical problems e.g. exams or Ofsted.
Severity 2	8 working hours	A problem causing an immediate, serious and material interruption to the service for a single server or a single core application which affects a number of users e.g. a classroom computer/ application failure affecting a number of users.
Severity 3	5 working days	Any other problem .e.g. a minor problem affecting a single user, new equipment installation, enquiries etc.

Helpdesk - opening hours

Monday - Friday, 8:00am to 5:00pm

Call: 0345 222 6802

Email: helpdesk@schoolicts.co.uk

SIMS

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90% of Census calls closed on the first day.

What's Included?

Easy access to our consultant led MIS & FMS support desk via:	
- Telephone	✓
- Remote	✓
- Email	✓
- Web portal	✓
Support on all things MIS:	
- All SIMS modules	✓
- FMS	✓
- Data output and reporting (i.e. Office 365)	✓
- Application of termly MIS upgrades and patches if required	✓
MIS information and developments:	
- Invitations to our Best Practice in SIMS seminars (user groups)	✓
- Access to a bank of pre-recorded 'how to' webinars	✓
- Access to a dedicated account manager	✓
- Guidance documentation	✓
- Monthly newsletters	✓
- Strategic advice for MIS planning	✓
- SLT overviews of new MIS products	✓
Discounts and reduced rates:	
- Training courses	✓
- Onsite consultancy	✓
- Remote technical consultancy	✓
Support for 'just in case':	
- Database recovery	✓
- Advice on disaster recovery planning	✓

Optional Extras

MIS efficiency review - including general healthcheck

Prepaid training packages

Remote training hours bundle

Remote backup and monitoring

Post -16 help and guidance

Distance Learning - giving you the flexibility to study in your own time at your own pace

MIS consultation - to ensure you're choosing the best MIS for your establishment

Power BI Consultancy

Bespoke onsite or remote consultancy is available for, but not limited to, the following areas:-

- Support for end of year
- Statutory returns
- MIS reporting
- General SIMS administration - housekeeping
- MIS migrations

If there is anything not included in the above that you would like to discuss with us please give us a call.





School Genies



Pastoral Genie

The Pastoral Genie provides a complete analysis of current and historic attendance and exclusion data for schools using SIMS, allowing easy comparison to national data.

‘As the behaviour and attendance lead in a school I have looked for numerous data packages which can enable me to provide feedback to key stakeholders. GENIE is by far and away the best I have come across. It is simple to use, aesthetically pleasing and most importantly 100% accurate. I used this package to provide data for our most recent OFSTED inspection and it provided information on every aspect of the behaviour and attendance discussions .

I would highly recommend GENIE to any colleague.’

**Gavin Kumar
Assistant Vice Principal,
The Vale of York Academy**

**Your dream solution for attendance and exclusion data.
Designed with Ofsted in mind.**

- **Complete analysis of current and historic attendance and exclusion data**
 - **Answers Ofsted questions**
 - **Easy comparison to national statistics**
 - **Provides targeted approach to tracking**
- **Provides in-depth analysis of attendance and exclusion data**
 - **Data can be run for current or previous years**

For more information visit: -

<https://schoolgenies.co.uk/>

Our Happy Customers

"School ICT are like night and day compared to our previous support provider...plus I've saved the school £4000 per year!"

Jenny Long, SIMS & Data Manager,
The Sandon School, Essex

"You are all just 'there' when we need you.
All helpdesk staff are fantastic."

Denise Sykes, School Business Manager,
Oulton Primary School, Leeds

"We are more than happy with our service from
School ICT Services.

Response times are quick and efficient, and staff are as friendly
as they are knowledgeable and helpful!"

Tracey Flanagan, Office Manager,
East SILC John Jamieson School & Technology College, Leeds

"I've been blown away by the service and expertise I'm receiving
from School ICT!"

Antonia Rose, Office Administrator,
South Hylton Primary Academy, Sunderland

