

# MIS Support FAQ's



**School ICT**

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## Customer Portal & Documentation

We place all documentation on our customer portal [my.schoolicts.co.uk](https://my.schoolicts.co.uk).

Empowering customer to access a range of videos, webinars and key documents as soon as they require.

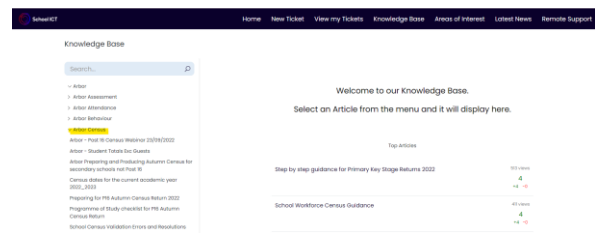
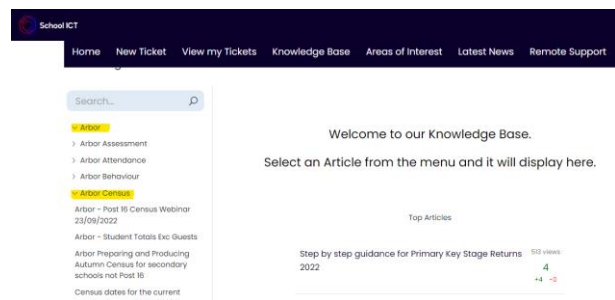
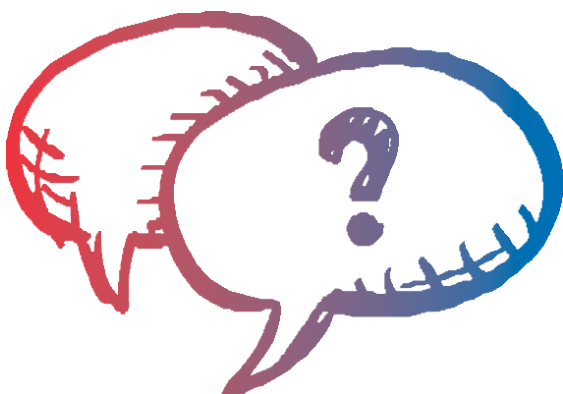
**How to use the portal:** YouTube video guide on how to use the portal: -

[https://youtu.be/LzAo1\\_t7sg4](https://youtu.be/LzAo1_t7sg4)

**How to find key information:** YouTube video with guidance on how to find specific areas e.g. Census: -

<https://youtu.be/Y-gtkMUKRz8>

**Screenshots on where** in the knowledge base the census resources are as an example, once in the census area. You can also use the search to browse for example for primary census and it will bring up the relevant documents: -



## Support Calls

- Log a ticket via our customer portal [my.schoolicts.co.uk](https://my.schoolicts.co.uk).
- If you don't have an account you can register on the website or call the helpdesk for assistance
- Or call 0345 226802 to speak to one of our support team.

## Census and key update information

We email key information out about each census ahead of time.

An example of this is linked below. The contents of each email are also added to our newsfeed to allow you to refer back in chronological order.

You will receive copies of these emails if your customer email is on our helpdesk system.

<https://www.schoolicts.co.uk/latest-news/>

Newsletter with key updates sent monthly – example from May 2022 below: -

<https://www.schoolicts.co.uk/newsblogpost-may2022/>

Subscribe to our newsletter for key monthly updates here: -

<https://www.schoolicts.co.uk/subscribe/>

## SLA Information

### 11. SEVERITY CLASSIFICATIONS

Priority	Description	Example	Example Response Time (from Service Request)	KPIs
1. Critical	Critical Supported System/ Hardware/Software problem affecting many users and you cannot meet your statutory obligations	Complete loss of service e.g. system down, mission critical problems e.g. Ofsted	4 working hours	+99%
2. High	Supported System/ Hardware/Software problem affecting many users but it is not critical to your operations	Immediate, serious and material interruption to the service which affects the user	8 working hours	+95%
3. Medium	Supported System/ Hardware/Software problem affecting one user or usage queries	Any other minor problem	5 working days	+90%
4. Low	Requests for advice and guidance regarding the systems and services supported or a problem where agreed a delayed Response	Non-emergencies or requests for visits e.g. site visit request during school holidays	Mutually agreed Response time	+90%

## Training and Consultancy Services

Online Training – Scheduled Courses can be viewed and booked at <https://www.schoolicts.co.uk/online-training/>

Distance Learning – Courses may be purchased and worked through at your own pace at <https://learning.schoolicts.co.uk/>

We also offer bespoke training and consultancy which can be delivered onsite or online. Please contact us via: [helpdesk@schoolicts.co.uk](mailto:helpdesk@schoolicts.co.uk) or call: 0345 2226802 for further information.