

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. Empowering customers to access a range of videos, webinars and key documents when required.

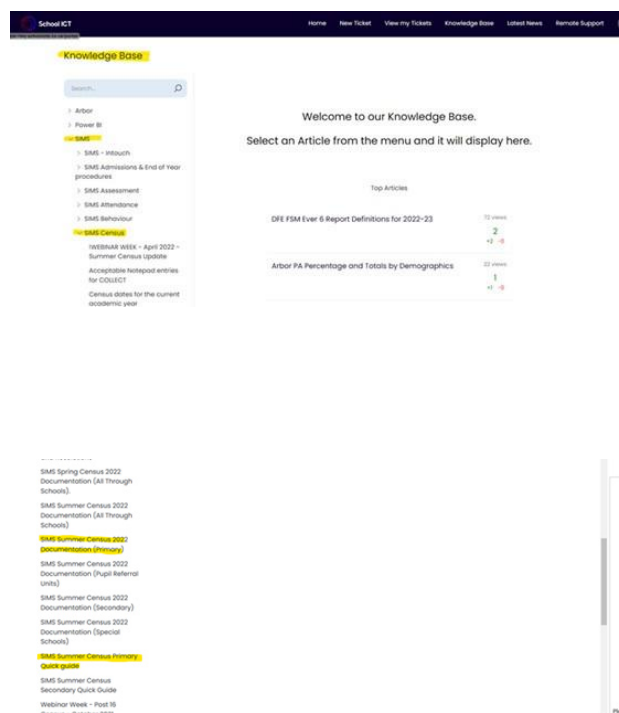
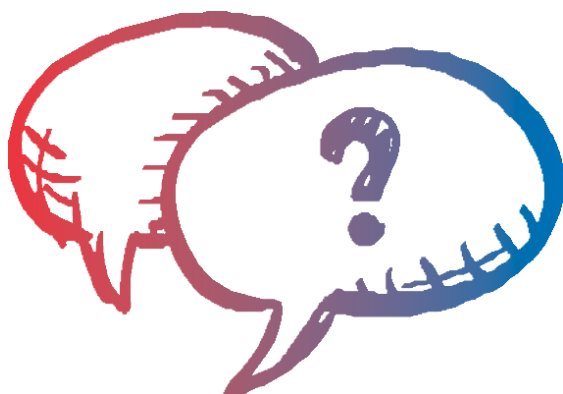
How to use the portal: watch a YouTube video guide on how to use the portal:

https://youtu.be/LzAo1_t7sg4

How to find key information: watch a YouTube video with guidance on how to find specific areas of interest e.g.

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

The screenshots show examples of where to find areas of interest such as census resources. You can also use the search to browse for topics and it will bring up the relevant documents: -



Support Calls

- Log a ticket via our customer portal my.schoolicts.co.uk.
- If you don't have a customer portal 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 to all schools prior to each census. 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. To view examples of the emails that we send please use the following link:

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

Subscribe to our newsletter for key monthly updates here: -

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

Upgrades

SIMS upgrades are managed in the following way under normal circumstances:

We will initially email all customers to notify them the upgrade is available along with the release notes. For most secondary schools they will then manage this internally at their own convenience. For the schools where we manage their upgrade, we ask customers to provide specific dates/times they wish the upgrades to take place. If we do not hear from customers with a specific date/time we will work through the upgrades to our schools in alphabetical order. We email schools on the morning we plan to upgrade them to check if this is convenient.

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 or call: 0345 2226802 for further information.

Webinars

We run a series of free webinars to update customers on a range of topics. These can be booked via: <https://www.schoolicts.co.uk/latest-events/>
Recordings of webinars that we have previously delivered can be found on our knowledge base.