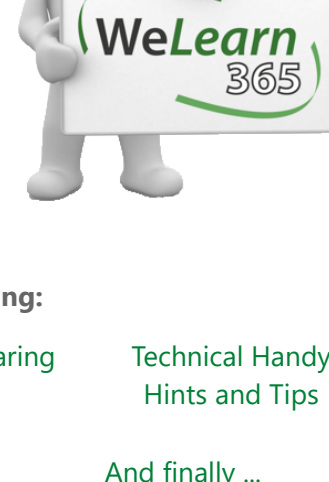


17th October, 2024 - Vol 40

Welcome

Welcome to our latest newsletter. It will contain important updates and useful information about your ICT provision.

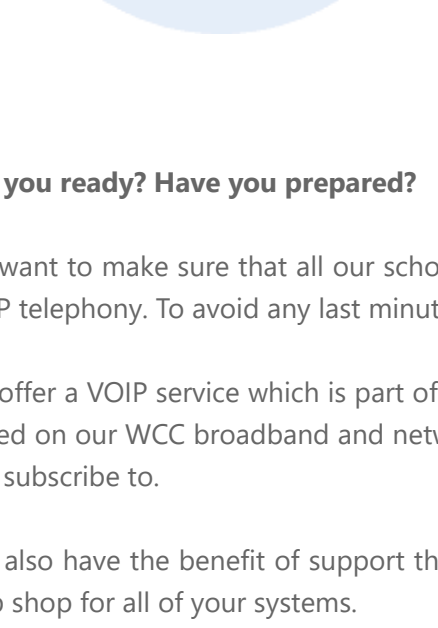


In this issue we include the following:

- VOIP - Are you ready?
- MIDAS Training Videos
- Change to Sharing Links
- Technical Handy Hints and Tips
- Focus on Feedback
- Stats
- And finally ...

VOIP - BT to cut off all the old lines

Are you ready? Have you prepared?



Landline phone calls have traditionally been delivered over a network known as the public switched telephone network (PSTN). This network is old, and becoming harder and more expensive to maintain, so it needs to be replaced.

The deadline for BT to switch off the PSTN network has been extended from December 2025 to January 2027. But, if your school hasn't switched to a VOIP system yet, it's still a good idea to aim for the original December 2025 date.

Are you ready? Have you prepared?

We want to make sure that all our schools are prepared and have a plan of moving to the VOIP telephony. To avoid any last minute rushes contact ICTDS to discuss your options.

We offer a VOIP service which is part of your WES subscription. The system is bespoke and tested on our WCC broadband and networks and integrates fully with other systems which you subscribe to.

You also have the benefit of support through the familiar ICTDS helpdesk, which is a one-stop shop for all of your systems.

Our engineers have a visibility throughout the network, so any VOIP issues are easier and more efficient to resolve with an end to end troubleshooting approach.

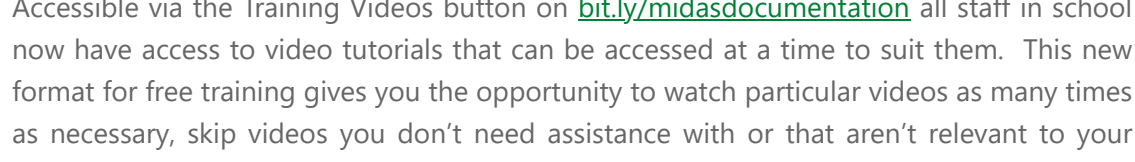
Please contact us for any advice, support or to arrange a free VOIP survey and quote, so that we can ensure that you won't be left behind.

Please contact us at ictdsservicesdesk@warwickshire.gov.uk

~ Andy Coward, Team Manager Network & Comms

MIDAS Training Videos

Featured topic of the week



Our new online training content is now live and available to all MIDAS subscribers!

This week's featured topic is SIMS Reporting - [Introduction to Reporting](#)

The topic includes a number of videos from running basic reports from the SIMS Report Library to creating analysis reports and much more.

Accessible via the Training Videos button on bit.ly/midasdocumentation all staff in school now have access to video tutorials that can be accessed at a time to suit them. This new format for free training gives you the opportunity to watch particular videos as many times as necessary, skip videos you don't need assistance with or that aren't relevant to your role, revisit content if you haven't covered it for a while, and have more control over the training you need.

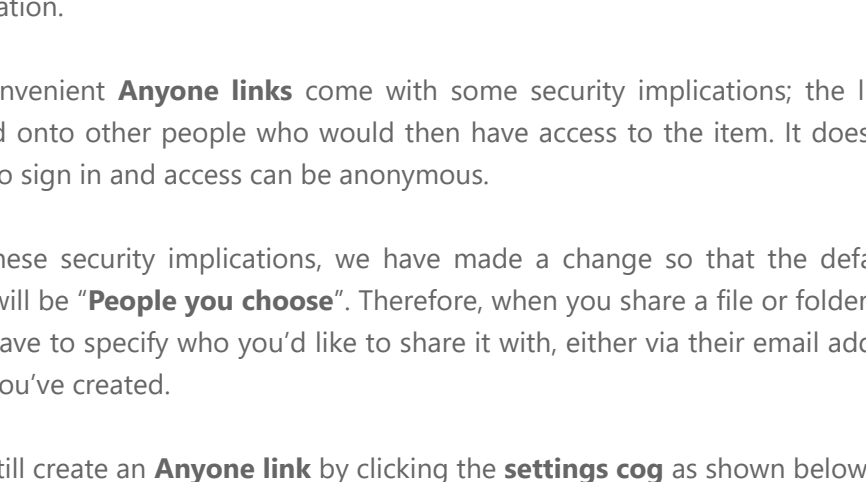
If you are a non we-learn school and a MIDAS subscriber, please fill in this quick form in order to be given access to the site for all of the team's future documentation: <https://forms.office.com/e/z4jm2L2G84> (note that access will not be immediate, but we'll get to it as quickly as possible!)

Please note that all paid for courses will currently continue to run in the same way - with online teacher led courses run via Teams, and can be booked at <https://www.ictds.org/sims-training-courses>.

~ Hannah Buist, Team Manager Applications Support

Change to Sharing Links from OneDrive or Sharepoint

When sharing links from OneDrive or Sharepoint, previously the default option selected was to create an "Anyone link".

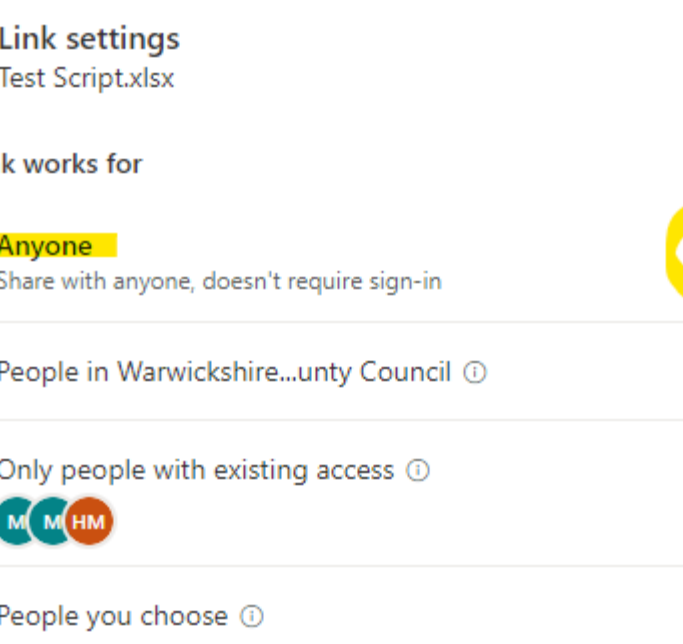


Unauthenticated sharing (**Anyone** links) can be convenient and is useful in various scenarios. **Anyone** links are the easiest way to share: people can open the link without authentication.

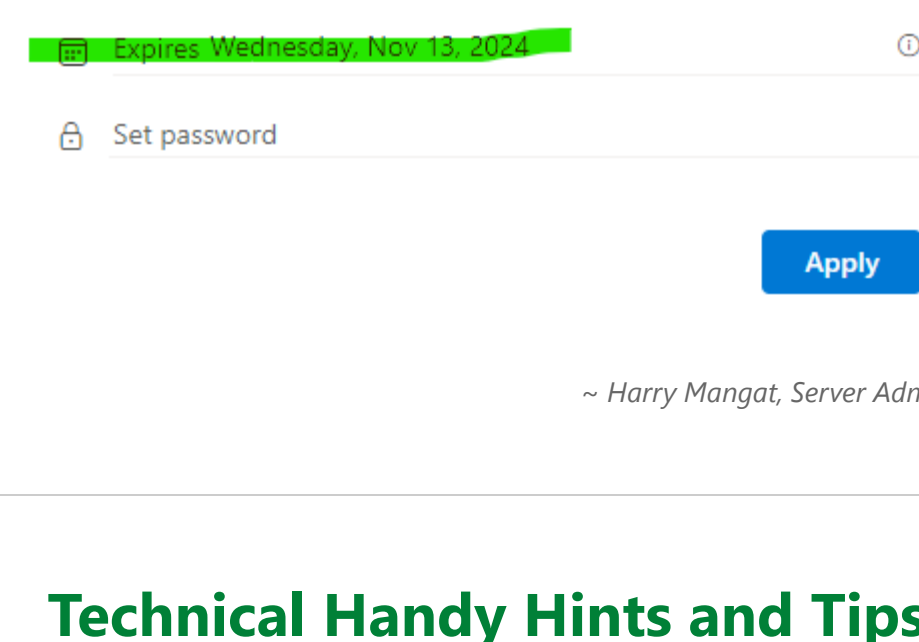
Whilst convenient **Anyone** links come with some security implications; the link can be forwarded onto other people who would then have access to the item. It doesn't require the user to sign in and access can be anonymous.

Due to these security implications, we have made a change so that the default option selected will be "**People you choose**". Therefore, when you share a file or folder by default you will have to specify who you'd like to share it with, either via their email address or via a group you've created.

You can still create an **Anyone** link by clicking the **settings cog** as shown below.



Then selecting the **Anyone** option. However, the link will expire in 30 days. You can change the expiration date, but the maximum will be 30 days.



~ Harry Mangat, Server Administrator

Technical Handy Hints and Tips

Windows Desktop Keyboard Shortcuts



Welcome to another Technical Handy Hints and Tips, our new section in our Newsletter. We are hoping that we can share some of our hints and tips to make your devices and network run more smoothly and save time with shortcuts.

We are always open to receiving hints and tips of your own, so please feel free to get them over to us by [sending them via this link](#).

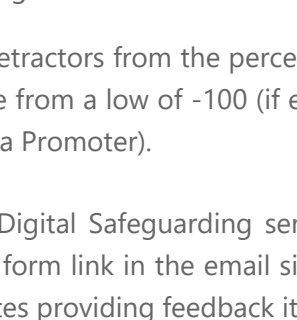
Windows Desktop Keyboard Shortcuts

There are many useful shortcuts that work to help speed up workflows. The following desktop keyboard shortcuts will allow you to efficiently open, close, navigate, and perform tasks across your desktop environment which include the Start menu, the computer Taskbar, your PC's settings, and more.

- Alt + Esc** - Cycle through open windows.
- Alt + F4** - Close active window. (If no active window is present, a shutdown box appears.)
- Alt + Left arrow key** - Go back.
- CTRL + Page Down** - Move down one screen.
- CTRL + Page Up** - Move up one screen.
- CTRL + Right arrow key** - Go forward.
- Alt + Spacebar** - Open context menu for the active window.
- Alt + Tab** - Switch between open apps while pressing Tab multiple times.
- Ctrl + Alt + Tab** - View open apps.
- Ctrl + Arrow keys (to select) + Spacebar** - Select multiple items on desktop or File Explorer.
- Ctrl + Click a grouped app button** - Cycle through windows in the group from the Taskbar.
- Ctrl + Down arrow key** - Move the cursor to the beginning of the next paragraph.
- Ctrl + F5 (or) Ctrl + R** - Refresh current window.
- Ctrl + Right arrow key** - Move the cursor to the beginning of the previous word.
- Ctrl + Left arrow key** - Move the cursor to the beginning of the next word.
- Ctrl + Shift** - Switch keyboard layout.
- Ctrl + Shift + Arrow key** - Select block of text.
- Ctrl + Shift + Click app button** - Run app as administrator from the Taskbar.
- Ctrl + Shift + Esc** - Open Task Manager.
- Ctrl + Up arrow key** - Move the cursor to the beginning of the previous paragraph
- Shift + Arrow keys** - Select multiple items.
- Shift + Click app button** - Open another instance of an app from the Taskbar.
- Shift + F10** - Open context menu for selected item.
- Shift + Right-click app button** - Show window menu for the app from the Taskbar.
- Shift + Right-click grouped app button** - Show window menu for the group from the Taskbar.

~ Pez Demetriou, Team Manager Service Delivery

Focus on Feedback



If you have completed one of our Service Desk closed call surveys over the past few weeks, you may have noticed that we have added a couple of new questions to the survey:

How likely are you to recommend our services to others on a scale of 0 to 10? Please tell us why.

These questions relate to a net promoter score (NPS) and we have added these to our survey to bring us in line with our WES traded services who also use these questions to help gauge customer satisfaction. The scores we receive will be added into the main WES customer satisfaction reporting.

NPS is an industry recognised metric for capturing and measuring customer satisfaction.

- Promoters** (score 9-10) are loyal enthusiasts who will keep buying and refer others, fueling growth.
- Passives** (score 7-8) are satisfied but unenthusiastic customers who are vulnerable to competitive offerings.
- Detractors** (score 0-6) are unhappy customers who can damage your brand and impede growth through negative word-of-mouth.

Subtracting the percentage of Detractors from the percentage of Promoters yields the Net Promoter Score, which can range from a low of -100 (if every customer is a Detractor) to a high of 100 (if every customer is a Promoter).

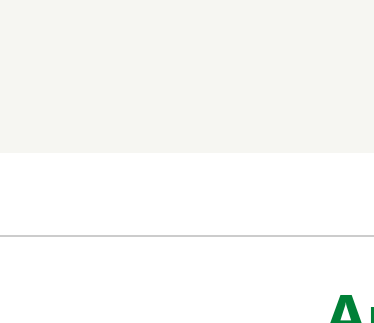
For schools subscribing to our Digital Safeguarding service, you may (or may not) have noticed that there is a feedback form link in the email signature of reports you receive. If you're able to spend a few minutes providing feedback it would be really valuable.

~ Caroline Murphy, Business Relationship Co-ordinator

Stats Update

30th September - 11th October

Total calls logged and fixed



Calls logged - every call logged through our Service Desk, whether via phone or email, between the given dates.

Calls fixed - every call fixed between the given dates, regardless of when they were originally logged.

Service Desk call fix time



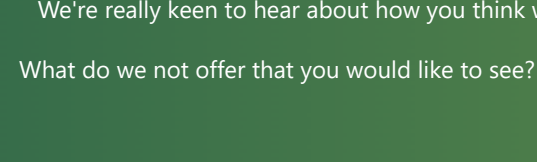
Digital Safeguarding: Reported Incidents

	Primary	Secondary
Grade 3	21	172
Grade 5	4	9

Grade 3 - includes things such as swearing, bullying, inappropriate web searches, self esteem issues.
Grade 5 - are the most serious incidents and are always reported by phone. These include threats to life and illegal activity.

And finally ... This our 40th edition of the newsletter

As this is our 40th edition of the newsletter we thought we would include some facts about the number 40.



Forty is the only number in English whose letters appear in alphabetical order.

It took **chemists 40 attempts** to develop the magical spray we know as ... *wait for it* ... WD-40 (full name: Water Displacement, 40th formula).

Minus 40 degrees, or "40 below," is the only temperature that is the same in both Fahrenheit and Celsius.

Facts are courtesy of [Reader's Digest](#) and [Facts About the Number 40 You Never Knew](#) | [Reader's Digest \(rd.com\)](#)

~ Caroline Murphy, Business Relationship Co-ordinator

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YOUR FEEDBACK

We're really keen to hear about how you think we can improve our service. What could we do better? What do we not offer that you would like to see? If you have any comments or suggestions, please email ictdsfeedback@welearn365.com

ictdsfeedback@welearn365.com

To unsubscribe from our newsletter, [click here](#).