

23rd May, 2024 - Vol 32

Welcome

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

As it's half term next week next week we hope you all get the chance to enjoy some time away from school. You could try making the recipe for Whitsun cake which is included in our "And finally ..." section.



In this issue we include the following:

- SIMS - Exporting of Keystage Marksheets
- Microsoft Enterprise Agreement - Licencing
- Value in Technology - Buying cheaper won't save you money
- Server monitoring - making your service more reliable
- ICT Forum
- Focus on Feedback
- Stats Update
- And finally Whitsun Cake

[SIMS Keystage Marksheets](#) [Microsoft Licencing](#) [Value in Technology](#) [Server monitoring](#)

[ICT Forum](#) [Focus on Feedback](#) [Stats Update](#) [And finally ...](#)

SIMS - Exporting of Keystage Marksheets for Teachers to Complete

We are aware of a small change that has appeared when exporting Keystage marksheets into Excel.

For Schools that like to export their marksheets into Excel for their Teachers to complete, please be aware of the following;

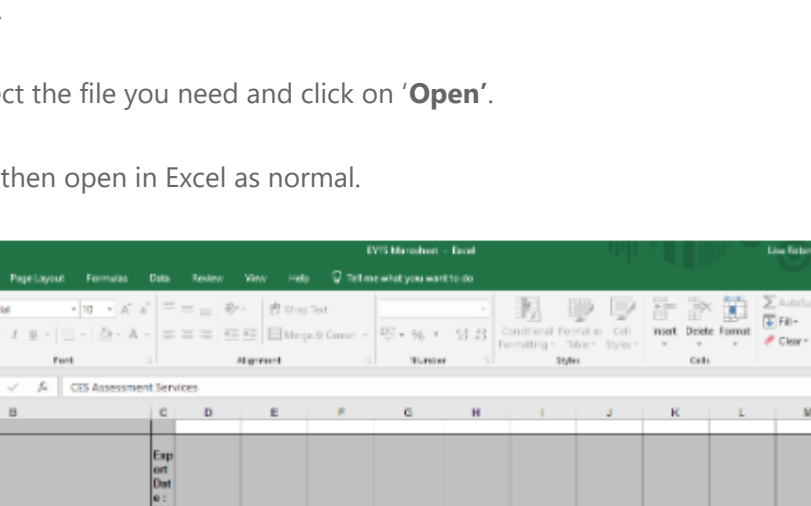
After Exporting and saving your Marksheets, you might notice that the saved file has a 'Microsoft Edge' icon against it and when Teachers open it, a marksheet does not appear as it normally would.

If this is the case for your School, please make your Teachers aware of the following process in order to open the file from within Excel.

Open the Excel application first.

This can be found in your Start Programs Menu accessed via the windows Start button. Or, you can type 'Excel' into the search bar to the side of this button and it will be brought up for you.

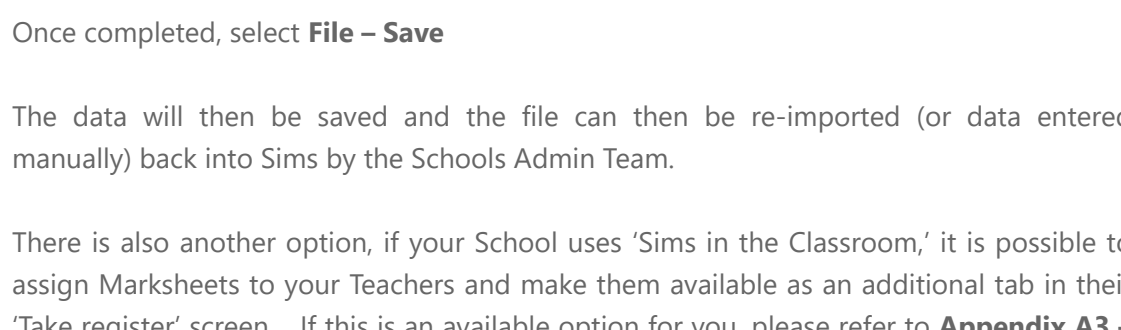
Once in Excel navigate to where the Marksheets have been saved, using **File – Open – This PC**



The window will allow you to navigate to your network drives, and locate your Marksheets.

Click to select the file you need and click on 'Open'.

The file will then open in Excel as normal.



The marksheets can be filled in as usual.

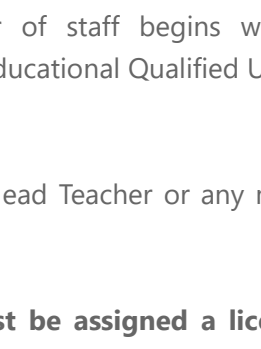
Once completed, select **File – Save**

The data will then be saved and the file can then be re-imported (or data entered manually) back into Sims by the Schools Admin Team.

There is also another option, if your School uses 'Sims in the Classroom,' it is possible to assign Marksheets to your Teachers and make them available as an additional tab in their 'Take register' screen. If this is an available option for you, please refer to **Appendix A3 – Creating Marksheets (Sims in the Classroom)** within our **Keystage 2024 documentation**, located on our Midas pages.

<https://welearn365.sharepoint.com/sites/Midas>

Microsoft Enterprise Agreement Licences - Your Legal Responsibility



This is a reminder to check that you have updated the ICTDS School Manager Portal and removed any staff that are not Educational Qualified Users. Office staff, Teachers, TAs, or who use an Education Platform product (office or Windows) need a license. Kitchen Staff and Governors do not need to be licensed.

If this is not done it can incur on an extra charge of £47 per assigned staff member.

manage.welearn365.com

Having the correct number of licences is required to ensure the School is compliant and covered. **If more licences are assigned than purchased some members of staff may not have full access to Office/Office 365 services.**

It is your legal responsibility to ensure you have enough licences to cover your "Educational Qualified Users"

Please note, If a new member of staff begins working at your school, they will automatically be assigned as an Educational Qualified User. If they do not require this, you will need to deselect the user.

This can be done by either the Head Teacher or any member of staff that has access to change staff passwords.

VPN users marked in grey must be assigned a licence, to update these or to buy more licenses kindly contact the ictdservice@welearn365.com

If you have any questions, feel free to [contact us](mailto:ictdservice@welearn365.com).

Value in Technology Buying Cheaper Won't Save You Money

Acquiring hardware for a school often entails more than just the initial purchase cost. While a laptop from 'Vendor X' may appear cheaper at first glance, it's essential to assess its long-term value. At the WCC's ICTDS, we prioritise factors beyond price when supplying hardware to schools.

Considerations such as build/component quality, repair accessibility, and warranty coverage are crucial aspects often overlooked during a hardware refresh. Let's delve into specifics.

Build/Component Quality

At WCC's ICTDS, we exclusively partner with suppliers employing Tier 1 components in their devices. This ensures that only the finest parts contribute to the construction of our devices, guaranteeing longevity beyond the current headline of a one-year guarantee. Opting for cheaper alternatives, such as solid-state drives of inferior quality, may seem economical initially, but risking failure during the life of the device undermines the investment being made.

Ease of Repair

It's our priority to facilitate easy repairs for any product sourced from us, ensuring minimal hassle in case of need. Accessibility to spare parts is vital, aligning with our commitment to providing a five-year guarantee on all hardware. This necessitates the availability of components even years after deploying a device in your school, all which factors into our hardware selection process.

Warranty – Five Years

When purchasing from WCC's ICTDS, rest assured of a guaranteed five-year warranty period. Considering the significant investment in outfitting a classroom with new equipment, longevity is paramount. Our commitment to a Five-Year Warranty on all hardware reflects our confidence in the durability of our products, not only saving costs in the long run but also contributing positively to the environment.

On going Support

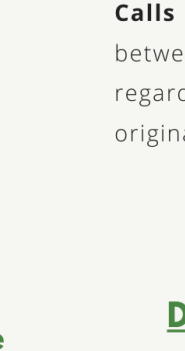
A key differentiator with the ICTDS is the ongoing support that we provide. At WCC's ICTDS, our commitment extends beyond the initial purchase. We understand the importance of ongoing hardware support to ensure seamless operation in your educational environments. Our dedicated team is readily available to provide timely assistance, troubleshooting, and maintenance services whenever needed.

Whether it's resolving technical issues, conducting system updates, or offering guidance, we strive to empower educators with reliable support throughout their technology journey. With our comprehensive support infrastructure in place, schools can focus on their core mission of fostering learning and development, confident in the reliability and stability of their technology ecosystem.

In Conclusion

There is a lot more to purchasing technology than price. If you are looking to upgrade or refresh some kit within your school, please speak to us about the various options that we have. With that five-year guarantee, you can be sure of continued peace of mind knowing that should something need fixing, we at the WCC's ICTDS will have your back throughout that journey.

Server Monitoring Making your service more reliable



Did you know that ICTDS performs over 60 proactive checks on your school's servers every single day? These checks range from monitoring resource usage to conducting detailed event log analyses, all aimed at predicting and preventing potential issues before they affect your operations.

As part of our comprehensive Technical Server Support service for subscribing schools, these proactive measures are designed to ensure the reliability and efficiency of your IT infrastructure. Our services include:

- **Resource Usage Monitoring:** Keeping a close eye on server performance to ensure optimal operation.
- **Event Log Analysis:** Identifying and addressing potential issues through detailed log reviews.
- **Predictive Maintenance:** Anticipating and preventing problems before they disrupt your services.

Beyond our technical checks, we offer robust telephone and email support to address any immediate concerns you may have. Additionally, we closely monitor our cloud services, such as WeLearn365 and Google for Education, ensuring they meet the high standards of service and availability you expect from us.

Our industry-leading broadband service connects your school to our datacenters located in the heart of Warwick and Nuneaton. From these centralized locations, we provide essential services such as:

- **Web Filtering:** Ensuring safe and secure internet use within your school.
- **Remote Access:** Facilitating seamless access to your school's resources from anywhere.

ICT Forum An opportunity to share best practice and knowledge

We have set up a new Microsoft Team called the Schools ICT Forum. The purpose of this Forum is for schools to share best practice in the use and support of ICT in schools and to support each other by sharing knowledge.

The content on the forum will be moderated by ICT Development Service.

Requests for ICT Support should not be added to this Forum. They should be logged in the usual way via the ICTDS Service Desk on 01926 414100 or via email at ictdservice@welearn365.com

If you want to be a member of this forum please complete this form: <https://forms.office.com/e/0meRdDdnQU>

Focus on Feedback

Here is a snapshot of some of the positive feedback we received during May (these have been anonymised):

- "Thank you for a quick resolution"
- "Always a great service"
- "Excellent speed of response and service"
- "Always helpful and quick to resolve issues"
- "As always, thank you for your efficiency and understanding of the issue at hand".
- "Great service - the speed ensure a swift follow up in school which sends a clear message to children." (relates to Digital Safeguarding)

All of this feedback gets passed onto the team member who dealt with the request/issue.

As well as completing our closed call surveys you can also email your feedback to us at ictdsfeedback@welearn365.com

Stats Update 13th May - 17th May

Total calls logged and fixed

Calls Logged
210

Calls Fixed
217

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

Fixed within 24 Hours 65.4%

Fixed within SLA (5 days) 88%

Fixed outside of SLA 12%

Digital Safeguarding: Reported Incidents

	Primary	Secondary
Grade 3	28	121
Grade 5	4	5

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 Whitsun

Next week's half term break falls on Whitsun. Whitsun, also known as Pentecost, celebrates the Christian festival of Pentecost which occurs 50 days after Easter. It marks the date that the Holy Spirit descended on the disciples of Jesus after his ascension from earth to heaven on Ascension Day.

Whitsun is celebrated in Lincolnshire by baking a Whitsun cake. Here is a link to a recipe for you to try:

[Whitsun Cake – Deja Food](#)

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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

To unsubscribe from our newsletter, click here.