

2nd May, 2024 - Vol 30

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:

- Meet the Team - Sunny Assi
- Arbor Accreditation
- MIDAS New User Training - New format
- MIS Check In - Open Forum
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- Smoothwall - Did you know
- Focus on Feedback - Digital Safeguarding
- Stats Update
- And finally May Day



Meet the Team Arbor Accreditation MIDAS New User Training MIS Check In Smoothwall

Smoothwall Focus on Feedback Stats Update And finally ..

Meet The Team

Sunny Assi - Cloud Application Support Officer

I work as a Cloud Application Support Officer. This involves the support for Office365, Google Chromebooks, User provisioning, Sims technical and other third party software that syncs to sims.

I have been in the role and the council for 12 years now. I have gained a lot of knowledge in the areas I support and really enjoy supporting schools.

My interests out of work are watching sports, movies and listening to music to get down time. I am also very much into cars.



Arbor Accreditation

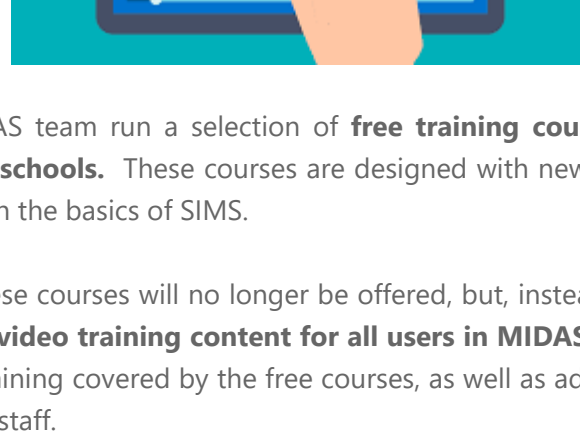
We are excited to announce that we are now an Arbor accredited support team. This means that if your school are considering a move to Arbor, you can continue to receive your MIS support from us.



This achievement means that the MIDAS team are now able to support you in your use of SIMS, Bromcom or Arbor.

MIDAS New User Training

New Format



Each term, the MIDAS team run a selection of **free training courses for new staff in MIDAS subscribing schools**. These courses are designed with new staff in mind, to help them get familiar with the basics of SIMS.

From September, these courses will no longer be offered, but, instead, we are going to be offering **free online video training content for all users in MIDAS subscribing schools**. This will cover the training covered by the free courses, as well as additional housekeeping routines useful to all staff.

This will give staff the ability to dip in and out of learning at a time convenient to them, revisit content multiple times if required, skip areas they already know about, and allow users to make the most of the time they have.

Please note that all paid for courses will currently continue to run in the same way - with online teacher led courses run via Teams.

We will contact schools soon to update you on where you can access content. **Watch this space!**

MIS Check In - Open Forum

Tuesday 7th May 11.30-12.30pm



Tuesday 7th May 2024

Following on from our MIS Discovery Days held back in March (details of which can be found [here](#)) we are **holding an open forum via Teams on Tuesday 7th May at 11.30am.**

A number of Warwickshire schools have ESS licences for SIMS that come to an end in March 2025. If you haven't already started thinking about which MIS product to use after this date, now is the time to start. The ICT Development Service are unable to advise what your school should use, whether that be staying with SIMS and moving to SIMS Next Gen when it becomes available, or moving to one of a number of MIS products on the market.

As a support unit we have support agreements in place to support SIMS, Bromcom and Arbor, but there are other products available and we encourage schools to look into options that may work for them as a school.

This session is an opportunity for schools to ask any questions they may have about either moving MIS product or the future of SIMS. It is also an opportunity for you to find out what other schools may be considering.

We can't promise to have all the answers, but the meeting is intended to open up conversation as schools start to look at their MIS needs for the future.

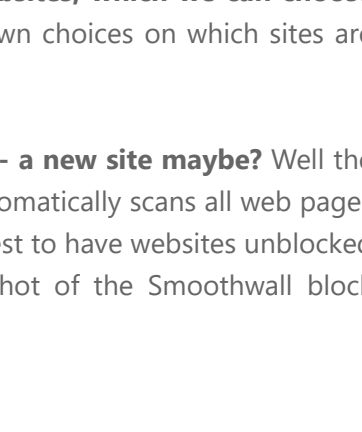
Please fill in the details on the attached form to be sent a meeting invite:

<https://forms.office.com/e/cExHfeZdRw>

Free Staff Online Safety Hub Workshop for Digital Safeguarding Subscribers

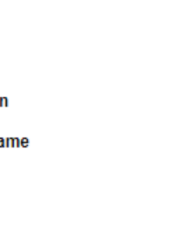
Monday 1st July 3:30 - 4.30pm

On 1st July from 3.30-4.30pm, Kat Howard from Smoothwall will be running an Online Safety Hub Workshop for staff to help them get the most out of the site. You have access to the Online Safety Hub as part of your Digital Safeguarding subscription, and it contains valuable information for school staff and parents.



Monday, Jul 1st 2024

For further detail on the workshop, please see the email sent to all subscribers on Tuesday 30th April.



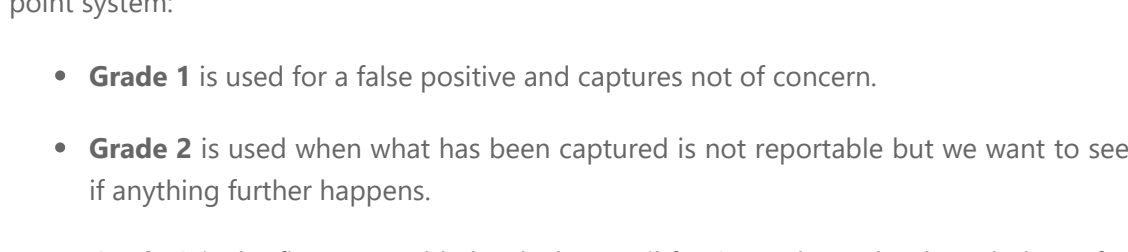
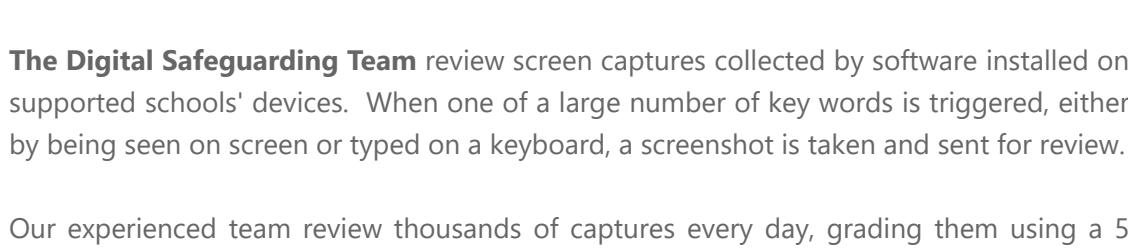
Smoothwall Web Filter

Did you know?

Wondering what keeps us safe on the Internet? That will be our Smoothwall Web filter. It's a cluster of fast computers at Shire Hall which deals with the millions of internet requests we make every day.

The Smoothwall filter has over 600 category lists of websites, which we can choose to block or allow for schools. Each school can have its own choices on which sites are blocked or allowed.

But what about a website that's not in the category list - a new site maybe? Well the filter has a second part called the Content Engine, which automatically scans all web pages to check for and block inappropriate content. You can request to have websites unblocked by contacting the Service Desk and providing a screen shot of the Smoothwall block message - see example below:



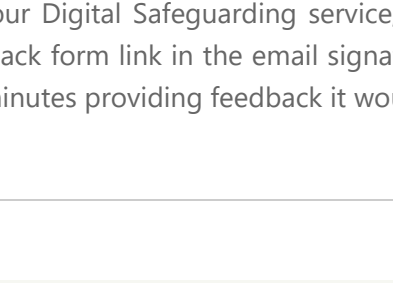
What about Internet searches and YouTube? The Smoothwall filter can control what users can search for using Safe Search, and enforce restricted mode on YouTube to prevent inappropriate videos being displayed in school.

Want more? The system also generates email alerts in real time for our Digital Safeguarding Team to keep an eye on inappropriate browsing or searching. They use these alerts in conjunction with our RADAR desktop monitoring software.

The Smoothwall web filter is fully KCSIE compliant for Appropriate Filtering. This is something you will only get with your Warwickshire broadband subscription, along with advanced cyber security from our CheckPoint firewalls.

Focus on Feedback

Digital Safeguarding



The Digital Safeguarding Team review screen captures collected by software installed on subscribing schools' devices. When one of a large number of key words is triggered, either by being seen on screen or typed on a keyboard, a screenshot is taken and sent for review.

Our experienced team review thousands of captures every day, grading them using a 5 point system:

- **Grade 1** is used for a false positive and captures not of concern.
- **Grade 2** is used when what has been captured is not reportable but we want to see if anything further happens.
- **Grade 3** is the first reportable level - by email for Secondary schools and phone for Primary schools. These include things such as swearing, bullying, inappropriate web searches, self esteem issues.
- **Grade 4** is when persistent grade 3 level incidents occur over a short period of time.
- **Grade 5** are the most serious incidents and are always reported by phone. These include threats to life and illegal activity.

When a reportable capture is identified, the team will look for context by reviewing other captures for the same user, building up a picture of the incident before reporting it. A password protected document is sent to the Designated Safeguarding Lead in school, containing screenshots and a write up of the incident.

Here is a snapshot of some of the positive feedback we received for this service (these have been anonymised):

"An excellent example of how the service acts to provide immediate information for Head Teachers. Thank you"

"This is an invaluable service that is provided. Without it we would not be aware of what the pupils are accessing."

"Very professional and explained everything clearly and accurately. Email followed promptly following our phone call."

"A brilliant service which is so valuable to us as a school"

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.

Stats Update

15th April - 26th April

Total calls logged and fixed

Calls Logged **295**

Calls Fixed **298**

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.

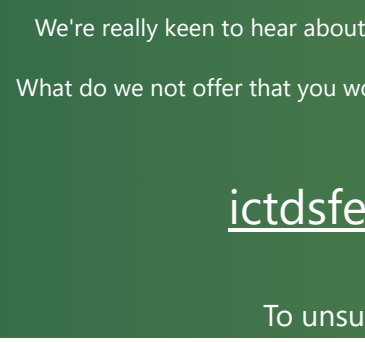
Service Desk call fix time

Digital Safeguarding: Reported Incidents

	Primary	Secondary
Grade 3	39	229
Grade 5	7	11

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 May Day



Monday 6th May is the May Day Bank holiday - enjoy your long weekend if you are having one.

May Day, or the first Monday in May, only became a bank holiday in 1978 but its origins as a day of celebration go back over two thousand years! It falls roughly between the spring equinox and the summer solstice and Celts celebrated it as the first day of summer, calling it Beltane.

May Day is probably best known now for the medieval tradition of "dancing the maypole dance," a custom that continues to be practiced. Fair young maidens circle the decorated pole weaving together patterns of ribbons in the process. Hawthorne and lily of the valley are traditional flowers used for garland.

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](#).