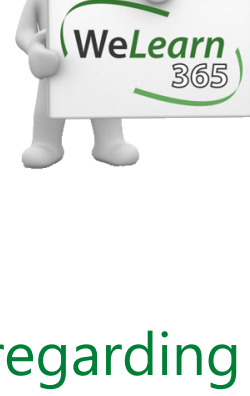


19th September, 2024 - Vol 38

Welcome

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

Firstly please note some important information regarding SIMS.



Important Communications from ESS regarding SIMS

We have been advised by ESS that this week they will begin emailing school staff to promote the use of SIMS Next Gen functionality. These emails will come from ESS directly, and will be received by all school staff. ICT Development Service would like to make it clear that we have not shared any user email addresses with ESS, this information has been sourced by them for an ESS marketing campaign.

Please note that these communications are coming straight from the supplier, and not from us as a support unit.

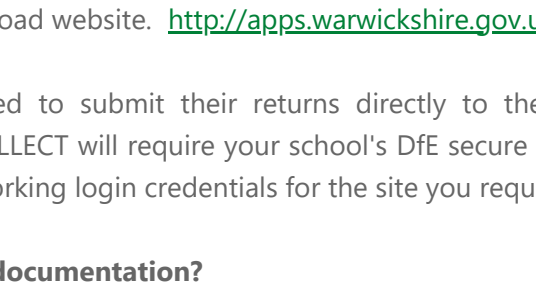
As an approved SIMS Support Unit, we are in a position to support adoption of Next Gen functionality. We are currently in the process of looking at putting on adoption webinars and information sessions for schools, more details to follow soon. We are working with ESS to understand how we can support SIMS Next Gen following adoption. As soon as we know more we will share this with all MIDAS subscribers.

If you would like to know more about SIMS Next Gen, the emails will give you some useful information around adoption, as well as links to some videos. If you would like to start using functionality in school, please contact the ICTDS Service Desk.

In the rest of this issue we include the following:

Autumn School Census	MIDAS Training Videos	MIS Check In Sessions	ICTDS Website Update
Technical Handy Hints & Tips	Focus on Feedback	Stats	And finally ...

Autumn School Census Thursday 3rd October 2024



When is the census?

The Autumn School Census will take place on **Thursday 3rd October 2024**.

Where do I go to submit the census return?

Maintained schools are required to submit their returns to the Local Authority via Business Intelligence School Upload website. <http://apps.warwickshire.gov.uk/SchoolUpload>

Academies are required to submit their returns directly to the DfE via the COLLECT website. Access to COLLECT will require your school's DfE secure login credentials. Please check that you have working login credentials for the site you require.

Where can I find the documentation?

The census ebook can be found on our new MIDAS Documentation website. Short tutorial videos about how to manage census statutory tables are also available on this site. <https://bit.ly/midasdocumentation>

Secondary schools, please find separate documentation for Post 16 census requirements.

If you are a non we-learn school, 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!)

What are the essential sections of the ebook?

00 How to use the Census Documentation We recommended that you read this document if you are new to the census process.

02 Aut Data Collection Changes This document informs users of new data items and changes to existing data items.

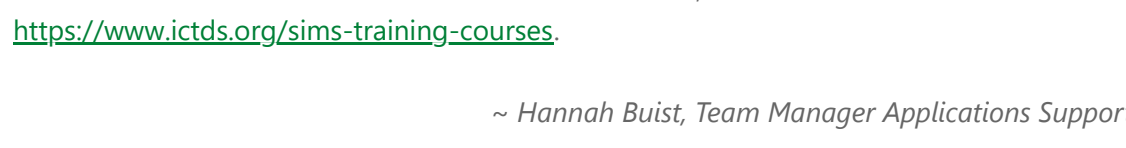
A1 Index of Collected Data This document provides an alphabetical list of **all data** items required for a census return. Data items are detailed with contextual, background information.

A2 Who to Contact Please consult this document if you require information that the MIDAS team are not equipped to give, such as issues related to failed logins for The School Upload site or school funding queries.

A8 Census Dates This document highlights relevant census data extraction dates for each return.

~ Heather Tzemis, Senior MIS Support Officer

MIDAS Training Videos



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

We will be highlighting a particular video topic in each newsletter and this edition we are focusing on the SIMS Essentials videos about the links menu in a pupil record.

Investigating the Links Menu in a pupil record

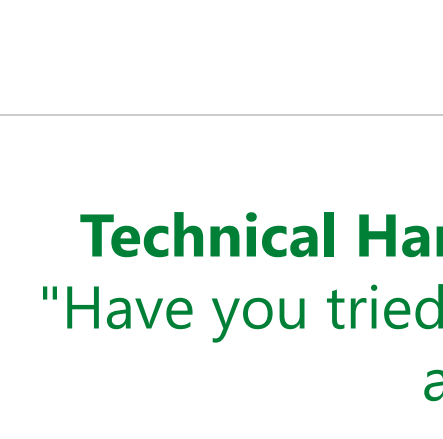
Accessible via the Training Videos button on <bit.ly/midasdocumentation> all staff in school now have access to video tutorials that can be accessed at a time to suit them. This new format for free training gives you the opportunity to watch particular videos as many times as necessary, skip videos you 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

MIS Check In Sessions Next date - 1st October at 11 a.m.



Tuesday, Oct 1st 2024

Please note that change of date for the next MIS Check In Session. The date for this is now Tuesday 1st October at 11 a.m. This has changed from 8th October.

Please use this link to join the meeting: [MIS Check in - Open Forum](#)

~ Hannah Buist, Team Manager Applications Support

ICTDS Website Update

We are currently looking at giving the [ICTDS website](#) a much-needed refresh. We are looking to have information which our schools will think are useful, from a new Services Status Page so you know of updates and outages (see example below), as well as information about our range of service offerings.

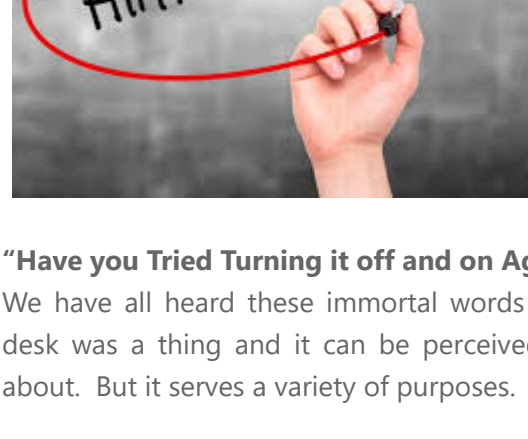
Office 365	
Authentication	Operational
Teams	Operational
Email	Operational
OneDrive	Operational

As the site is for schools, we would really appreciate some input on what you would like to see - any ideas and suggestions would be most welcome. [Please email us with your suggestions](#).

We will of course keep you updated on progress and we will hopefully be able to share a preview with you in our next newsletter.

~ Pez Demetriou, Team Manager Service Delivery

Technical Handy Hints and Tips "Have you tried turning it off and on again?"



Welcome to a new section in our Newsletter, **Technical Handy Hints and Tips**. We are hoping that we can share some of our hints and tips to make your devices and network run more smoothly. 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](#).

"Have you Tried Turning it off and on again?"

We have all heard these immortal words banded by service desk teams since a service desk was a thing and it can be perceived that this is what every service desk fix is all about. But it serves a variety of purposes.

Clearing Temporary Data:

All PC's use temporary memory (like RAM) to store data while they're running. Restarting a device will clear the memory, which may resolve issues caused by corrupted or stale data in the RAM.

Resetting Processes:

Most PC's will run multiple processes and services. Most users will have an email program open, a web browser in the background and there is almost certainly many other programs running too. If one of these processes becomes unresponsive or encounters an error, rebooting the device stops all processes and starts them afresh, which can resolve conflicts or errors.

Reinitializing Hardware:

By turning it off and on again or power cycling we can help reset hardware components.

Releasing Resources:

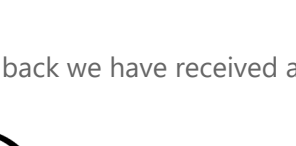
Over time, where a PC has not been power cycled, the PC can accumulate resource usage that leads to slowdowns (like memory leaks). Restarting frees up these resources, and therefore improving performance and making the PC feel speedier.

Clearing Errors:

Many issues and errors are temporary and can be resolved simply by restarting the device. This is particularly true for software bugs that may not be persistent after a simple reboot. Overall, this method leverages the basic design of many systems, where a fresh start can help resolve a variety of issues.

~ Pez Demetriou, Team Manager Service Delivery

Focus on Feedback



Thanks for taking the time to complete the survey you receive when a Service Desk call is resolved. The positive feedback means a lot to us and our team members. Less positive feedback gives us to an opportunity to improve our services.

Here is some of the positive feedback we have received already this term:

Helpdesk to the rescue again!

Thank you for persevering to get our Year 6 Leavers sorted! Appreciate very much 😊

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

3rd September - 13th September

Total calls logged and fixed

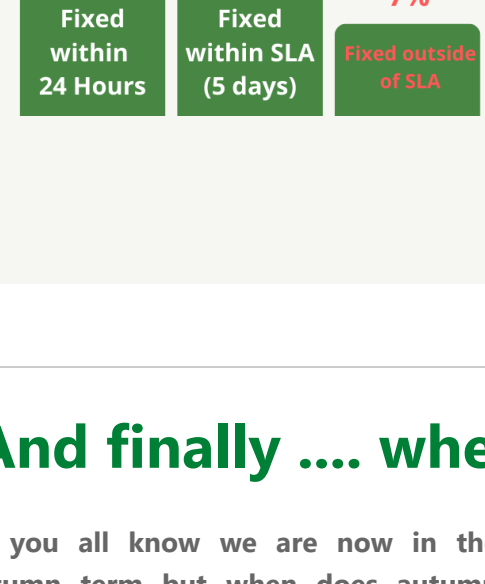
Calls Logged
547

Calls Fixed
560

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	9	42
Grade 5	8	2

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 when does autumn start

As you all know we are now in the autumn term but when does autumn actually start?



Meteorological autumn will occur on the same days every year, September 1st to November 30th. This is done for record keeping purposes. Astronomical autumn will begin on September 23rd and continue through December 20th. This is based on the earth's position in relation to the sun, and the dates can vary from year to year.

~ Caroline Murphy, Business Relationship Co-ordinator

Follow us on LinkedIn

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](#).