

ICTDS NEWSLETTER

ICT Development Service Newsletter

3rd April, 2025 - Vol 50

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:

[SIMS Next Gen](#)

[Summer School Census](#)

[Long Service - Lisa Robinson](#)

[Remanufactured Devices](#)

[Cloud Applications Support Site](#)

[Quick Tip - Using your device outside of school?](#)

[Microsoft Licencing](#)

[Stats](#)

[Focus on Feedback](#)

[And finally ...](#)

SIMS Next Gen

Some modules of **SIMS Next Gen** are available for schools to experience. We would recommend schools start to explore Next Gen functionality as soon as possible.

You can start using SIMS Next Gen features now, for free

- MIDAS will run the adoption process for subscribing schools
- You can choose which Next Gen processes you wish to use
- You can choose when you wish to use Next Gen options
- All data is synchronised between SIMS 7 and SIMS Next Gen

If you would like the MIDAS team to assist you with the adoption process please contact the Service Desk at ictdservice@warwickshire.gov.uk or 01926 414100.

~ Heather Tzemis, Senior MIS Support Officer

Summer School Census

When is the summer school census?

Thursday 15th May 2025.

Where can I find documentation and guidance?

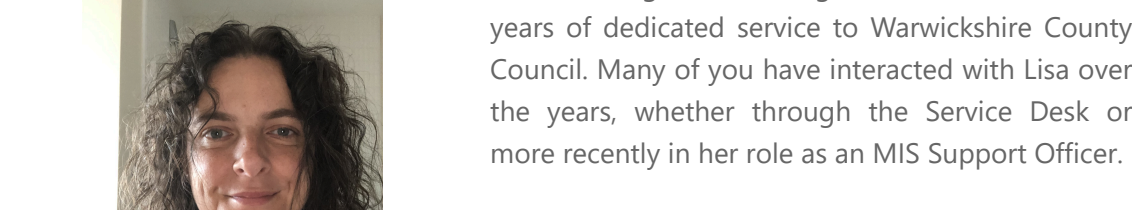
You can access census guidance on our MIDAS Documentation site.

The May 2025 census ebook will be uploaded after the Easter break. For SIMS Users, short tutorial videos about how to manage census statutory tables are also available on this site. If you subscribe to WeLearn365, please use the link below.
<https://welearn365.sharepoint.com/sites/Midas>

If you are not a WeLearn365 subscriber, please use the following link and complete the form to gain access to the MIDAS Documentation Centre.
<https://forms.office.com/e/z4jm2L2G84>

What information do I need to supply when logging a call with MIDAS for census support?

SIMS users need to supply the fileset number they are currently working on. MIDAS will keep schools updated with the latest filesets as they are released by ESS.



Informing MIDAS of error or query numbers generated by the census software, is essential for a quicker resolution of these errors and / or queries.

Where do I submit the census return?

Maintained schools are required to submit their returns to the Local Authority via Business Intelligence School Upload website. <http://aps.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.

~ Heather Tzemis, Senior MIS Support Officer

Long Service Lisa Robinson is celebrating 25 years service



We are delighted to congratulate Lisa on her 25 years of dedicated service to Warwickshire County Council. Many of you have interacted with Lisa over the years, whether through the Service Desk or more recently in her role as an MIS Support Officer.

To celebrate this milestone, we asked Lisa to share some insights about her time here. Here are her responses.

If you could go back in time, what advice would you give yourself on your first day?

Not to worry so much about starting a new job. That all would turn out to be fine. That the Council is a very good place to work (and to rest assured that I would still be there 25 years later).

How has your role evolved since you first started?

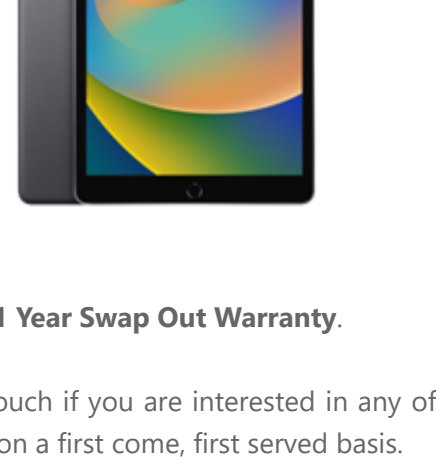
I started on the Corporate Service Desk in CAMS. I did various roles within my time there, always customer focused. My last post in that area was within the Learning and Development Team, as an IT Trainer. In 2012 I gained a lovely addition to the Family, a little girl. On my return to work in 2013, I got very lucky and joined Schools ICT, on their Service Desk (replacing another Lisa) and working term time only (great preparation for those school holidays I thought!). More recently (around 2 years ago now), I moved into the Midas Team, as a Midas Support Analyst, providing support for SIMS, Bromcom and Arbor.

What's the funniest thing that's happened to you at work?

I was on the corporate service desk and received a call regarding an issue with a mouse. I asked some basic questions, including 'is it plugged in?' To ascertain as to what the issue could be. To my surprise their response was, I am not sure, it is currently running about on the floor in our Kitchen! I had to kindly advise that we were not that kind of helpdesk, we looked after the PC mouse, not live ones. Still makes me smile to this day!

How do you like to unwind after a long day at work?

I like to take my two French Bulldogs (Lola and Alfie) out for a walk in the park.



~ Hannah Buist, Team Manager Applications Support

Remanufactured Devices Available Now

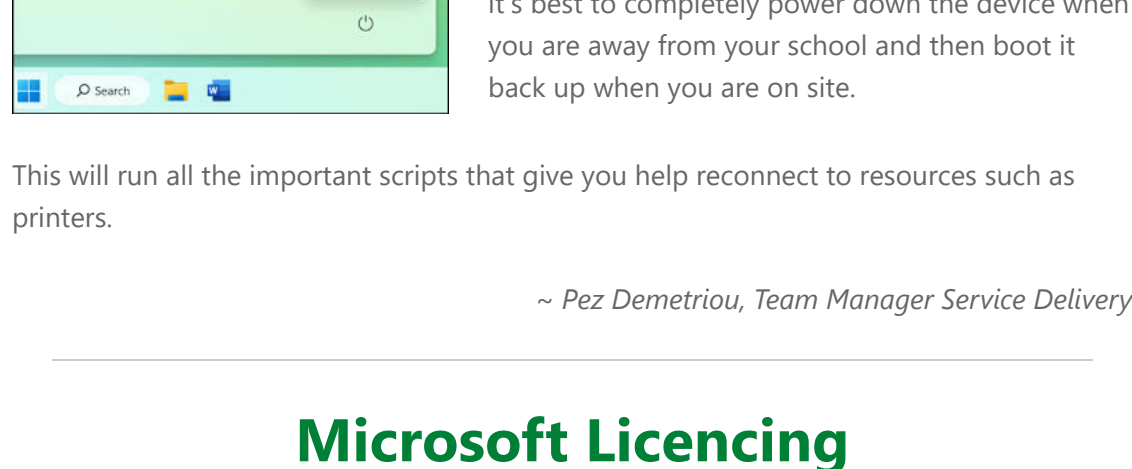
Using remanufactured devices offers several compelling benefits over purchasing new ones.

1. They are an environmentally friendly choice, as it reduces electronic waste and conserves resources by reusing existing materials. This helps to minimise the carbon footprint associated with manufacturing new devices.
2. A remanufactured device can often be more cost-effective, providing significant savings without compromising on quality or performance. All the devices that we offer undergo rigorous testing and remanufacturing to ensure they meet high standards, making them a reliable option.
3. By opting for remanufactured device, it supports a circular economy, promoting sustainability and responsible consumption.

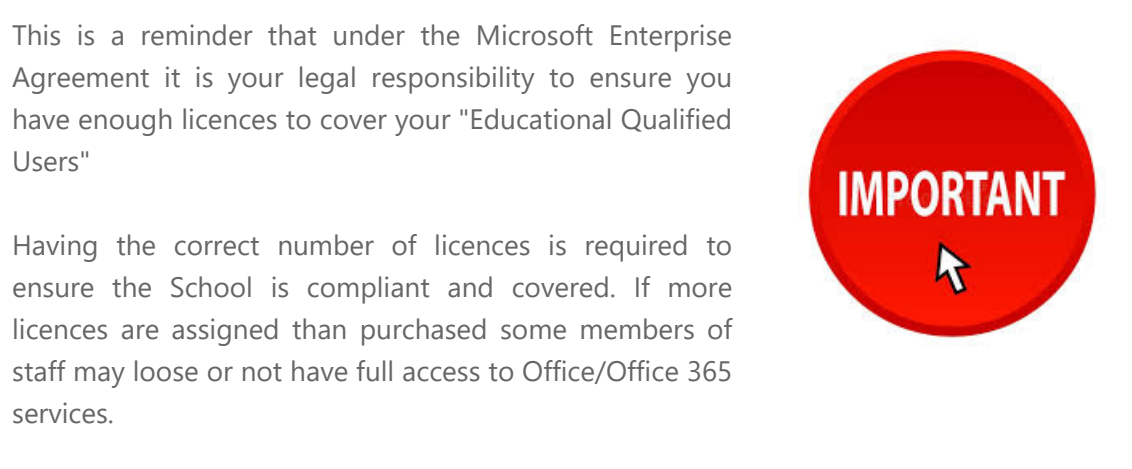
Overall, choosing remanufactured devices is a smart and eco-conscious decision that benefits both your budget and the planet.

Starting 1st April 2025, ICTDS will be offering remanufactured devices. Here are a couple of examples:-

Dell 5410, 14" Screen, i5-10th Gen, 16GB, 256GB SSD, Windows 11 Pro, **3 Year Return to Base Warranty, Brand New Battery (fitted)** - £349



Apple iPad (9th Generation) - 64GB Storage - Space Gray - Wi-Fi - £199



This comes complete with an AC Adaptor, Cable and a **1 Year Swap Out Warranty**.

Other devices may be available but please do get in touch if you are interested in any of the above. Numbers are limited and are sold/reserved on a first come, first served basis.

If you have any questions or want to reserve, [click here](#)

Pez Demetriou, Team Manager Service Delivery

Cloud Applications Support Site Featured Content

In November last year we launched our new Cloud Applications Support site.

[Cloud Applications Support](#)

As Cloud applications are now used more in schools, we have developed a site which contains some essential self-help guides that we feel will be of benefit to our users. We have added some documentation and videos to assist users with the main areas of cloud applications such as Emails, User Provisioning, OneDrive, SharePoint files and sharing and MFA (Multi Factor Authentication).



For the next few newsletters we will feature some of the content from this site. This week we are featuring **User Provisioning**. We have a useful troubleshooting guide for common account issues and guides to provisioning user accounts in SIMS and Arbor.

[User accounts provisioning](#)

If there are any other areas of cloud applications that you feel would benefit from self-help guides, please let us know by emailing ictdsfeedback@welearn365.com

Raj Bains and Sunny Assi, Cloud Applications Support Officers

Quick Tip Using your device outside of School?



A quick reminder that if you are working remotely and want to connect back to the school resources, it's best to completely power down the device when you are away from your school and then boot it back up when you are on site.

This will run all the important scripts that give you help reconnect to resources such as printers.

~ Pez Demetriou, Team Manager Service Delivery

Microsoft Licencing Reminder to check your licence allocation

This is a reminder that under the Microsoft Enterprise Agreement it is your legal responsibility to ensure you have enough licences to cover your "Educational Qualified Users"

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 lose or not have full access to Office/Office 365 services.



Who is an Educational Qualified User?

Office staff, Teachers and TAs who use an Education Platform product (office or Windows) need a licence.

Note. Kitchen Staff and Governors do not need to be licensed.

How do I check what licences we have, who they are allocated to and change allocations?

You check this on the [ICTDS School Manager Portal](#). Go to Management and then Licencing.

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

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, marked in blue.

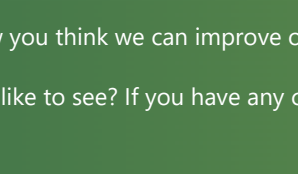
VPN users are marked in grey and must be assigned a licence, to update these or to buy more licences please email ictdservice@warwickshire.gov.uk

How much do licences cost?

A licence currently costs £48 per year.

~ Betsy Gomez, Senior Business Support Officer

Focus on Feedback You Said, We Did



The subscription window for WES services for maintained schools has now closed. We are pleased to report a good uptake of our services. We remain committed to delivering excellent customer service while ensuring value for money.

Here is an example of some feedback we received recently. It highlights the importance of keeping customers informed about the progress of their requests, which is crucial for maintaining trust and satisfaction, and enhancing their overall experience. Clear communication helps manage expectations and demonstrates our commitment to transparency and excellent service. We acknowledge that we haven't always excelled in this area, so it is now one of our key focuses for requests logged through the Service Desk.

"I was kept informed of what was happening with my enquiry from start to finish."

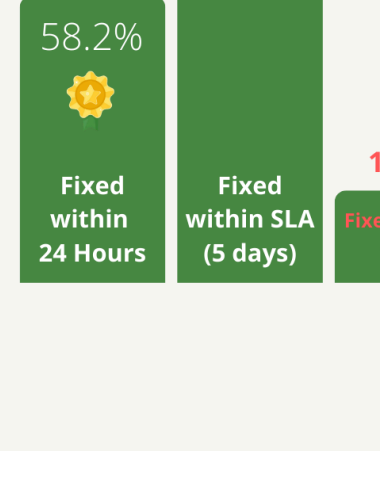
For schools subscribing to our Digital Safeguarding service, you may (or may not) have noticed that there is a feedback form link in the email signature of reports you receive. If you're able to spend a few minutes providing feedback it would be really valuable.

~ Caroline Murphy, Business Relationship Co-ordinator

Stats Update 17th March - 28th March

ICTDS Support

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

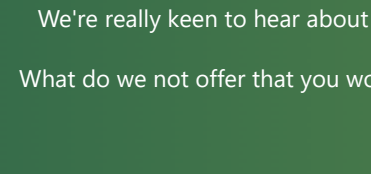


Digital Safeguarding: Reported Incidents

	Primary	Secondary
Grade 3	30	122
Grade 5	5	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 50th edition of the ICTDS newsletter



We are thrilled to celebrate the 50th edition of the ICT Development Service (ICTDS) newsletter! We sent our first newsletter on 6th May 2022. Since then, our newsletter has grown and evolved, providing valuable updates, insights, and information to our schools.

As we celebrate our 50th edition, we remain committed to delivering the same level of quality and relevance that our readers have come to expect. Your feedback is crucial in helping us achieve this! What do you think we can do better? What new features or topics would you like to see in future editions? Please share your thoughts with us at ictdsfeedback@welearn365.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

To unsubscribe from our newsletter, click here.