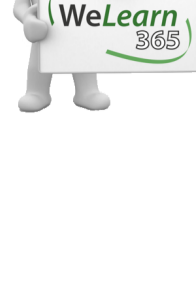


20th June, 2024 - Vol 34

Welcome

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



Please note that next newsletter will then be on 11th July.

In this issue we include the following:

Windows 11 Update Purple Mash - 2Quiz Focus on Feedback Attendance Codes Workshop

3rd Party VOIP systems Stats Update And finally ...

Windows 11

The need to upgrade to Windows 11 in the Education Sector

Windows 10 will become End-of-Life (EOL) by October 14th, 2025.

As technology continues to advance, it is crucial for educational institutions to keep their software up to date. Microsoft has announced the EOL timeline for Windows 10, making it imperative for Nurseries, Schools, and other education establishments to plan their transition to Windows 11.

This article highlights the key reasons for upgrading to Windows 11 and the importance of preparing for the Windows 10 EOL.

Key Reasons to Upgrade to Windows 11 for Education

- End of Life for Windows 10
- Enhanced Performance and Efficiency
- Modern and Intuitive User Interface
- Advanced Security Features
- Integration with Educational Tools and Cloud Services
- Support for Hybrid and Remote Learning

Compatibility and System Requirements.

Before upgrading PC's, it is essential to be aware that some schools' current hardware will not meet the minimum requirements to run Windows 11.

We at the Warwickshire County Council's ICTDS have been getting ready for this for some time and have audited each schools' estate and are aware that some of the PC's currently being used will **not** run Windows 11.

For details of the audit we have carried out at your school, please email ictdsservice@warwickshire.gov.uk with your school detail and "Windows 10 PC AUDIT" in the subject line and we will update you with our numbers.

*(If you click the **link enclosed** most of the information will be entered for you, please change to add your schools' details)*

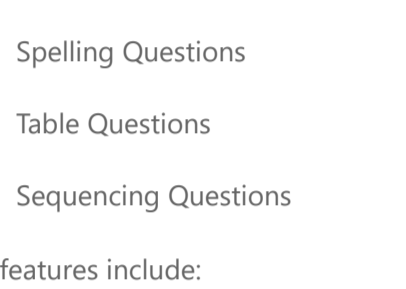
The cost of upgrading the PC's will depend on the type of device and its specification.

For more information on upgrading to Windows 11 and to help Warwickshire County Council's ICTDS team to continue to provide a secure, efficient, and future-ready learning environment, please get in touch.

~ Pez Demetriou, Team Manager Service Delivery

Purple Mash

2Quiz - Free as part of your WeLearn 365 subscription



Did you know that teachers and children can make a variety of quizzes using Purple Mash.

- Multiple Choice Questions
- Text-Based Questions
- Number Questions
- Spelling Questions
- Table Questions
- Sequencing Questions

New features include:

- Content Screens: Users can now add 'Content' screens to display information (text, image and/or video) without a question, perfect for providing context or background for subsequent questions.
- Teacher Feedback: Teachers can add pre-emptive feedback to quizzes, helping to address pupil misconceptions during quiz completion.
- Settings- Additional settings to allow teachers to decide whether children are allowed to try a question again and see correct answers after completing a question incorrectly.

~ Katie Hart, Chief Experience Officer, 2Simple

Focus on Feedback

Meet the Managers

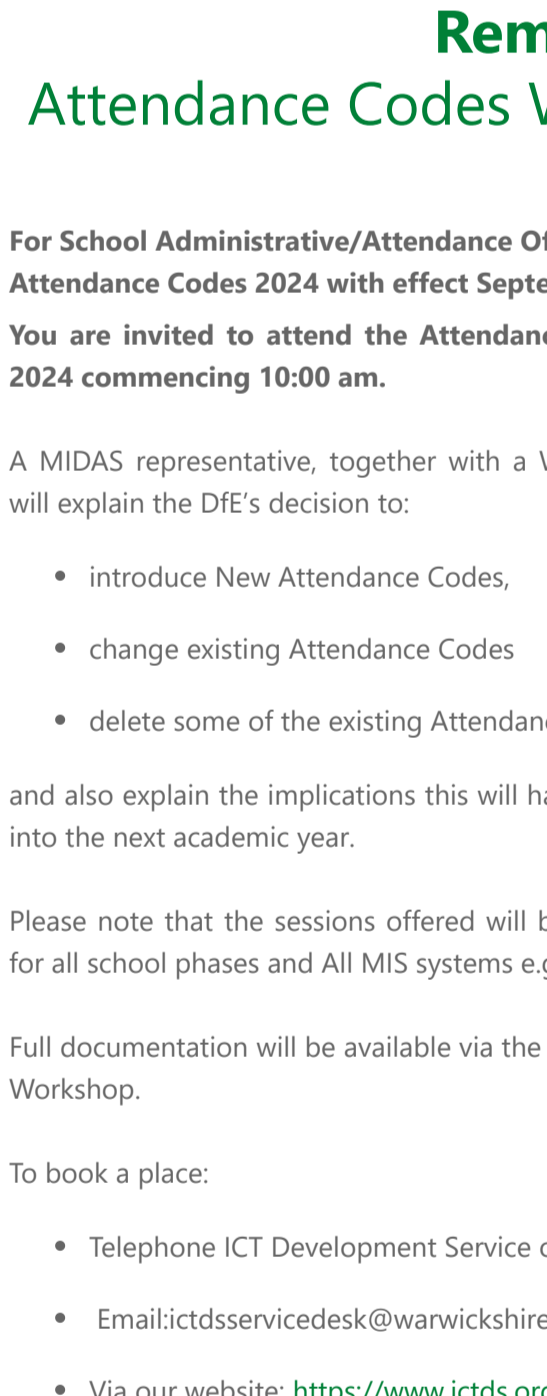
We have received some feedback that it's not always clear who does what so we thought we'd try and address this by introducing the management team and who is responsible for which service areas.

Please don't forget that your main point of contact for ICT Development Service is our Service Desk - TN: 01926 414100 Email ictdsservice@warwickshire.gov.uk



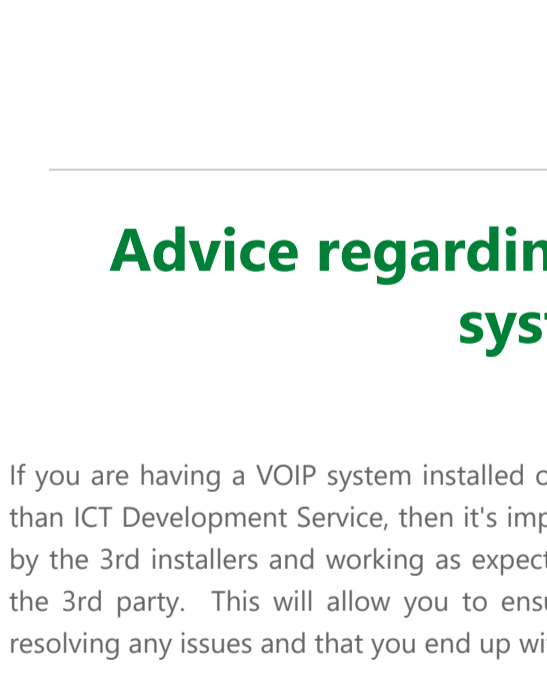
Sam Leach, Team Manager - Infrastructure Services

- 3rd tier technical support
- Servers
- Multi Factor Authentication (MFA)
- Microsoft Enterprise Agreement (Licencing)



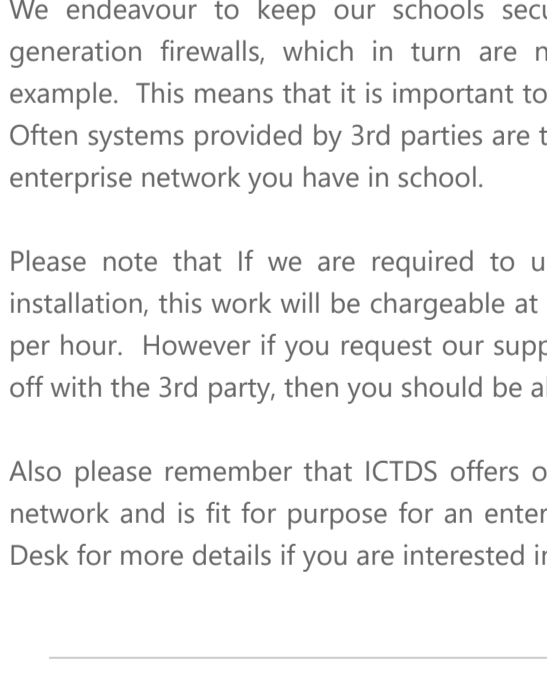
Hannah Buist, Team Manager - Applications Support

- MIDAS
- Digital Safeguarding
- Business Relationship Management
- Welearn365 - Office 365 (including email)
- Welearn365 - Google for Education
- Server backup and restore



Pez Demetriou, Team Manager - Service Delivery

- Service Desk
- 2nd tier Technical support including TSVs
- Apple Mobile Device Management (MDM)
- Procurement



Andy Coward, Team Manager - Network and Comms

- Voice Over IP (VOIP)
- Wireless Support
- Broadband
- Secure Web Filtering

~ Caroline Murphy, Business Relationship Co-ordinator

Reminder

Attendance Codes Workshop - 27th June

For School Administrative/Attendance Officers

School Attendance Codes 2024 with effect September 2024

You are invited to attend the Attendance Codes Workshop on Thursday 27th June 2024 commencing 10:00 am.

A MIDAS representative, together with a Warwickshire Attendance (WAS) representative will explain the DfE's decision to:

- introduce New Attendance Codes,
- change existing Attendance Codes
- delete some of the existing Attendance codes

and also explain the implications this will have on your schools' attendance going forward into the next academic year.

Please note that the sessions offered will be virtual via Microsoft Teams and they will be for all school phases and All MIS systems e.g. Arbor, Bromcom & SIMS

Full documentation will be available via the MIDAS Documentation pages website after the Workshop.

To book a place:

- Telephone ICT Development Service on 01926 414100
- Email ictdsservice@warwickshire.gov.uk
- Via our website: <https://www.ictds.org>

~ Yvonne Callaghan, Senior MIS Support Officer

Advice regarding 3rd party VOIP systems

If you are having a VOIP system installed or upgraded by a 3rd party, i.e. someone other than ICT Development Service, then it's important to ensure that the system is fully tested by the 3rd installers and working as expected before signing off any work carried out by the 3rd party. This will allow you to ensure that the 3rd party takes responsibility for resolving any issues and that you end up with a working system.

We endeavour to keep our schools secure and offer enterprise networks with next generation firewalls, which in turn are not as straight forward as home routers for example. This means that it is important to ensure that VOIP systems are tested in school. Often systems provided by 3rd parties are tested on 4G systems that do compare with the enterprise network you have in school.

Please note that If we are required to undertake any work to support the 3rd party installation, this work will be chargeable at our standard hourly rate which is currently £64 per hour. However if you request our support before you have signed off the installation off with the 3rd party, then you should be able to pass this cost onto them.

Also please remember that ICTDS offers own VOIP solution which is fully tested on our network and is fit for purpose for an enterprise environment. Please contact the Service Desk for more details if you are interested in this.

Stats Update

3rd June - 14th June

Calls Logged

Total calls logged and fixed

Calls Logged

326

Calls Fixed

332

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

60.8%

Fixed within 24 Hours

86.4%

Fixed within SLA (5 days)

13.6%

Fixed outside of SLA

Digital Safeguarding: Reported Incidents

	Primary	Secondary
Grade 3	47	105
Grade 5	6	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 we want your input

We hope that you find the content of these newsletters useful. We would like to enhance the content by opening up the opportunity to schools to submit articles too, for example do you have some good practice around using ICT that you want to share, or do you want to share an example of where our services have really made a difference in your school.

If you are interested in submitting an article, please email ictdsnews@welearn365.com with a brief outline of what you would like to write about.

~ 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](#).