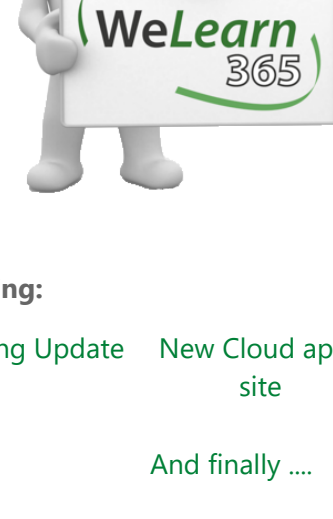


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Welcome

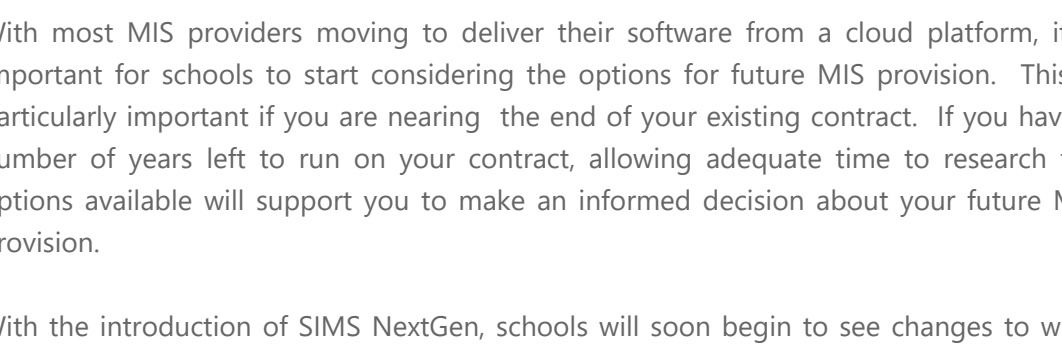
Welcome to our latest newsletter. It will contain important updates and useful information about your ICT provision.



In this issue we include the following:

- MIS Deep Dive Recordings
- MIDAS Training Videos
- Arbor Support Agreement
- Staffing Update
- New Cloud apps site
- Technical Handy Hints and Tips
- Focus on Feedback
- Stats
- And finally

MIS Deep Dive Sessions Recordings now available



With a significant number of Warwickshire schools in the final year of a contract with ESS, providers of SIMS, we recommend that schools spend some time researching the options for the procurement of a MIS system, in line with public procurement regulations.

With most MIS providers moving to deliver their software from a cloud platform, it is important for schools to start considering the options for future MIS provision. This is particularly important if you are nearing the end of your existing contract. If you have a number of years left to run on your contract, allowing adequate time to research the options available will support you to make an informed decision about your future MIS provision.

With the introduction of SIMS NextGen, schools will soon begin to see changes to what the system looks like as functionality moves from SIMS7 (your current MIS system) to SIMS NextGen.

As a support service we are unable to recommend individual MIS products to schools. However, we work with three established MIS providers and they have all hosted a number of "Deep Dive" sessions for our supported schools during October.

We are an approved support unit for SIMS, and we have third party support agreements with both Bromcom and Arbor

Recordings from these sessions can be accessed on the MIDAS Documentation site via the link below:

<https://bit.ly/MIS-Deep-Dives>

Please note that you are required to register in order to view the Arbor recording.

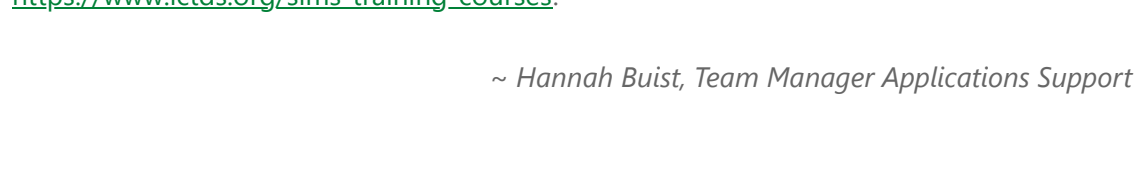
If you are a **non welearn** school and haven't yet requested access to our new site, you will need to do so via this form: <https://forms.office.com/e/z4jm2L2G84>

Please note, that whilst there are a number of other MIS products on the market, The ICT Development Service currently offer support for the three products listed above.

We would recommend that schools carry out their own research into any other alternatives, but we are only able to support these three MIS products as a service.

~ Hannah Buist, Team Manager Applications Support

MIDAS Training Videos Featured topic of the week



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

This week's featured topic is **SIMS Attendance - Entering an Exceptional Circumstance**. Now that the weather is starting to turn colder you may be required to close the school or part of the school for a period of time, if there is heavy snow for example, and therefore you will need to record this in SIMS.

[Entering an Exceptional Circumstance.mp4](#)

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

Bromcom Support Agreement



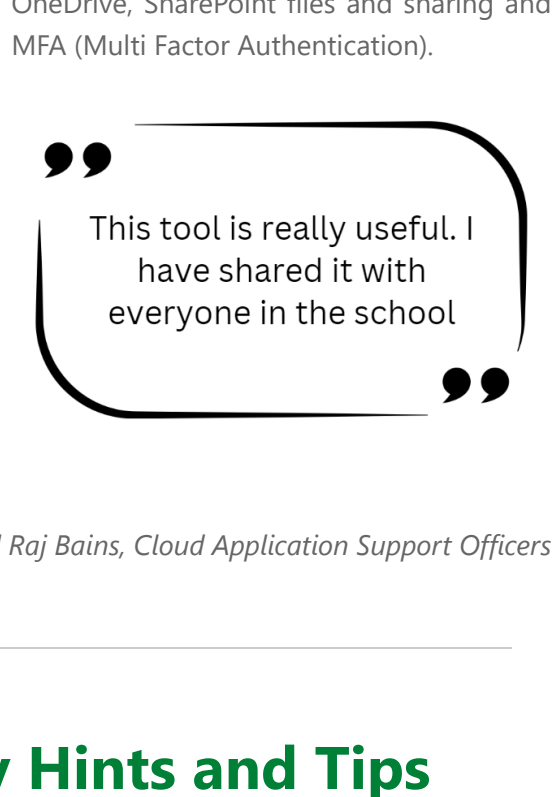
We continue to work in partnership with Bromcom and look forward to working closely together to help our joint customers optimise their use of Bromcom

~ Hannah Buist, Team Manager Applications Support

Staffing Update Farewell and Best Wishes to Susan Finch in our Procurement Team

Sue started in the council in November 2002 for a short-term contract in the Gifted and Talented team. At the end of the contract in 2003, Mr John Parmiter knocked on her office door at Manor Hall wanting help within the ICT team. Sue started to support the field team. Sue has advised us that Manor Hall was great place to work, especially the biscuits in the canteen.

So after 22 years of dedicated service with us here at Warwickshire County Council, it is with mixed emotions that Sue will be stepping down on 20th December.



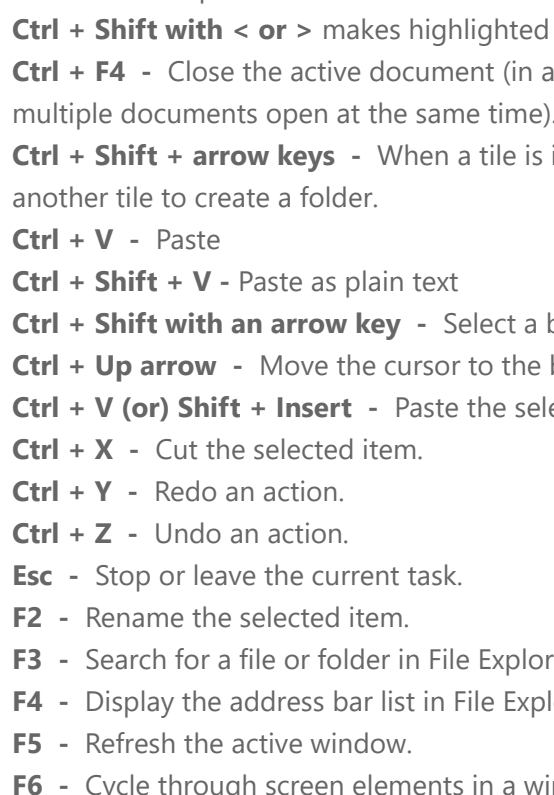
Sue has been a key part of the procurement team bringing her expertise, kindness, and a certain air of patience that has inspired everyone fortunate enough to work alongside her. Beyond the daily cost requests, subscription renewals and lease contracts, Sue has been a friend and mentor to many of us. Sue is always willing to lend a listening ear or offer words of wisdom. Sue has shown us what it means to be truly dedicated, and we'll certainly miss her energy, enthusiasm and patience.

Please join us in celebrating Sue and wishing her well as she embarks on this exciting new chapter filled with catching up with friends, travel, new hobbies, and spending time on a few home improvements.

Congratulations, Sue and thank you for everything!

~ Pez Demetriou, Team Manager Service Delivery

Introducing our new Cloud apps site For Welearn365 subscribers only

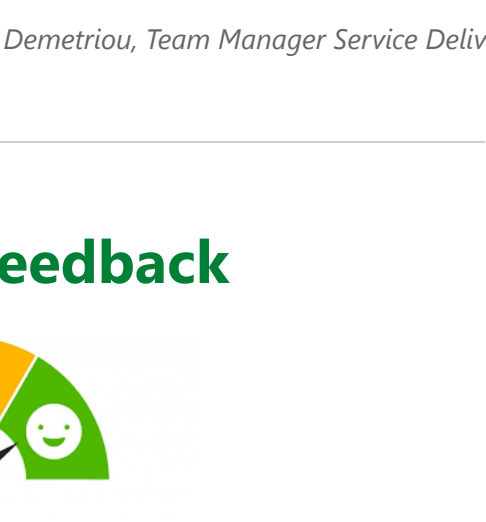


Introducing our new Cloud Applications site (for Welearn365 subscribers only) bit.ly/wescloudapplications

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).

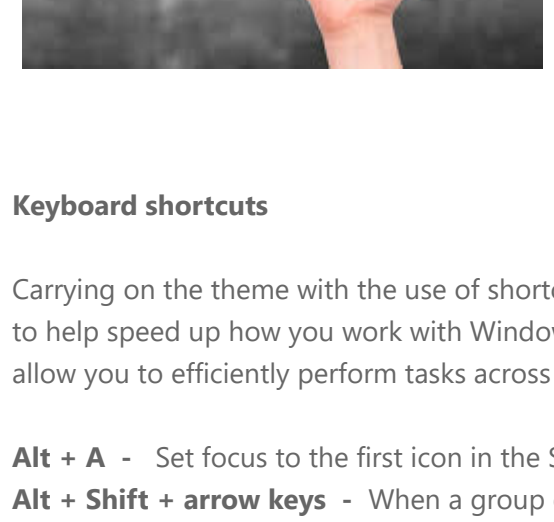
We have already received some great feedback from a school that has used the new site.

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



~ Sunny Assi and Raj Bains, Cloud Application Support Officers

Technical Handy Hints and Tips Keyboard shortcuts



Welcome to another Technical Handy Hints and Tips, our new section in our Newsletter. We are hoping that we can share some of our hints and tips to make your devices and network run more smoothly and save time with shortcuts.

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](#).

Keyboard shortcuts

Carrying on the theme with the use of shortcuts, there are many useful shortcuts that work to help speed up how you work with Windows Programs. The following shortcuts will allow you to efficiently perform tasks across your desktop environment.

- Alt + A** - Set focus to the first icon in the Suggested actions menu.
- Alt + Shift + arrow keys** - When a group or tile is in focus on the Start menu, move it in the direction specified.
- Ctrl + A** - Select all items in a document or window.
- Ctrl + C (or) Ctrl + Insert** - Copy the selected item.
- Ctrl + D (or) Delete** - Delete the selected item and move it to the Recycle Bin.
- Ctrl + E** - Open Search (in most apps).
- Ctrl + Esc** - Open Start.
- Ctrl + Shift with < or >** - makes highlighted text bigger or smaller.
- Ctrl + F4** - Close the active document (in apps that are full-screen and let you have multiple documents open at the same time).
- Ctrl + Shift + arrow keys** - When a tile is in focus on the Start menu, move it into another tile to create a folder.
- Ctrl + V** - Paste
- Ctrl + Shift + V** - Paste as plain text
- Ctrl + Shift with an arrow key** - Scroll to the beginning of the text.
- Ctrl + Up arrow** - Move the cursor to the right, or open a submenu.
- Ctrl + V (or) Shift + Insert** - Paste the selected item.
- Ctrl + X** - Cut the selected item.
- Ctrl + Y** - Redo an action.
- Ctrl + Z** - Undo an action.
- Esc** - Stop or leave the current task.
- F2** - Rename the selected item.
- F3** - Search for a file or folder in File Explorer.
- F4** - Display the address bar list in File Explorer.
- F5** - Refresh the active window.
- F6** - Cycle through screen elements in a window or on the desktop.
- F10** - Activate the Menu bar in the active app.
- Left arrow** - Open the next menu to the left, or close a submenu.
- Right arrow** - Open the next menu to the right, or open a submenu.
- Shift + Delete** - Delete the selected item without moving it to the Recycle Bin first.
- Shift with any arrow key** - Select more than one item in a window or on the desktop, or select text in a document.
- PrtScn** - Take a screenshot of your whole screen and copy it to the clipboard.

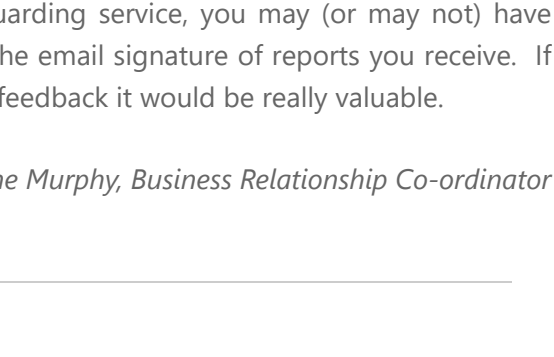
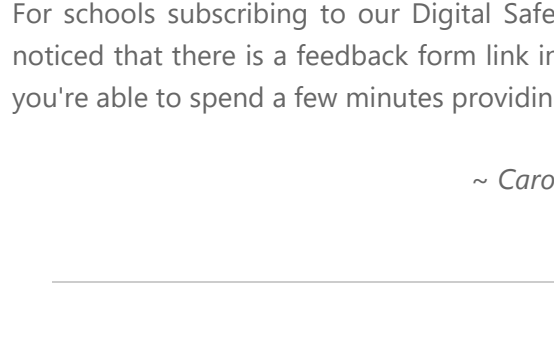
Hope that has been useful and please if you do have great time saving hints and tips of your own please feel free to get them over to us by [sending them via this link](#).

~ Pez Demetriou, Team Manager Service Delivery

Focus on Feedback



Here is some of the feedback that we received so far in November via the closed call survey.

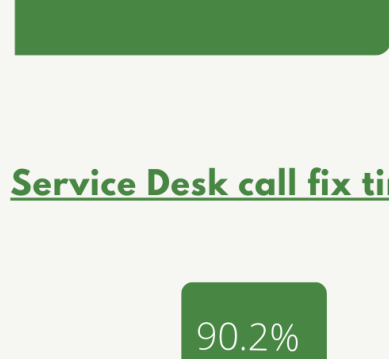


For schools subscribing to our Digital Safeguarding service, you may (or may not) have noticed that there is a feedback form link in the email signature of reports you receive. If you're able to spend a few minutes providing feedback it would be really valuable.

~ Caroline Murphy, Business Relationship Co-ordinator

Stats Update 4th November - 15th November

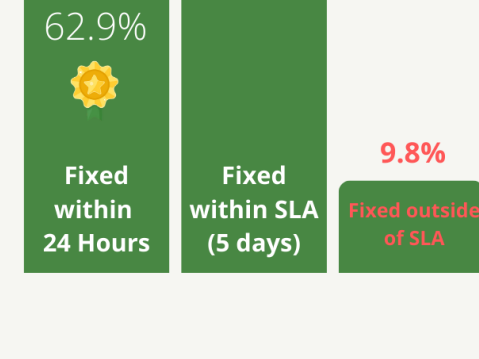
Total calls logged and fixed



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



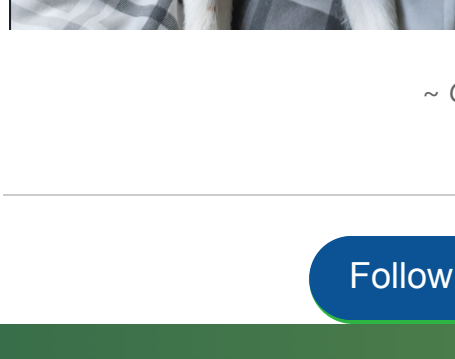
Digital Safeguarding: Reported Incidents

	Primary	Secondary
Grade 3	26	160
Grade 5	4	10

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 meet our new team member



Please welcome our new team member, Johnny the Jack Russell Terrier. He is 5 months old and is the latest member of the Murphy family.

He enjoys having his tummy rubbed, barking and chasing balls. He also enjoys relaxing on the spare bed in my home office whilst I am busy putting together the newsletter.

~ 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](#).