

11th July, 2024 - Vol 35

Welcome

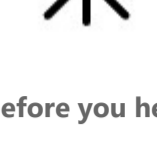
Welcome to our latest newsletter. It will contain important updates and useful information about your ICT provision.



In this issue we include the following:

- Summary Holiday Checklist
- Focus on Feedback
- Attendance Codes Workshop
- Staff Contracts
- Recycling
- Stats
- And finally ...

Summer Holiday Checklist



Here's a list of things to check before you head off for the summer holidays:

- ✔ Please keep your servers well ventilated over the summer, (as we don't know yet if it is going to be a scorcher!) but could we ask you to make sure that you leave plenty of space around your servers so that air can flow freely and help to keep them cooler.
- ✔ Building Works over the summer - if your school has any building works over the summer please contact the Service Desk as we may have to arrange some scheduled downtime for servers or other equipment so that they do not get damaged by any unplanned power outages.
- ✔ If schools require the server to be taken off line due to electrical work etc, please contact the Service Desk with as much notice as possible so we can arrange a safe shutdown of the server. Please also provide the date the server can be powered back on and we can perform this remotely.
- ✔ We will be performing routine patching on school servers over the summer to keep them up to date, so there will be a small interruption to the servers while they reboot. We will try and keep this to a minimum – contact the Service Desk if you have any issues.

We are open from 9am - 4pm | Mon - Fri all through the summer
TN: 01926 414100 Email: ictdsservicedesk@warwickshire.gov.uk

~ Sam Leach, Team Manager Infrastructure Services

Focus on Feedback

Feedback received during June



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 during June:

- "Whenever I call the ICT support desk, I am always happy with the service I receive"
- "Always amazing!!! Thank you :)"
- "Excellent service this morning from Andy Dovey, who was able to resolve the WIFI issue for our guests. Speed and efficiency with the problem much appreciated."
- "Warren extremely helpful, polite and kept me informed across the issue"
- "Thanks Sunny, super speedy!"

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

Attendance Codes Workshop

Recording and Guidance Available

For School Administrative/Attendance Officers
Attendance Codes 2024 with effect September 2024

We ran a workshop on 27th June with a MIDAS representative, together with a Warwickshire Attendance (WAS) representative to explain the DfE's decision to:

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

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

The recording of this session along with guidance is now available on the MIDAS documentation site in the Quick Guides section bit.ly/midasdocumentation

Quick Guides

- BROMCOM Documentation
- New Attendance Codes
- SIMS Documentation

If you are **not** a welearn school and you haven't done so already, you can request access via this form: <https://forms.office.com/e/z4jm2L2G84>

~ Yvonne Callaghan, Senior MIS Support Officer

Deprovisioning of staff Welearn accounts

Reminder to check staff contracts

We regularly have schools report that staff Welearn accounts have been deprovisioned over the summer. It appears that this issue affects staff who have **Fixed Term** or **Temporary** contracts.

With the end of term fast approaching, schools may well have a number of staff on Fixed Term/Temporary contracts that will be coming to an end. If staff are not leaving over the summer it is important that you check the contract details to ensure that these accounts are not deprovisioned.

Details of how to check staff contracts in SIMS, Arbor and Bromcom are available on the MIDAS Documentation site in the Personnel section - select the appropriate folder for your system. bit.ly/midasdocumentation

Personnel

If you are **not** a welearn school and you haven't done so already, you can request access via this form: <https://forms.office.com/e/z4jm2L2G84>

~ Hannah Buist, Team Manager Applications Support

Recycling of Redundant IT Equipment

New Partner

With the large Windows 11 roll out, a number of schools are going to have many redundant PCs which will need to be replaced and have no value. Stone, our previous partner, would take kit away for free but they recently started to charge schools for this service.

We have managed to partner with a new national Recycling partner called Revive IT. Collect for pictures of the kit to be collected and then agree a day and time window to collect. Certified destruction certificates are provided for a full audit trail - see example of shown below.

1 Gilbour Street
Farrington
London
E6JA 9DD

Phone: 0333 342 2545
Email: info@reviveit.co.uk
Web: www.reviveit.co.uk

Data Destruction Certificate & Report

Client: Your Company
Site: Your Company L57 2HG
Address: Unit 7-8
Buntingford Green
City: Leeds
Postcode: LS7 2HG

Collection Date: 09/01/2024
Collection ID: J2105693

#	ITEM ID	QTY	ITEM TYPE	PROCESSED
1	J2105693-00001	5	COMPUTER	☑
2	J2105693-00002	17	LAPTOP	☑
3	J2105693-00003	4	SERVER	☑
4	J2105693-00004	2	NETWORKING	☑
5	J2105693-00005	1	UPS	☑
6	J2105693-00006	13	MONITOR	☑
7	J2105693-00007	8	MOBILE PHONE	☑
8	J2105693-00010	8	TABLET	☑
9	J2105693-00008	5	PROJECTOR	☑
10	J2105693-00009	9	TELEPHONE	☑
11	J2105693-00011	1	WHITEBOARD	☑
12	J2105693-00012	1	APPROX 10KG OF MISG. CABLES, KEYBOARDS, PERIPHERALS ETC)	☑

Please get in touch with us using the [link enclosed](#) and we can start the process of getting your redundant kit professionally recycled.

~ Pez Demetriou, Team Manager Service Delivery

Stats Update

17th June - 5th July

Total calls logged and fixed

Calls Logged

579

Calls Fixed

580

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

70.2%

Fixed within 24 Hours

92.4%

Fixed within SLA (5 days)

7.6%

Fixed outside of SLA

Digital Safeguarding: Reported Incidents

	Primary	Secondary
Grade 3	48	238
Grade 5	13	13

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 it's nearly time for the summer break

With the summer break just around the corner, there will be another edition of the newsletter next week on Thursday 18th July and then the newsletter will be taking a well-earned break until Thursday 5th September.

I have enjoyed taking responsibility for collating and editing the newsletters over the past few months and I hope that you have enjoyed reading them. I would grateful for any feedback you may want to share such as what types of articles you like to see or what you would want us to include going forward, or any other feedback about the newsletter that you may have. Please send me an email to ictdsfeedback@welearn365.com

~ 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

ictdsfeedback@welearn365.com

To unsubscribe from our newsletter, click [here](#).