

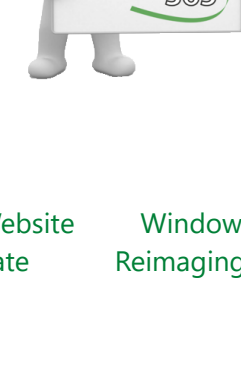
ICTDS NEWSLETTER

ICT Development Service Newsletter

6th March, 2025 - Vol 48

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 Connected
- uploading and
downloading
files

MIDAS Training
Videos

Reminder -
Online Safety
Workshops

ICTDS Website
Update

Windows 11
Reimaging Visits

Technical Hints and
Tips

Focus on Feedback

Stats

And finally

SIMS Connected

Uploading and downloading files

Now that a number of schools have moved to SIMS Connected, we have received some Service Desk calls asking for advice on how to upload and download files.

There is some great guidance on how to do this on the the ESS Support Hub with a couple of videos and some step by step instructions - see the link below.

[SIMS Connected – How to transfer files to/from SIMS Connected? How to save files to my local machine?](#)

There is also lots of useful information on the SIMS Connected Support Hub - all schools that have moved to SIMS Connected will have received a link to this.

[SIMS Connected Support Hub](#)

~Lisa Robinson, MIS Support Officer

MIDAS Training Videos

Featured topic of the week

Our online training content is available to all MIDAS subscribers!

This week's featured topic is Attendance. We recently held an Attendance Refresher session. Did you know we also have a number of training videos available on various topics relating to attendance.

[Attendance videos](#)

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

Reminder - Free Online Safety Workshops

For Digital Safeguarding Subscribers Only

smoothwall®
by **Goria**

Following the success of our staff and parent Online Safety Workshops held last year, we have invited Kat Howard to offer these same workshops for our schools this month. These are for our Digital Safeguarding subscribers only.

On Monday 17th March at 3.45pm she will be running a FREE one hour workshop for school staff.

On Wednesday 19th March at 7pm she will be running a FREE one hour workshop for all school parents.

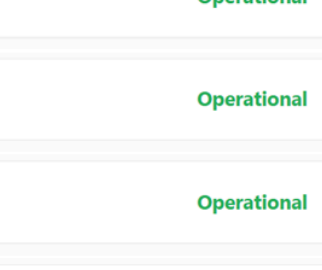
Please reference the email that has been sent to Digital Safeguarding subscribers on 7th January 2025 for more information.

~ Hannah Buist, Team Manager Applications Support

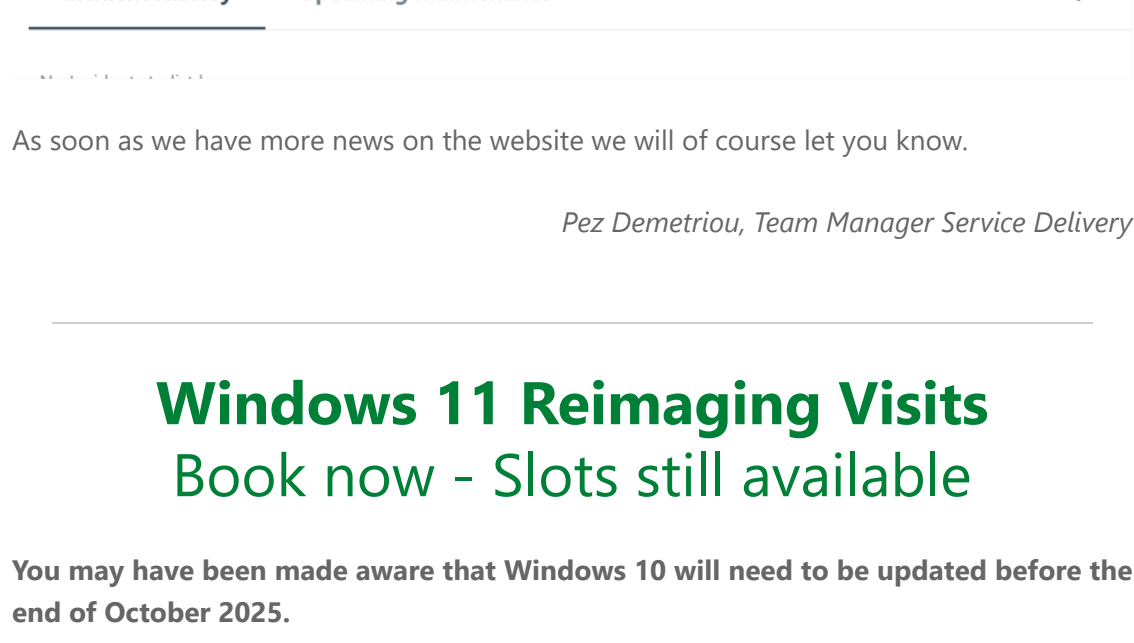
ICTDS Website Update

Sneak Preview

We are looking to launch the new ICTDS website soon. Here is a sneak preview of what we have so far including our new logo.



This is the new landing page - did you know that we have been supporting schools since 1995?



As well as a complete site redesign and a new logo, we also now have a service status page.

You will be able to click Service Status to be aware of any issues that are occurring throughout the area, when you do you will see the following screen (**this is a work in progress so the final version may look slightly different**).

All Services Operational

This is a test site, service status will not be accurate.

Operational Degraded Performance Partial Outage Major Outage Maintenance

Network Operational

Office 365 Operational

GSuite Operational

Hosted Solutions Operational

Backup Operational

Operational Degraded Performance Partial Outage Major Outage Maintenance

Incident History Upcoming Maintenance Last 7 days

As soon as we have more news on the website we will of course let you know.

Pez Demetriou, Team Manager Service Delivery

Windows 11 Reimaging Visits

Book now - Slots still available

You may have been made aware that Windows 10 will need to be updated before the end of October 2025.

To help speed up the rollout, we are looking to get our engineers booked in to do a site visit for the reimaging of devices which can be updated to Windows 11. For a discounted rate of £135 for a three-hour morning or afternoon appointment, we can reimage devices on site and ensure that you are all set. Please be aware that reimaging will remove all the data and give you a clean Windows 11 install.

Slots are limited and will be filled on a first come and first served basis. However we do still have slots available. We have dates from Monday 17th March to Friday 11th April and we also have availability over the Easter break so please let us know if you want a visit to get your devices reimaged during this time.

These visits are for Windows 11 upgrades only, and, as such, no additional technical work can be completed during the visit.

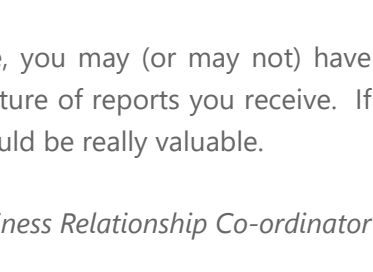
To get a slot booked in, [please click on the link](#).

Pez Demetriou, Team Manager Service Delivery

Technical Hints and Tips

Computer Housekeeping Tips

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](#).

Computer housekeeping can sometimes be forgotten so here are some tips as a quick reminder.

Remember to keep your device updated: Regularly update your operating system and software to ensure you have the latest security patches and features.

Use strong passwords: Create strong, unique passwords for your accounts. *Password1!* is not a secure password.

Organise your files by using folders: Some of our teachers have thousands of files in one folder. It's better to get in the habit of using folders. You can keep your files organised in folders and subfolders. This makes it easier to find what you need and keeps your desktop clutter-free.

Key benefits of using folders include: -

- **Improved Organisation:** Folders help you categorise and group related files together, making it easier to find what you need quickly.
- **Reduced Clutter:** By organising files into folders, you can keep your desktop and main directories clean and clutter-free.
- **Enhanced Productivity:** With a well-organised file system, you spend less time searching for documents, which can boost your overall productivity.
- **Better File Management:** Folders allow you to create a logical structure for your files, such as by project, date, or type, which helps in managing large volumes of data.
- **Easier for Backup and Recovery:** When files are organized into folders, it's simpler to back up and restore specific sets of data without having to sift through a whole load of files.
- **Improved Collaboration:** If you're working with others, a well-structured folder system makes it easier for everyone to find and access the necessary files, especially when using shares.
- **Enhanced Security:** You can set permissions and access controls on specific folders to protect sensitive information.
- **Streamlined Workflows:** Organizing files into folders that align with your workflow can help streamline your processes and make your work more efficient.

~ Pez Demetriou, Team Manager Service Delivery

Focus on Feedback



You may or may not be aware that subscriptions window for WES services for maintained schools is currently open. This is an opportunity for schools to decide which services they want to buy.

At ICT Development Service we pride ourselves on delivering excellent customer service whilst also providing value for money. We can see that this is valued by our subscribers when they kindly provide us with feedback.

Here are some recent examples of the great feedback that we have received.

Tammy was super helpful & knowledgeable, and very patient with my enquiry. She helped me resolve the issue quickly & efficiently.

As always, knowledgeable and helpful and friendly.

Lisa was very knowledgeable and was able to remote on and fix my query within a few minutes. Excellent service.

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

10th February - 28th February

Total calls logged and fixed

Calls Logged
283

Calls Fixed
285

Calls logged - every call logged through our Service Desk, whether via phone or email, within 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

Fixed within 24 Hours 61.4%

Fixed within SLA (5 days) 86.7%

Fixed outside of SLA 13.3%

Primary

Secondary

Grade 3 23

Grade 5 7

209

19

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 the Michaelangelo virus

On 6th March 1992 the Michelangelo virus was released which is considered by many to be the first malware scare.

What happened?

- The Michelangelo virus was a boot sector virus that would overwrite critical data on the boot disk.
- The virus was named after the Renaissance artist Michelangelo because it was released on his birthday.
- The virus was a variant of the Stoned virus.
- The virus was dormant until March 6th, when it would overwrite the first 100 sectors of the hard disk.
- The virus caused a scare among computer users and world governments.
- Many projected that the virus would affect millions of computers.
- In the end, only a few thousand computers were affected.
- The creator of the virus was never identified.



What did this event lead to?

The Michelangelo virus introduced the public to viruses and the need for computer security.

~ 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.