

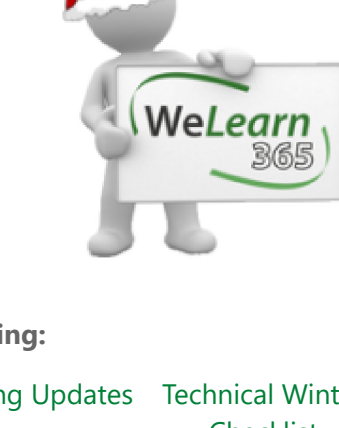
# ICTDS NEWSLETTER

ICT Development Service Newsletter

5th December, 2024 - Vol 43

## Welcome

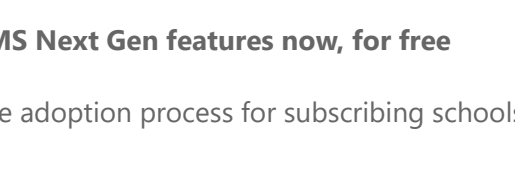
Welcome to our latest newsletter. It will contain important updates and useful information about your ICT provision.



In this issue we include the following:

<a href="#">SIMS Next Gen</a>	<a href="#">MIDAS Training Videos</a>	<a href="#">Arbor Support Agreement</a>	<a href="#">Staffing Updates</a>	<a href="#">Technical Winter Checklist</a>
<a href="#">Technical Handy Hints and Tips</a>	<a href="#">Focus on Feedback</a>	<a href="#">Stats</a>	<a href="#">And finally ....</a>	

## SIMS Next Gen Avoid a last-minute rush



Some features of **SIMS Next Gen** are available for schools to experience. We would recommend schools start to explore Next Gen functionality to help them make informed decisions about their continued use of MIS in schools

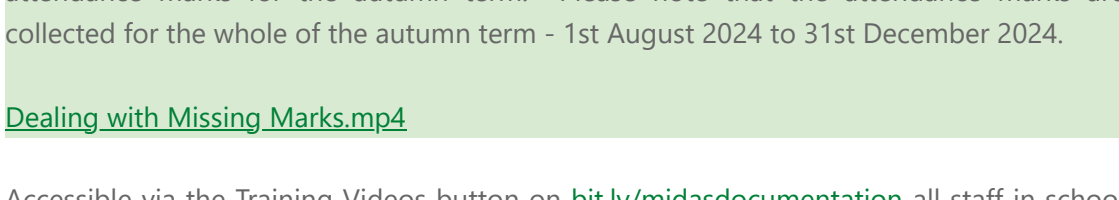
**You can start using SIMS Next Gen features now, for free**

- 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
- Adoption of SIMS Next Gen does not require you to sign a new ESS contract

If you want more information please contact the Service Desk at [ictdsservicedesk@warwickshire.gov.uk](mailto:ictdsservicedesk@warwickshire.gov.uk) or 01926 414100

~ Heather Tzemis, Senior MIS Support Officer

## 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 - Dealing with Missing Marks**. The Spring Pupil Census is on 16th January 2025 so now is a good opportunity to check your attendance marks for the autumn term. Please note that the attendance marks are collected for the whole of the autumn term - 1st August 2024 to 31st December 2024.

[Dealing with Missing Marks.mp4](#)

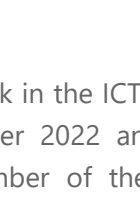
Accessible via the Training Videos button on [bit.ly/midasdocumentation](https://www.ictds.org/sims-training-courses) all staff in school now have access to video tutorials that can be accessed at a time to suit them. This new format for free training gives you the opportunity to watch particular videos 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

## Arbor Support Agreement



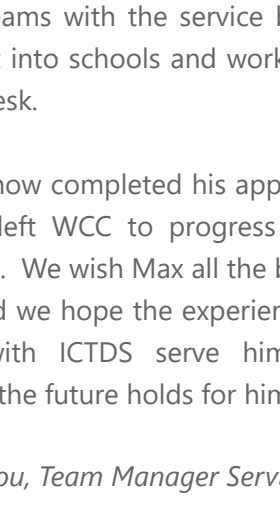
We're pleased to announce our continued partnership with Arbor from September 2024. We look forward to working closely together to help our joint customers optimise their use of Arbor.

~ Hannah Buist, Team Manager Applications Support

## Staffing Updates Farewell and Best Wishes to Ray Pearson and Max Brown

Ray started work in the ICTDS Procurement Team in October 2022 and has been an invaluable member of the team working along Sue Finch dealing with procurement requests.

Ray has decided that now is the right time for him to start a new chapter and he will be retiring at the end of next week. We wish Ray a very long and happy retirement.

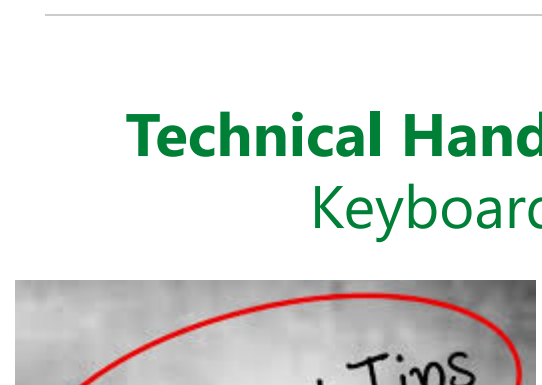


Max joined ICTDS in November 2022 as an apprentice. He has spent his time in various teams with the service both going out about into schools and working on the Service Desk.

Max has now completed his apprenticeship and has left WCC to progress his career elsewhere. We wish Max all the best for the future and we hope the experiences he has gained with ICTDS serve him well for whatever the future holds for him.

~ Pez Demetriou, Team Manager Service Delivery

## Technical Winter Checklist



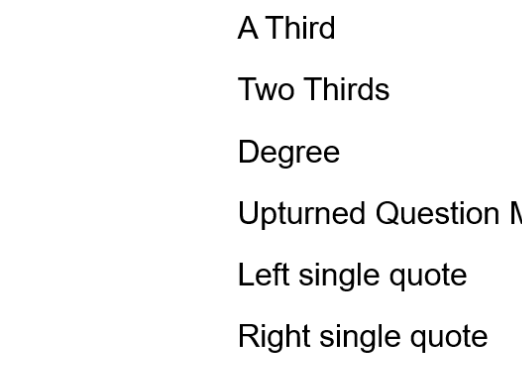
Please keep your servers well ventilated over the winter break, it may well be cold outside but could we ask you make sure that you leave plenty of space around your servers so that air can flow freely and help to keep them cooler.

If schools require the server to be taken off line due to electrical work etc, please contact the ICT 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 break 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.

~ Sam Leach, Team Manager Infrastructure Services

## 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](#).

**Alt codes** are key sequences that, when entered while holding the Alt key, produce special characters and symbols.

The way to use an alt code is to press and hold "Alt" on the keyboard and enter the number. See examples below.

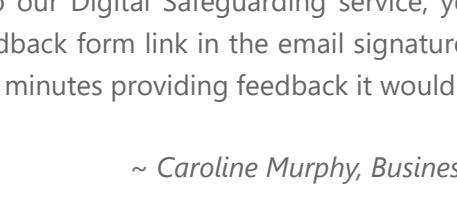
Copyright	Alt 0169	©
Trade Mark	Alt 0153	™
Registered Trade Mark	Alt 0174	®
Euro Currency	Alt 0128	€
A Quarter	Alt 0188	¼
Half	Alt 0189	½
Three Quarters	Alt 0190	¾
A Third	Alt 8531	⅓
Two Thirds	Alt 8532	⅔
Degree	Alt 0176	°
Upturned Question Mark	Alt 0191	¿
Left single quote	Alt 0145	‘
Right single quote	Alt 0146	’
Left double angle quote	Alt 0147	“
Right double angle quote	Alt 0148	”
Bullet	Alt 0149	•
Plus Minus	Alt 0177	±
Not Equal To	Alt 8800	≠

Hope that helps and there are thousands of them out there.

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 in November via the closed call survey.

“Never had a problem with the ICTDS service in the last 21 years and always respond when I need the assistance.”

“Very helpful, quick and resolved my urgent query.”

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

18th November - 29th November

Calls logged

**Total calls logged and fixed**

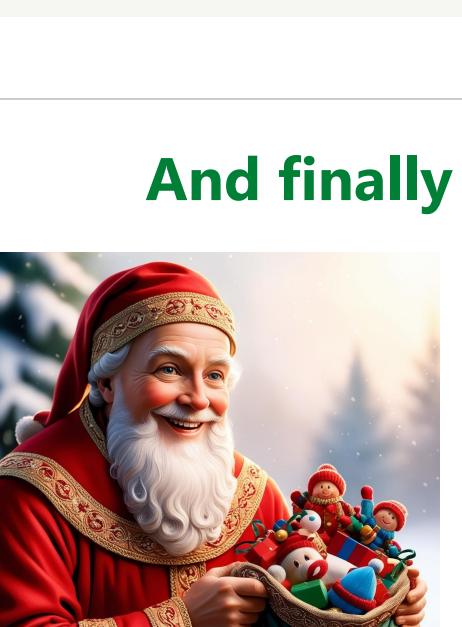
Calls Logged  
**317**

Calls Fixed  
**325**

**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**

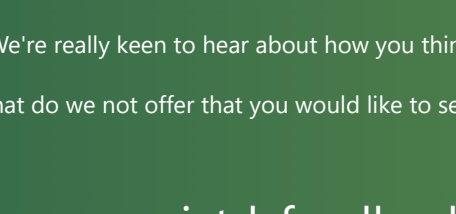


**Digital Safeguarding: Reported Incidents**

	Primary	Secondary
Grade 3	32	213
Grade 5	10	18

**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 .... St Nicholas



In many places in the world, St. Nicholas or Sinterklaas is viewed to be the gift giver during the Advent season. His feast day, St. Nicholas Day, is 6th December.

On the eve of his day, on **5th December**, he pays nocturnal visits when children leave their shoes out in the hope of finding small gifts on the morning of December 6th.

(Source - [St. Nicholas Eve \(December 5th\): Put Your Shoes Out!](#))

~ 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](mailto:ictdsfeedback@welearn365.com)

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