

# SIMS .net / SIMS 7 Support Service

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## Service Overview and Benefits

Our SIMS Support is provided by a group of highly experienced customer focused SIMS professionals based within our Systems Team, all of whom have substantial knowledge of supporting Schools with their management information systems. This means that we can fully appreciate the pressures school users face, and the essential requirement for you to receive a prompt and efficient response to your SIMS-related issues and enquiries.

As part of Coventry City Council local authority and through a longstanding working relationship with ESS SIMS staff, means we are well placed to understand the demands upon schools, not only from a software perspective but also from wider education policy affecting schools and academies.

Through our partnership with Education Software Solutions Ltd (ESS) we regularly attend regional and national meetings and update seminars, we keep abreast of their software developments, updates, and plans.

We are part of the SIMS Midland User Group, where we have established relationships with other SIMS support providers meaning that we are able to utilise our collective power and expertise to learn about best practice across the education sector and to feedback to software vendors and other bodies regarding common queries and issues along with enhancements that schools would like incorporated into future software releases.

This service provides full support of the SIMS .net (also known as SIMS 7) product suite, including advice, guidance, and technical support and its integrations into other third-party applications.

This service is complimented by our Training and Events service which provides full training and support for these products.

## Service Description

The following is a description of the services provided as part of this service element.

We provide this service via: -

- Telephone and remote support
- On site visits where necessary
- Documentation on our website
- Face to Face Training, Webinars, Online Courses, and Events

## Support for SIMS .net Modules

We provide, support, advice, and guidance for the following SIMS .net modules.

- Admissions including ATF (Admissions Transfer Files)
- Assessment Manager
- Attendance / Lesson Monitor
- B2B Connection to the City Council
- Conduct (Achievement and Behaviour Management)
- Course Manager
- Cover
- CTF (Common Transfer Files)
- Dinner Money
- Discover
- Exams Organiser
- Interventions
- Nova T6 Timetabling
- Options Online / SIMS .net Options
- Performance Analysis
- Personnel including Pay Related Updates
- Personnel Links
- Profiles
- Pupil / Student Details (also known as SIMS Core)
- Reporting
- SEN
- SIMS Housekeeping Routines
- SIMS ID
- SIMS in the classroom
- SIMS InTouch
- SIMS Online Services
- SIMS Parent App
- SIMS Parent App Lite
- SIMS Student App
- SIMS Services Manager
- SIMS TeacherApp
- SOLUS 3 (SIMS Upgrades)
- Staff Performance module
- Statutory Returns
- System Manager (including permissions)

**Note:** Any module not specifically included is excluded.

## Support for Statutory Processes and Crucial School Processes

We provide, support, advice, and guidance for the following Support for the following:

- School Admissions
- School Census
- School Workforce Census
- End of Academic Year / Start of Academic Year
- End of Key Stage
- Exam Seasons (management, entries, and results analysis)
- Catholic Schools Census \*

\*The Catholic School Census is supported by the Catholic Education Service, and they will provide guidance and advice, however, we will provide support in relation to SIMS, as necessary.

## Data Services

We provide the following files for import into SIMS .net

- Personnel update files for Pay Awards, Superannuation and NI (Only if Coventry City Council Service Terms/Salary Scales are used)

## Technical Support

We provide support, advice, and guidance on the following items:

- Deployment of SIMS .net/SIMS 7 software on specific workstations using Solus 3.
- Upgrades via Solus 3 with upgrade documentation, release notes and 'What's New' webinars.
- Database patches and fixes (where necessary).
- Database migrations between SQL Servers and SQL Server versions.
- Disaster recovery – restoration of the SIMS database onto appropriate hardware.

## Liaison with Third Party Software Provider

Where we identify that a problem exists within the SIMS .net/SIMS 7 system that requires further investigation to resolve, we will liaise with the software vendor on your behalf.

## Integrations into other products

This service supports the integration of SIMS .net/SIMS 7 data into third party products as purchased by the school. Examples of these integrations are SchoolComms, ParentPay, Teachers2Parents, CPOMS, Inventory etc.

We will work with yourselves and the third-party supplier to support the data transfer between the systems.

We will only support the third-party integration where the third-party support provider provides a tool to enable the data transfer between the two systems. Our support does not extend to supporting the third-party system unless otherwise stated.

## How to access the service

You can access this service to raise incidents or service requests via the ICT & Digital Service Desk.

## Getting the Best out of SIMS

Your SIMS System is one of the most complex and expensive systems within your school not to mention it contains the data that is the very life blood of your school. This means getting the best out of it is essential to improve the outcomes of your school along with getting the most out of your investment.

As part of the SIMS Support service, we can offer a free of charge visit to school to discuss your individual challenges and product demonstrations. As part of this visit, we will discuss with you the areas of SIMS which you are underutilising and work with you to put in place an improvement plan.

Please contact us to arrange a free meeting.

We also offer training, workshops, webinars, and seminars to help you get the most of out of the service.

## Training, Seminars, Webinars and Workshops

Training is provided in SIMS .net / SIMS 7 modules. Please see the ICT Training and Events service description for further details.

## Exclusions

The following exclusions apply:

Area	Item Excluded
<b>Attendance</b>	<ul style="list-style-type: none"><li>Absence code advice.</li><li>OMR Readers.</li></ul>
<b>Data Restore</b>	<ul style="list-style-type: none"><li>Hardware is not supported or provided as part of this service; it may be covered by another service.</li></ul>
<b>Data Returns</b>	<ul style="list-style-type: none"><li>Catholic School Census – Support is provided by the Catholic Education Service. We will support SIMS queries which may arise as you complete your return.</li></ul>
<b>DfE Services</b>	<ul style="list-style-type: none"><li>Support for the DfE systems such as s2s, Get Information about pupils, Collect, Get information about schools etc is provided by the DfE.</li></ul>
<b>Exams Organiser</b>	<ul style="list-style-type: none"><li>Base data – support is provided by the exam board. (We will support the importing of base data into Exams Organiser)</li></ul>
<b>Hardware</b>	<ul style="list-style-type: none"><li>Support for device software (e.g. operating systems &amp; productivity software) and hardware issues (e.g. workstation, server or printers); it may be covered by another service.</li></ul>
<b>System Manager</b>	<ul style="list-style-type: none"><li>System Manager User defined permission groups – we do not recommend the use of user defined groups for SIMS permissions.</li></ul>

## Requirements and Assumptions

To provide this service, we make the following assumptions.

- Schools are licenced for the supported products.
- Remote access will be granted to SIMS database server and workstations.
- Schools will install upgrades / or allow upgrades to be installed to the SIMS products in a timely fashion.
- Staff have been adequately trained in the use of products.

## Supporting Services and Dependencies

The following services support the operation of this service, please see the separate service description document:

Service	Description
<b>Admin Server Support</b>	Your admin server supports the running of your school's administration network, it holds your files, manages printing and contains your SIMS 7 databases (pupil database, solus upgrades database, FMS database and SIMS Discover). The Admin Server support service provides support for your admin server, its setup and configuration and operating system.
<b>ICT Training and Events Service</b>	Schools taking the SIMS support service are automatically entitled to the ICT Training and Events Service. Training is provided using a variety of different approaches such as face to face training, self-directed online training, trainer lead online training, webinars, workshops, and attendance at our ICT conference.
<b>Safe Data Remote Backup Service</b>	Your data is valuable and should be protected. That is why we provide access to a remote data backup service which will backup and protect your schools most important data such as your school generated files and SIMS and FMS databases. Data is backed up off site to a secure data centre providing protection against, loss, malicious damage, fire and flood.
<b>SIMS and FMS Annual Entitlement</b>	To use the SIMS and FMS products schools must be licenced by the software vendor Education Software Services, formerly Capita. We provide a licensing service to local Authority Maintained Schools within Coventry to ensure that your school is using SIMS and the related modules legally.
<b>SIMS Next Generation Support Service</b>	SIMS Next Generation is the cloud version of the SIMS Management Information System. The SIMS Next Generation support service provides software and user support, guidance, and advice on the use of the SIMS Next Generation product suite and its related modules. Including how schools can fulfil their statutory duties within the SIMS products regarding elements such as School Census, School Workforce Census, End of Key Stage, Admissions, Data Management including GDPR/Data Protection.
<b>Workstation Support</b>	<p>For schools which take this service we will be able to provide the full range of support services, where faults relate to an individual workstation this includes troubleshooting any installation problems or problems with the SIMS .net client on that machine.</p> <p>Where workstation support is not purchased, we will be limited to deploying the SIMS client via Solus only.</p> <p>However, support for the SIMS system if installed correctly on a workstation is covered without workstation support.</p>

## Additional Services available for a charge

To compliment this service, we can offer the following additional services, which are available for a charge. The below services will be charged on a per hour basis.

Area	Description
<b>Consultancy</b>	<ul style="list-style-type: none"> <li>▪ Onsite training and bespoke advice on use of specific modules.</li> <li>▪ Bespoke Staff training</li> <li>▪ Setup and Configuration of new products</li> <li>▪ SIMS Audit</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>▪ Preparation of Data for School Merges (where two or more schools join to become a new establishment).</li> <li>▪ Entering and updating school data.</li> <li>▪ Setup of New SIMS Databases (for new Establishments)</li> </ul>
<b>Premium SIMS Support Service</b>	<ul style="list-style-type: none"> <li>▪ For a small charge you can purchase hours for a member of ICT &amp; Digital staff to complete work relating to SIMS as set by yourselves. This work can be done remotely or via an on-site visit. Contact us for a quote.</li> </ul>
<b>Report Writing</b>	<ul style="list-style-type: none"> <li>▪ Reporting on specific areas of the SIMS system</li> </ul>

## Document Control

The table below shows the changes to this document.

Version	Date Released	Change Notice	Pages Affected	Remarks
<b>1.0</b>	April 2021	New Document	All	New document format.
<b>1.1</b>	January 2022	Updates for new SLA Year	All	<ul style="list-style-type: none"> <li>• Changed Capita to ESS.</li> <li>• Moved support for SIMS Pay / Pay 360 into new document.</li> <li>• Clarified supported DfE Services</li> </ul>
<b>1.2</b>	February 2023	New SLA Year	All	Reviewed, no changes necessary.