



SIMS Support Service

Our SIMS Support Service includes access to our dedicated and experienced Service Desk for advice and guidance on Core SIMS .net modules, termly updates for current software versions and ad hoc remote break fix for faults relating to SIMS software. Our SIMS centre of excellence supports remote access to your SIMS servers to enable our experienced technical staff to resolve your issues without the need to visit you onsite, making this a convenient and cost effective way to access the support you require.

In addition, we provide help notes and guidance documentation via the Schools Portal, and telephone support for statutory annual processes, financial and academic end of year. We also provide the opportunity to attend our tailored made SIMS Webinars for School and Workforce Census returns at no additional cost to school.

What we offer

- Support for Core SIMS .net modules including termly updates to current SIMS Software versions.
- Specialist support for school mergers, statutory returns, workforce census, FMS etc., delivered in partnership with the schools finance service.
- Access to a comprehensive range of training and support information via the Schools Portal.
- Free to attend Census Webinars.
- Opportunity to join our SIMS Focus Group termly meetings.

- Telephone and web chat support and call-backs.
- Bespoke support for additional SIMS modules, school mergers etc P.O.A.

Benefits to your school

- ▶ Access to friendly, highly experienced and knowledgeable staff via our service desk.
- ▶ Provision of 'How do I?' support for users in the use of Core SIMS .net.
- ▶ Support via remote services and via the Schools Portal.
- ▶ Technical/engineer remote support and advice for software upgrades, application of patches, database errors and school mergers.
- ▶ Technical/engineer support and advice for day-to-day maintenance of SIMS .net.
- ▶ A service that is professional, reliable, flexible and provides excellent value for money.



ICT Service Desk

Tel: 0115 977 2010 option 1

Email: helpdesk@nottsc.gov.uk

Webchat: [ictservices.nottsc.gov.uk/news/support/](https://www.nottsc.gov.uk/news/support/)

Virtual ICT Online Resource



VICTOR, our eTechnician Service provides access to our extensive online technical resources.

Our online technicians can undertake much of the routine maintenance and housekeeping necessary to keep your ICT estate up to date including security and operating system patches and upgrades, management of assets (devices connected to your network) and support of MS Office products, all without the need to visit your school. This service compliments our MIS support packages and provides an affordable alternative to onsite technical support for both your administrative and curriculum estates.*

What we offer

- Service Desk and online problem reporting.
- Remote management and maintenance of operating system and antivirus (currently Sophos).
- Support in the use of Microsoft Office Suite.
- Support for Office 365.
- Remote diagnostics and advisory service.
- Access to a named account manager.
- Telephone and web chat support.
- Telephone call-backs.

Benefits to your school

- ▶ Affordable and reliable, VICTOR does not take holidays or go off sick, so you can be sure that your estate is monitored regularly and any issues flagged up will be resolved where possible and reported back to you.
- ▶ Access to friendly, highly experienced and knowledgeable staff via our service desk.
- ▶ Access to 'How do I?' support for users in the use of Microsoft products.
- ▶ Support via remote services, Schools Portal and our website www.ictservices.nottsc.gov.uk
- ▶ A service that is professional, reliable, flexible and provides excellent value for money.



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Premier Support Service



The Premier Support package provides all the benefits of our Virtual ICT Online Resource service with the added benefit of having a scheduled support visit from one of our highly experienced school engineers. The visits will be a maximum of two or three hours in duration and will be underpinned by our team of online technicians who will carry out pre visit checks and provide diagnostics reports to enable your engineer to work in the most effective and efficient manner when onsite.*

What we offer

- Regular system health checks, monitoring and performance of networks ensuring that software and security patches and updates have been applied.
- Support for the local area network management and connectivity including network printing, installation of Windows software, housekeeping, managing data, user access and security.
- Facility to request onsite ICT incident response for the whole school office systems, hardware and software, a range of pricing options available.*
- Annual ICT status report providing details of likely future requirements to maintain the health and integrity of your ICT estate, and access to our partner supplier portals for competitively priced hardware and peripherals.
- Support for Microsoft server and desktop for curriculum ICT.
- A named account manager who will offer advice and guidance on identifying future hardware upgrades and purchases to maintain the integrity of the ICT estate as items become end of life.
- Assistance and support to ensure compliance with ICT security protocols.

“ We have an engineer on site for half a day a week and he provides an outstanding service; even to the extent of helping us to sort a major IT issue the day before Ofsted arrived by going beyond his usual remit to make sure we had the information we needed for our inspection. ”

Fiona Wilkinson, Business Manager
John Hunt Primary School

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www.nottinghamshire.gov.uk/schoolsportal

Benefits to your school

- ▶ Access via our service desk to highly experienced support for all elements of administrative and classroom ICT.
- ▶ Expertise in Windows based operating systems, hardware, networking hardware, server hardware and software.
- ▶ Year round support including school holidays.
- ▶ All support staff are DBS checked, trained and experienced, and committed to delivering to the highest standards.
- ▶ A single point of contact for access to a range of supporting partnerships with the main ICT suppliers and resellers to the education sector.
- ▶ A service that is professional, reliable, flexible and provides excellent value for money.

“ We have used ICT services provided by Nottinghamshire County Council since our primary school was formed in 2008. We have an engineer on site for half a day a week and he provides an outstanding service; even to the extent of helping us to sort a major IT issue the day before Ofsted arrived by going beyond his usual remit to make sure we had the information we needed for our inspection. The excellent service also includes the ‘Help Desk’ who invariably manage to sort any query or request I send almost immediately – which is one less worry for me in a busy school office – I always know I can rely on them! ”

Fiona Wilkinson, Business Manager
John Hunt Primary School



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ICT Cloud Services

These services provide access to a range of centrally managed ICT products and services in our secure private cloud network.

Our services are designed to remove the need for technical expertise and the cost of purchasing and maintaining hardware and hosting from schools. We offer access to more cost effective, value for money off premise solutions using the latest in secure private cloud technologies.

Further support and technical solutions for full disaster recovery can be delivered on request.

What we offer

- **Remote backup:** provides a secure, encrypted backup and recovery service for data. Remote backup is provided in accordance with IL2 data security requirements.
- **Centrally hosted SIMS:** SIMS databases hosted in our secure private cloud network, to enable classroom access to SIMS where a SIMS server isn't available in school. Fully managed, backed up and upgraded by specialist SIMS technical staff.

Benefits to your school

- ▶ Low cost, fully scalable, central solutions.
- ▶ Access to latest technology solutions to facilitate administrative efficiencies and communication improvements.
- ▶ Bulk processes carried out at the start of each academic year for changes in user access requirements.
- ▶ Safe and secure remote storage of school files and folders including SIMS data.



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Our pledge

Nottinghamshire ICT Services are committed to providing reliable, sustainable, value for money and assured services to our customers and high quality consultancy, professional services, hardware, technical and support solutions to meet all of your ICT needs.

emCloud Broadband

Our emCloud broadband solution, provided through Virgin Media Business delivers, state of the art internet connectivity and associated services including managed web-filtering and firewalls.*

What we offer

The following services will be available:

- Broadband/internet connectivity.
- Managed web URL filtering solution open to schools to control.
- School domain name hosting.
- Unlimited mailboxes (Office 365) and email filtering accounts.
- Remote backup and support package.
- Network management services.

Further information

The speed and type of internet connection available to each site wishing to join emCloud is determined by site survey; lead in times and costs per site therefore vary. Please contact us directly for further information on how to join the emCloud service.

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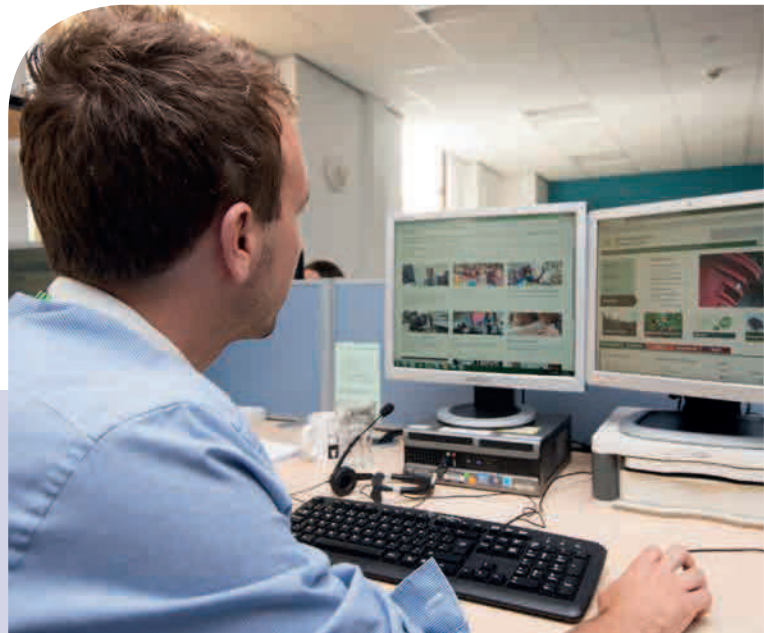


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School Website Service

Our multi skilled team design and build visually stunning websites that are easy for staff, pupils and families to use. All websites are fully responsive, so they look and perform well on mobiles, tablets and modern web browsers.

Our team will work with you to develop ideas, then design and create a bespoke site for you. The award winning Content Management System (CMS) means you can easily add new content using a simple visual interface, so there's no tricky code to learn or difficult administration area to master.

Parents and Ofsted start making judgments about your school from the moment they access your website. Our design and maintenance service ensures that a great impression is made from the moment they log on.*

What we offer

- Site visit to share designs and develop the concepts.
- Website built on the world's most popular website building system.
- Hosting and email support provided for one year.
- Mobile responsive design and browser tests.
- Full training and support at your school and further 2 hours support session onsite.
- Site visit to take professional photographs and video.
- Ofsted website compliance check.
- Our compliance website checks can be purchased separately, please contact us to enquire about this service.

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Benefits to your school

- ▶ A complete website design package to launch your site.
- ▶ Face to face meetings to discuss and plan development of the website with our friendly team.
- ▶ Professional photography and videography work are all included in package.
- ▶ Ofsted compliance test in order to pass an Ofsted inspection.
- ▶ Flexible maintenance packages after the first year.



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