



# SIMS*for*SCHOOLS

## SERVICE LEVEL AGREEMENT

**2019/20**



# WELCOME

## FROM THE “SIMSforSCHOOLS” TEAM

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### THANK YOU FOR YOUR INTEREST IN OUR SERVICES

The SIMS for Schools team is an established group of highly experienced SIMS professionals – all of whom have extensive experience of working in a school environment. We 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. The SIMS for Schools Team are an Accredited Capita Support Team which means they have been recognised as providing high quality support to schools.

Our service is customer-focused, and the opportunities that an independent service brings enables us to develop and enhance our support to you and your school. We very much look forward to working with you in 2019/20 and beyond.



### ABOUT THE TEAM

The team has a sound overall knowledge of SIMS, but also specialist expertise in each area of the software, and therefore are able to provide more in-depth advice in relation to specific SIMS modules. We have significant experience working in a local authority SIMS support team where we have supported local and “out of borough” primary schools, special schools, children’s centres, secondary schools and academies. We have experience of working closely with schools finance teams and have a thorough understanding of both their SIMS needs and requirements from you as well as your requirements and needs from them.

Through a longstanding working relationship with Capita SIMS staff, and regularly attending their regional meetings and update seminars we keep abreast of their software developments, updates, and plans. We have established SIMS networks, and through close liaison with schools, we are able to provide specific feedback to Capita regarding developments and enhancements that schools would like incorporated into future software releases. We attend all the Capita Update Seminars to keep abreast of developments within the software and SIMSforSchools are members of the SIMS London User Group (SLUG).



### OUR 2019/20 SIMS FOR SCHOOLS SERVICE LEVEL AGREEMENT

This SLA document:

- Outlines the SIMS support services that we will provide for you and your school/academy
- Provides contact information should you wish to get in touch to find out more about the services we provide for schools and academies
- Includes answers to some important questions to enable you to compare our services with other providers.



### CONTACT US

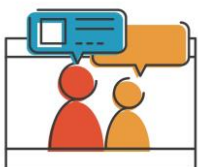
You can phone us on 01895 717701 or email us on [support@simsforschools.com](mailto:support@simsforschools.com) and one of the team will respond to you.

# SIMSforSCHOOLS

## WHAT SERVICES DO WE OFFER?

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### SIMS SUPPORT



Our core support service includes Helpdesk, technical and school-specific support, enabling you to use the full functionality of SIMS in your school /academy.

Our approachable and professional team will ensure that you receive support throughout the academic year.



#### WHAT'S INCLUDED IN THE SIMS SUPPORT SERVICE?

We will provide general and technical support for all Capita SIMS .net modules, including:

- SIMS .net core: Pupil records, Behaviour and Achievement, Interventions, SEN, Attendance, Reporting, Assessment, Personnel, Staff Performance, System Manager, and Discover.
- Dinner Money and Lesson Monitor
- Secondary Schools: Nova T, Options, Academic Management, Exams, and Profiles
- FMS (Technical only) and Equipment Register
- Installation of SIMS/FMS/Discover on new workstations.



#### WHAT SUPPORT IS PROVIDED FOR STATUTORY RETURNS?

We will provide you with comprehensive support to assist you in meeting your statutory return obligations, including:

- School Census
- School Workforce Census
- Key Stage Assessments
- Common Transfer Files.



#### WHAT ACCESS TO TRAINING WILL I RECEIVE?

We will offer you a full training and development provision to support staff to use SIMS, including:

- A comprehensive series of training courses each term at our offices at the John Locke Academy
- Additional seminars on Statutory Returns as required
- The availability of additional courses if any course is over-subscribed
- The opportunity for individual training sessions if the scheduled courses do not cover your requirements
- The inclusion of up to 10 half-day training sessions as part of the core SLA (additional training courses can be purchased at a cost of £125.00 + VAT per delegate and per session).



#### WHAT REGULAR GUIDANCE MATERIAL WILL YOU OFFER?

We know that having easy to understand reference material and updates helps you make the most of SIMS, and our support documentation includes:

- A termly newsletter providing advice, guidance, tips, and general information about SIMS
- Termly SIMS User Group Meeting
- Regularly updated guidance notes to assist you with the important SIMS processes throughout the academic year
- A refreshed and easy to follow format debunking as much jargon as we can!



## WILL I RECEIVE SIMS UPDATES AND PATCHES?

Yes – with our service you will receive Capita’s SIMS updates and patches as they are released throughout the year. Our service includes:

- Full in-house testing of each update before it is released to schools/academies
- Application of SIMS updates to the SIMS server and workstations to enable automated upgrade processes
- Site-specific and generic patches applied as required.



## WILL I RECEIVE SYSTEM “HOUSEKEEPING”?

Yes. Our service will ensure the most efficient running of your SIMS/FMS systems through:

- Routinely monitoring systems for performance and undertaking any appropriate system “housekeeping” routines
- Providing assistance, where practicable, for any Third Party software which requires extracts from SIMS.



## WHAT ADDITIONAL SERVICES DO YOU PROVIDE?

We can provide the following additional services to your school/academy:

- SIMS database installation and migration.
- SIMS On-site Assessment Consultancy

Please note these additional services are not included in the SLA Core Charge and will be subject to a separate charge (Price on Application).

## PRICING

### Primary/Special Schools and Academies (Core Charge) \*

≤600 pupils: £3,100 plus £1.00 per pupil + VAT

>600 pupils: £3,300 plus £1.00 per pupil + VAT

### Secondary Schools and Academies (Core Charge) \*

£3,600 plus £1.00 per pupil + VAT

### Children’s Centres (Core Charge)

£1,500 + VAT

### Additional Training Sessions

£125 + VAT per delegate per half day session (when the 10 half-day training sessions have been used)

### Additional Services

Subject to a separate charge - POA

NB: Prices do not include the Annual Maintenance for the SIMS/FMS licences which schools have to purchase directly from Capita.

\* Number of pupils reported in your Spring School Census

## SIMS SUPPORT (CONTINUED)



### OUR SERVICE STANDARDS – SIMS

We will:

- Provide telephone and remote support for fault resolution between 8:00am - 5:00pm during school term time and 9:00am - 4:00pm during school holidays
- Provide an answerphone facility outside the above core office hours
- Provide an email address for reporting any issues 24/7 (with an initial response provided within one working day)
- By prior arrangement, provide Helpdesk support outside the above core office hours.

### CALL PRIORITY LEVELS

Calls to the SIMS Helpdesk will be given the following Priority levels:

**PRIORITY 1:** An issue which affects the use of SIMS across the whole school and requires immediate action. We will:

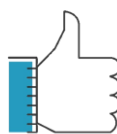
- Respond within 1 hour and ensure every endeavour is made to resolve the issue within one working day.
- Where a solution is out of our hands we will liaise with any Third Party providers regarding hardware failure and software providers to identify and facilitate fixes for software 'bugs'.

**PRIORITY 2:** An issue which has a significant impact on the school and is required to be resolved as soon as possible due to time constraints i.e. Exams, Statutory Returns. We will:

- Respond within 4 hours and ensure every endeavour is made to resolve the issue within 3 working days.

**PRIORITY 3:** An issue or query which is non-urgent. We will:

- Respond within 1 working day and ensure regular updates are provided to the user until the issue is resolved or suitable response given.



### SCHOOL RESPONSIBILITIES – SIMS

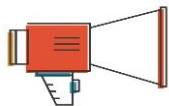
You will:

- Ensure your systems comply with the current Capita minimum hardware requirements
- Ensure your network is protected with anti-virus software.
- Provide us with secure remote access to the school's server and workstations as required
- Ensure that a suitable backup regime for ALL required data is in place and regularly checked.

# HOW TO GIVE US FEEDBACK

## OUR CUSTOMER-CENTRED APPROACH

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We are committed to providing high quality SIMS support services to the schools and academies we support. We have a set of “service standards” that we undertake to meet when you use our service.

We want to know if you have received excellent service, or if you believe we have not met the standards of service you expect from us.

### HOW CAN I PROVIDE FEEDBACK ON YOUR SERVICE DELIVERY?

We offer a range of ways that you can provide feedback on our services, including:

- Annual Customer Care Survey – each year we will conduct a Customer Care Survey to obtain your feedback on our services. We will use your feedback to improve our service, and we will share the results when they are available
- Course Evaluation Forms – we want to make sure that our training courses meet the delegates’ learning needs and objectives, and therefore we seek feedback through course evaluation forms
- Direct contact – please contact us with any praise, comments, or issues that you have encountered. You can contact us by telephone or email, and we will endeavour to provide an initial response within one working day.

### WHAT HAPPENS IF I HAVE AN ISSUE WITH THE SERVICE I’VE RECEIVED?

- On the rare occasion where you may encounter an issue with how our services have been delivered please contact us immediately
- We will work with you to resolve the issue as quickly as possible and to your satisfaction
- If you are still not satisfied with our response, then please contact the Head of The Schools HR Co-operative.

## CONTACT US

Please contact us on  
[support@simsforschools.com](mailto:support@simsforschools.com)

# ADDITIONAL INFORMATION

## FURTHER DETAIL ON OUR SERVICE



### GENERAL SIMS SUPPORT

#	QUESTION	ANSWER
1.	WHERE IS YOUR NEAREST TRAINING FACILITY?	Our training centre is located at a specifically configured training room at our office based at John Locke Academy.
2.	DOES YOUR SUPPORT OFFER INCLUDE BOTH TECHNICAL SUPPORT AND TRAINING IN A CORE PACKAGE OFFERED TO SCHOOLS?	Yes – our core support offer includes both technical support and training, including: <ul style="list-style-type: none"> <li>– Helpdesk support</li> <li>– Support for Statutory Returns</li> <li>– Training (10 x ½ days)</li> <li>– Seminars and briefing sessions</li> <li>– Termly attendance at User Group</li> <li>– Technical support including installation of all upgrades / Patches / File sets for SIMS and FMS, Discover installation and upgrades</li> <li>– Production of custom reports, pay scales etc. needed by all the schools and importing them into the schools' systems</li> </ul>
3.	HOW IS YOUR SUPPORT PACKAGE CONFIGURED?	All services are included in the core package price that is based on the type of school and size of pupil roll. Our service includes: <ul style="list-style-type: none"> <li>– Unlimited telephone and remote support</li> <li>– Training (10 x ½ days for one delegate)</li> <li>– Documentation and guidance material</li> <li>– Implementation of Capita's SIMS upgrades and patches.</li> </ul>
4.	DO YOU SUPPORT ALL MODULES IN THE SIMS CORE SUITE?	Yes – support for all modules in the SIMS core suite is included.
5.	DO YOU SUPPORT ALL THE ADDITIONAL SIMS MODULES INCLUDING FMS?	Our team supports the technical and usage side of FMS but we are unable to give accountancy and schools' finance advice although work closely with these teams when supporting you  We provide first line support, and then liaise with Capita for second line support on the additional purchased software i.e. Dinner Money, Lesson Monitor, In Touch, Staff Performance, and SLG
6.	ARE THERE ADDITIONAL COSTS FOR SUPPORTING THE ADDITIONAL MODULES?	No



## TECHNICAL SUPPORT

#	QUESTION	ANSWER
7.	WHAT TECHNICAL SUPPORT SERVICES ARE AVAILABLE IN YOUR CORE SUPPORT PACKAGE TO SCHOOLS?	<p>Our service includes technical support on the following modules:</p> <ul style="list-style-type: none"><li>– Technical support of SIMS/FMS/Discover</li><li>– New workstation installs of SIMS/FMS/Discover</li><li>– All upgrades and patches applied</li><li>– SQL support for SIMS/FMS/Discover databases</li><li>– SQL upgrades</li><li>– Routine Housekeeping</li><li>– SOLUS 3 installation/configuration</li></ul>
8.	WHAT TECHNICAL SUPPORT SERVICES ARE AVAILABLE AT ADDITIONAL COSTS?	<p>Our core package includes workstation installations and other related technical support (which is predominantly resolved remotely)</p> <p>For an additional charge we can manage SIMS database installation and migration. The pricing for this additional service will be dependent on the work involved</p>
9.	HOW DO YOU SUPPORT THE ROLL OUT OF UPDATES AND PATCHES TO SCHOOLS?	<p>Our implementation of updates and patches follows best practice methodology including:</p> <ul style="list-style-type: none"><li>– Install the beta release of any upgrade on a test workstation in our office and provide feedback to Capita on any concerns we find with the new software</li><li>– Test the actual upgrade when released, before implementing a controlled scheduled rollout to the schools</li><li>– Schedule all upgrades to deploy out of school hours or during the school holidays when possible</li></ul> <p>Current upgrades include the migration of SQL to the latest version. This includes all testing protocols, installation, and configuration.</p>
10.	HOW DO YOU SUPPORT SCHOOLS WITH TECHNICAL PROBLEMS WHEN THEY ARE ENCOUNTERED?	<p>Schools can log calls directly on our helpdesk system, by telephone or by email.</p> <p>Calls are logged by first line support and the vast majority answered immediately. If this is not possible, the call is passed to second line support if someone is available, or logged for second/third line support to pick up as soon as they are free</p> <p>Virtually all calls can be resolved via remote access to the customer's server/workstation</p> <p>If the school have Third Party Technical Support we make every attempt to liaise with them over any technical issues that are outside our control</p>





## TRAINING SUPPORT

#	QUESTION	ANSWER
11.	WHAT IS YOUR TRAINING PROVISION?	<p>We provide the following training provision as part of our core package:</p> <ul style="list-style-type: none"> <li>– All schools are entitled to five (5) full or 10 x ½ day places on our training courses each year</li> <li>– A full range of training courses are scheduled each term to be held at our training centre, covering the Core modules of SIMS and FMS</li> <li>– Additional courses are scheduled as required by the issue of new software by Capita i.e. Discover, Interventions</li> <li>– If a training course becomes oversubscribed every attempt is made to schedule a further course</li> <li>– Seminars are held for all statutory returns – School Census, School Workforce Census and End of Year</li> <li>– Additional delegate days are charged at £125 + VAT per half day per delegate</li> </ul>
12.	HOW WILL YOU COMMUNICATE WITH SCHOOLS ABOUT UPDATES, UPGRADES, PATCHES AND DEVELOPMENT?	<ul style="list-style-type: none"> <li>– We provide a termly Newsletter which highlights aspects of any upgrades that we think need to be drawn to the school’s attention, together with upcoming training dates and any interesting, informative or urgent news</li> <li>– Our website <a href="http://www.simsforschools.com">www.simsforschools.com</a> is regularly updated to provide schools with information to help them use their SIMS systems effectively</li> <li>– We host a termly user group which focuses on the ongoing development of the service and to address common queries and issues</li> <li>– We attend regular network meetings and are happy to present at common forums and conferences where relevant</li> </ul>



## ADDITIONAL INFORMATION

#	QUESTION	ANSWER
13.	WHO ARE THE SCHOOLS HR CO-OPERATIVE AND WHAT IS THEIR INVOLVEMENT?	<p>The Schools HR Co-operative is an independent schools support service predominantly supporting HR activities and issues within schools and academies. They are an employee owned (profit making but not profiteering) social enterprise borne out of the Hillingdon Local Authority and established since May 2011. Their role in this venture is to support the SIMS for Schools team with all aspects of running our business, so that we can focus on delivering high quality SIMS support services to our schools and academies.</p>

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