

Scomis User Group
Cornwall, 10th May 2018
Royal Showground

Attendees: **Representatives from 14 schools attended**

Scomis Staff: **7 Scomis Staff attended**

Apologies: **Apologies received from 3 delegates**

Details of the content covered at the User Group can be found in the most recent issue of Scomis' Password Newsletter.

[Password - Scomis Newsletter](#)

1. Welcome and Housekeeping

2. Minutes and Actions of Last Meeting

Delegates were reminded that the minutes were sent out before the meeting and not in their packs to save paper! Actions from the minutes are on the slides.

a) Scomis Desktop

Action: Jane McFall – Will Dinner Money integrate with the Scomis Desktop?

Response: Yes, it has been integrated in the new version and was demonstrated later in the session.

No further actions

Chair: Gained agreement to sign off the Minutes

3. [Scomis Customer Satisfaction Report](#)

We reported back how Scomis has performed against our customer satisfaction targets for 2017. Scomis Satisfaction target is 95% which was exceeded across the board.

You said, we did

- **GDPR Training** – following the special GDPR seminar we ran at our last User Group, a one-day training course was scheduled and delivered which was well attended and received.

- **BETT Bus** – after consulting with the User Groups a bus was scheduled and one was also jointly run with our partners, 123ICT for our Oxford Customers.
- **Scomis Desktop Demo** – we circulated a link to the demo with the minutes for those who attended the last User Group. <https://www.scomis.org/what-we-do/scomis-desktop/>
- **Scomis Live** – This was discussed in depth later in the meeting. Following a unanimously positive response to running the event, we have a date scheduled for Thursday 14th March 2019.
- **Passwords resets** – this was covered in the technical update.
- Following requests from schools to look at our password policies we have been involved in discussions with our Information Governance team. Policies are being reviewed but no decision has currently been made.
- **Training offering** – following requests to make training available in more flexible formats we showed a prototype for e-learning later in the meeting.

4. SIMS Update

a) Spring & Summer Term SIMS Upgrades

An update was provided about the upgrades. More information can be found about the Spring upgrade [here](#) and about the Summer upgrade [here](#).

b) SIMS & GDPR –

An update was given about SARs.

Action: Scomis asked to raise with Capita requirement to bring the ability to delete forwards. It can be done today but very manual and laborious.

SIMS Parent Lite App: FREE Product. More information will be coming out in the next few weeks to cover how to deal with the data collection for split families using Parent Lite. An overview can be found [here](#).

SCOMIS will request access on your behalf to Capita SIMS for groups of schools
Setup guidance
<https://faq.scomis.org/kb19992/>

c) SIMS Primary Update

SIMS Primary Update - [A quick reminder of what SIMS Primary looks like.](#)

- d) **SIMS Finance Update** – Scomis are looking for early adopters of SIMS Finance. Please contact Scomis if you are interested in this product.

- e) **Exams Officers Conference** - Thursday 15th November at St Cuthbert's Conference Centre, Buckfastleigh. More information about the Exams Officers Conference can be found in the most recent edition of [Password](#). Exams Officers Newsletter – and dates of Exams course.

- f) **Exams Update and Exams Opening Hours** - We open from 7am on Exams results days.

- g) **Training** - Scomis has delivered well -received training for schools for many years. Changes to patterns of uptake and expansion of our customer base have led to a decision to review our training offer including topics; delivery methods and audience. We are seeking input from user group delegates to inform the review.
We demonstrated a prototype e-Learning course which was very well received and delegates completed a questionnaire indicating their preferences and requirements.

Log a call with the SCOMIS Service Desk
Email: scomis@devon.gov.uk
Telephone: 01392 385300

5) Service Desk Update

- a. [New Service Desk Structure and Resource](#)
- b. [Annual Service Report](#)

The Service Desk Support Manager, showed a video of the Service Desk Management structure and ran through the Annual Service Report.

- c. **User Group Specific Service Reports** – the group were asked if they would like to make any changes to the service report.

The reporting period of Academic Year was agreed by the group to be better for Cornwall Schools.

- d. **SDI Accreditation and Awards Finalist** – Scomis Service Desk entered the awards and managed to reach the final. Unfortunately, we were unsuccessful and were beaten in the final by Sky Betting and Gaming.

6) Schools Forum

Delegates were reminded that the Schools Forum is your opportunity to ask any questions of us or colleagues from other schools. You can input questions by adding them to the relevant part of the registration form for the User Groups. You can of course ask questions on the day.

Schools Forum Questions

a) Angela Spencer - Looe Community Academy (Angela has sent apologies and is not at the meeting)

Pupil Premium – how to obtain attendance information for sub groups i.e. Ever 6, Service Children etc without setting up user defined groups.

Scomis Response: Discover is ideal for monitoring these groups. You can create the groups in Discover and they will dynamically update according to latest student data.

b) Heather Jenkins – Looe Community Academy

Profiles – what is the ideal size for a report to avoid glitches such as font errors etc.

Scomis Response: No size limits. Font changes often occur when there is a difference between the versions of Office the report template was first created in and then updated.

7) Products and Service Update

An update was provided about some new services to be added to the Scomis range and some changes and improvements to existing services;

- a) **GDPR** – Update on Scomis work on maintaining our own compliance. A detailed document will be available on request. Also, an update on how Scomis can help you.
 - a. More information can be found at: www.scomis.org/what-we-do/gdpr/
- b) **New Scomis Remote Backup service** – A cost-effective managed reliable solution using high speed broadband links to back up your data securely over the internet.
- c) **New Scomis Hardware Procurement service** – A managed procurement service for our customers with a Scomis SLA. EU tendered procurement frameworks used to meet financial regulations. We do not mark-up any hardware. No minimum value of order. Call Scomis for more information or to discuss an order.
- d) **Apple Mobile Device Management** – This is currently being piloted in Devon. A feedback form was included in the delegate packs to gauge interest in this product.
- e) **Online Safety Services** – All customers with an SLA will receive a half-termly Online Safety newsletter from September 2018 for a trial period of one year.
- f) **Scomis Desktop** – We demonstrated the New features of the Scomis Desktop. Please click here to access more information. <https://www.scomis.org/what-we-do/scomis-desktop/>
If you would like to trial this product in your school for a period of 6 weeks please contact us.

8) Technical Update

An overview of the updates and advances in Scomis technical services and improvements to our infrastructure.

9) **Scomis Live**

Scomis Live will be on Thursday 14th March 2019 at the Exeter Racecourse. All Scomis customers are invited to this Showcase event which will have content of relevance to everyone in schools and MATs including the SLT, Teaching, administrative staff and governors.

We've already had one working session with some customers to help shape the event and consulted with other organisations such as the Institute of School Business Leaders (ISBL) and have gathered some excellent ideas and input.

This will be a thought provoking, engaging day that will offer innovative ideas and solutions to help address challenges of priority to you and your colleagues. There will be some excellent key note speakers, interactive sessions, an exhibition, lots of opportunity to network, prizes and awards.

Look out for more information in the Summer and Autumn terms when we will publish more information about the content of the day and how to register as well as launching a pre-event competition.

Please let us know if there are any specific areas or speakers that you would like us to include.

10) **AOB**

a. Personnel Update

As a growing organisation we are regularly bringing in new staff to ensure that we have sustainable structures in place as highlighted earlier in the Service Desk presentation. Michael Heard previously worked for Capita and joined Scomis at the beginning of April as a Business Partner for Education. This is a completely new post to which Michael brings lots of very relevant knowledge and expertise. Raksha Greenbank has also joined the business as an Education and Product Specialist and will work initially with schools in the North Devon area. Raksha was previously a School Business Manager and again will add enormous value to us and our customers going forward.

b. ISBL The Voice Article

The Voice is the Institute of School Business Leaders', national magazine which is published termly. As an ISBL Approved Partner, we are pleased to let you know that we have been invited to write another article for this term's magazine

that went to print at the end of April. This follows our first article about effective use of SIMS written by Craig which we've been told was very well received. The article in this term's issue provides advice about how to choose and implement new technologies successfully and is written by another of our Education and Product Specialists, Paul Beavis. We will make the content available to our customers through our Password newsletter.

We have also been asked to deliver workshops at regional events this summer including in Exeter and Worcestershire and we will this year be exhibiting at the National Conference in November.

c. *Academies Show Update*

On 25th April we exhibited again at the Academies Show in London and had a very successful day with lots of interest in the Scomis Desktop which we launched and were demoing at the event.

d. *ISO 27001 Accreditation*

Scomis Education has been ISO27001 certified for the last 2+ years. ISO 27001 is an Information Security Management standard and accredited certification demonstrates that an organisation is following international information security best practice as well as alignment with GDPR compliance. After an extremely rigorous audit of many days earlier last term, we are delighted to let you know that we have now achieved certification as the Scomis Group. This means that Scomis Education and Scomis Corporate IT are now certified to the standard.

e. *Capita National User Group - Scomis Keynote*

Capita have a National User Group for Support Units each June. This is a key event in our calendar and attended by c.300 delegates from other organisation providing SIMS services to schools nationally. This year Scomis has been invited to take to the stage with Debbie Foweraker delivering a key note address – out of all of the many Support Units, we feel privileged to have been asked. It also speaks volumes about how Capita consider Scomis to be a flagship support unit nationally. The theme of the session is “Leading Successful Businesses”!

f. *Scomis Charity Work and Scomis T-shirts in Africa*

Again, another fact that you may not be aware of, is that we carry out an enormous amount of activity every year to raise money for charity. Here's a picture of one of the fundraising events we held recently to raise money for Sport's Relief by putting some willing volunteers in a Dragon Boat for the morning on the River Exe. For this particular event we raised more than £300. During the course of last financial year we raised a total of £1223.01 for a number of very worthwhile causes including Red Nose Day, Exeter Foodbank, MacMillan, Children in Need, Save the Children, Oxfam, Stand Up to Cancer.

We also wanted to share with you the some work one of our schools, Plymouth High School for Girls does in Ghana which we also support. The link between PHSG and Ahantaman High Secondary School for girls in Ghana was established some 14 years ago. The 2 schools were selected due to their respective similarity (Pupil numbers, all girls, distance from the capital, coastal location etc)

At that time many further links between UK schools and similar schools in Ghana were also established with the aid of British Council funding.

PHSG and Ahantaman is the only relationship that has stood the test of time following the demise of the additional funding.

An exchange of students and staff now takes place every other year with the next occasion being in 2019.

PHSG see first-hand and appreciate how little the people of Ghana have and endeavour to arrive with as much of their 'cast offs' as they can carry or ship.

What a difference a 25p car boot purchased game or a ScoMIS T shirt makes to the quality of life.

Scomis supported their last trip by donating items of uniform, pens, notepads etc no longer required due to re-branding and were delighted to have the opportunity to contribute.

g. Next Meeting – Autumn Term 2018

6th December 2018 – Pavilion Centre, The Royal Cornwall Showground