

Scomis User Group
Devon Combined User Group
St Cuthbert's Conference Centre
9th May 2018

Attendees: **Representatives from 64 schools attended**

Scomis Staff: **9 Scomis Staff attended**

Apologies: **4 delegates submitted their apologies.**

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

[Password - Scomis Newsletter](#)

Welcome and Housekeeping

1. Minutes and Actions of Last Meeting

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

a) Scomis Desktop

Action: Email a link out to all attendees

Response: This has been sent out.

b) Schools Forum

Update on Schools Forum Question:

Will a Fair Processing Notice be available for schools to use (GDPR) from DCC? Will standard contract clauses be available from DCC Legal Department for schools to use when entering into contracts to cover GDPR?

Response: The Information Governance Team at DCC have produced information for DCC staff, including template documents and these will be available for schools after Spring half term.

<https://new.devon.gov.uk/supportforschools/administration/information-governance>

No further actions

Minutes agreed as correct.

2. [Customer Service Report & Annual Satisfaction Survey](#)

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

1. **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.
2. **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.
3. **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/>
4. **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.
5. [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.
6. **Training offering** – following requests to make training available in more flexible formats we showed a prototype for e-learning later in the meeting.

3. 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](#).

Action: Video to be created by Scomis to demonstrate Staff Appraisal

b) SIMS & GDPR

An update was given about SARs, the right to be forgotten and Capita's plans for bulk deletion of pupil records.

Action: Scomis to develop an FAQ on housekeeping (FAQ or Webinar)

Action: Feedback on behalf of the group that Capita are late with deletion of old records. Can the automation be brought forwards?

- c) **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/>

Action: Parent Lite doesn't evidence consent, it does audit the date on which the parent has made the change but it captures it as a generic change not specifically a change to consent.

Question: How long does it take to get the ID from Capita?

Response: Scomis are asking for the ID for all supported schools

Question: How does a parent update their own details if they do not live with the child?

Response: There is a toggle that you can use to overcome this but schools must take care as this may make one parents data visible to the other. Scomis are looking further into this as this raises GDPR issues. There still may be a need for a data collection sheet for specific cases.

Question: What is the difference between the full and the Lite versions?

Response: The Lite version is free and the full version is chargeable but has more functionality for example reporting to parents.

d) SIMS Primary Update

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

e) SIMS Finance Update

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

Action: Scomis to find out the cost for SIMS Finance.

Action: End of life plans for FMS – Scomis to confirm what they are.

f) **SIMS Audit** – if you feel you are not making the best of SIMS, you can book one of our consultants to come out and audit your SIMS and produce a report with recommendations.

g) Exams Update and Exams Opening Hours.

We open from 7am on Exams results days.

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

h) 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.

4. Service Desk Update

- a. [New Service Desk Structure and Resource](#)
- b. [Annual Service Report and North Somerset Report](#)
- c. **SDI Accreditation and Awards Finalist**

Question from Scomis regarding Service Report reporting cycle.

We consulted with customers about changing our reporting cycle.

Options are as follows:

Option 1 – we run the whole year report from the 1st September to 31st August

Option 2 – we run the whole year report from the beginning of the Academic year to the end of the academic year

Option 3 – we keep the reporting cycle how it is now

Option 2 was the preferred Option of the Devon User Group delegates initially although it was suggested that we consider a rolling 12 month report.

(If a change is voted then we need to consider whether we do termly or quarterly reports in between)

5. Parental Engagement.

We presented SIMS Parent Lite. A free data gathering and updating application used by parents that is included in your SIMS Annual Entitlement. This can also be used if you have more than one child either at the same school or different schools as you will only have one log-in. Schools need the parents email address to send them an invitation. This app is in English only.

Contact Scomis Support Desk and we will guide you through accessing this application. There is also an FAQ to help with set-up

<https://faq.scomis.org/kb19992/>

6. Schools Forum

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.

Questions Received:

1: **Marie Farrelly – Buckfastleigh Primary School**

How the information collected at admissions stage can be used in the Census.

Scomis Response:

All data captured at admission stage is used in the Census process but not all details are reported in the Census Return.

Pupil Name, gender, date of birth, class, curriculum details, SEN status, Pupil Premium entitlement, Nationality, First Language etc are returned.

The Fileset will validate information in SIMS but the data may not be returned in the Census eg Addresses are validated but not returned.

2: **Charlies Woodland – Babcock LDP**

Time scales for Sims for primary, replacement for sims.net? Cost implications?

Scomis Response:

This has hopefully been addressed in our SIMS Update session. Phase 2 Pilots are now underway and Scomis are fully involved with this. There will be no changes to SLAs mid-year, but hosting charges will apply – for most of our schools this is an element already accounted for.

Action: Documents that have been scanned into SIMS do not transfer with the CTF to the secondary school. Scomis to feed back to Capita.

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.
 - i. 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

[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.

It 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 details about the content of the day and how to register as well as launching a pre-event competition.

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. 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 Allen 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

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 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

We carry out an enormous amount of activity every year to raise money for charity. We recently raised money for Sport’s Relief by putting some willing volunteers in a Dragon Boat for the morning on the River Exe. For this event we raised more than £250. 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, Save the Children, Stand Up to Cancer.

We also shared with delegates some work Plymouth High School for Girls does in Ghana which we also support.

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 make a contribution.

11. Next Meeting – Date and Venue

5^h December 2018 Buckfastleigh