

Scomis User Group
North Somerset User Group
Clevedon Hall
1st May 2018

Attendees: **Representatives from 16 schools attended**

Scomis Staff: **6 members of Scomis staff attended.**

Apologies: **3 people sent 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](#)

1. Welcome and Housekeeping

2. 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!

Previous meeting actions:

1: Training

Action: Scomis to consider providing broken down courses as Webinars. Live and recorded sessions. (SIMS New user, attendance etc)

SIMS Functions that are available but not used – refresher sessions.

This will be covered in the SIMS Update

Chair: Gained agreement to sign off the Minutes.

3. [Annual Customer Satisfaction Survey](#)

We presented a summary of our annual customer satisfaction survey results, we set a challenging target of 95% and were pleased to report that we exceeded this target in all areas.

4. 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 several customers took advantage of this opportunity to visit the show.
- **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** – we said more about Scomis Live later but following a unanimously positive response to running the event, we have a date scheduled for 2019.(14th March)
- **Passwords resets** – this was covered in the technical update
- **Training offering** – following requests to make training available in more flexible formats we have developed a prototype for review with customers.

5. 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

We gave an overview of SARs and an update about the right to be forgotten and Capita's plans to address bulk deletion of records.

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** - A quick reminder of what SIMS Primary looks like [SIMS Primary](#)
- d. **SIMS Finance Update** – Scomis are looking for early adopters of SIMS Finance. Please contact us if you are interested in this product.
- e. **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.

- f. **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 courses

Exams Update and Exams Opening Hours. We open from 7am on Exams results days.

g. Training

Scomis have 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 an prototype e-Learning course which was very well received and delegates completed a questionnaire indicating their preferences and requirements.

6. Service Desk Update including:

- 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

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

Option 2 – we run the whole year report from the beginning of the Academic year to the end of the academic year – Was voted for by the group.

7. 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/>

8. 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.

Uphill Primary School

When using North Somerset's Anycomms through SCOMIS we are unable to upload any files. We must now do this direct to Anycomms over the internet and transfer files between SCOMIS and our server. Please can you advise if this issue is being investigated and addressed?

The North Somerset web based version of the AnyComms client has recently had an upgrade. This upgrade has caused schools to not be able to upload files within the Hosted environment, due to the version of Internet Explorer we are currently running. When the school browses to select the file, it then doesn't display to upload after selecting.

If any school in North Somerset would like to join the Pilot Hosted Service – this would enable them to use the latest browser. Schools can revert at any time. Contact Scomis Service Desk for more information.

9. Scomis 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;

- **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.

More information can be found at: www.scomis.org/what-we-do/gdpr/

- **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.
- **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.
- **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.
- **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.
- **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.

10. [Technical Update.](#)

An overview can be found on the link above.

11. **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.

12. 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.

g. Next Meeting – Date and Venue

27th November 2018 – Clevedon Hall