

Scomis User Group
Oxford User Group
Kassam Stadium
3rd May 2018

Attendees: Representatives from 11 schools attended

Scomis Staff: 6 Scomis staff members attended the meeting.

Apologies: 1 delegate

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 – Chair

2. Minutes and Actions of Last Meeting

The minutes were sent out before the meeting and were not included in packs to save paper! Actions from the minutes were on the slides.

a) Scomis Desktop

1: Action: Email a link out to all attendees

Response: Done

2: Action Is there a time out function on the Scomis Desktop?

Response: We can confirm that this is on the roadmap with a timescale to be confirmed.

b) Technical Update

Action: Scomis Operations Management: Review password reset timings. The guidance now is to reset passwords less frequently, but for the passwords to be more complex.

Response in You Said, we did.

No further actions

Chair: The minutes were agreed to be correct.

3. [Customer Service & 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.

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 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.

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, the right to be forgotten and Capita's plans for bulk deletion of pupil records.

Action: SAR does not pick up linked documents, feedback to Capita.

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: Non-custodial parents – Scomis to seek clarification from Capita on how this is managed within Parent Lite.

Action: Once a school has approved updates made via Parent Lite, it can take several hours for records to be updated. Scomis to investigate.

Action: If consent is removed when away on a trip how can the member of staff be informed via the App?

- c. **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.

- d. **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.
- 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 an 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

h. SIMS Primary Update

We provided an update about the current status of SIMS Primary. A quick reminder of what SIMS Primary looks like
[SIMS Primary](#)

6. Service Desk Update

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

Delegates were informed that we can run a report for each individual school at any time, please just ask the service desk.

7. Parental Engagement. (SIMS Parent Lite)

An overview of SIMS Parent Lite app was given.

Please contact your account manager or the Scomis Service desk if you would like help with this application.

Scomis is going to request codes for all hosted schools to make life easier, so if you are hosted please contact Scomis and we can guide you through the process.

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.

No specific questions have been received.

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.

Action: What is the default home screen? (e: can it be set up so that it defaults to hide detailed information such as Pupil Premium etc.)

10. **Technical Update** – An overview of the updates and advances in Scomis technical services and improvements to our infrastructure.

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 can promise that 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 information 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. 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. A key event in our calendar and attended by c.300 delegates from other organisations providing SIMS services to schools nationally. This year Scomis has been invited to take to the stage with Debbie 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”!

We are asking our customers for input:

Delegates were asked to write one word on a card what sums up Scomis for them.

Delegates were asked to write up to 3 reasons why they continue to choose Scomis as their service provider.

This information will be used to help inform the content of Debbie Foweraker’s presentation.

Twitter:

Scomis adds a lot of updates to our Twitter feed. Please subscribe for updates plus other news from Scomis including our Charity events.

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

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 event we raised more than £300. During last financial year, we raised a total of £1223.01 for many 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.

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 – Date and Venue

The two venues still work well for the delegates.

Action: Start at 9.45 next meeting.

Next meeting - 28th November 2018 – Oxford Witney Hotel.