

Scomis Cornwall User Group

10th May 2018

Pavilion Centre, Royal Cornwall Showground, Wadebridge, PL27 7JE

Arrive 10.00am for coffee, 10.15 start

Click [here](#) for directions

1. **Apologies, Introductions and Welcome – User Group Chair**
2. **Minutes of last Meeting – User Group Chair**
3. **Annual Customer Satisfaction Survey Results – Debbie Foweraker**
 - 3a) **You Said We Did – Debbie Foweraker**
4. **SIMS Update – Craig Allen and Michael Heard**
 - a. Spring & Summer Term SIMS Upgrades
 - b. SIMS Primary Update
 - c. SIMS Finance Update
 - d. SIMS & GDPR
 - e. SIMS Audit
 - f. Exams Update & Opening Hours
 - g. Training
5. **Service Desk Update – Karen Brain**
 - a. New Service Desk Structure and Resource
 - b. Annual Service Report & Cornwall Report
 - c. SDI Accreditation and Awards Finalist
6. **Schools Forum – User Group Chair**
7. **Scomis Service Update – Hilary Lloyd**
8. **Technical Update – Craig Allen**
9. **Scomis Live – Hilary Lloyd**
10. **AOB – Debbie Foweraker**
 - a. Personnel Update
 - b. ISBL The Voice Article
 - c. Academies Show Update
 - d. ISO 27001 Accreditation
 - e. Capita National User Group
 - f. Scomis Charity Work and Scomis T-shirts in Africa
 - g. Dates of next meeting & Venue

11.30 - 11.45: Refreshments

13.00 - 13.30: Lunch