

Scomis Devon Combined User Group

9th May 2018

The Conference Centre, St Cuthbert's, Buckfast Abbey, Buckfast, Devon TQ11 0EE

Directions can be found [here](#).

Arrive 9.00am for coffee, 9.30am start

1. **Apologies, Introductions and Welcome – User Group Chair**
2. **Minutes of last Meeting – User Group Chair**
3. **Annual Customer Satisfaction Survey Results – Debbie Foweraker**
4. **You Said We Did – Debbie Foweraker**
5. **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
6. **Service Desk Update – Karen Brain**
 - a. New Service Desk Structure and Resource
 - b. Annual Service Report
 - c. SDI Accreditation and Awards Finalist
7. **Schools Forum – User Group Chair**
8. **Scomis Service Update – Hilary Lloyd**
9. **Technical Update – Craig Allen**
10. **Scomis Live – Hilary Lloyd**
11. **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
 - g. Scomis T-shirts in Africa – Paul Renyard, Plymouth High School for Girls
 - h. Dates of next meeting & Venue

11.00 - 11.30: Refreshments

12.45 – 13.45: Lunch