

Scomis North Somerset User Group

1st May 2018

Clevedon Hall, Elton Road, Clevedon BS21 7RH

Arrive 10.00am for coffee for a 10.15am start

Please 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**
4. **You Said We Did – Debbie Foweraker**
5. **SIMS Update – Craig Allen and Michael Heard**
 - a. Spring & Summer Term SIMS Upgrades
 - b. SIMS & GDPR
 - c. SIMS Primary Update
 - d. SIMS Finance Update
 - 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 & North Somerset Report
 - c. SDI Accreditation and Awards Finalist
7. **Parental Engagement – Craig Allen and Michael Heard**
8. **Schools Forum – User Group Chair**
9. **Scomis Service Update – Hilary Lloyd**
10. **Technical Update – Craig Allen**
11. **Scomis Live – Hilary Lloyd**
12. **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;
13.45 - 15:45: SSBL Meeting, Sponsored by Scomis