

# Schools ICT

**High quality, cost effective  
services for schools.**

Local authority led, we provide education focused IT services on a not-for-profit basis. With decades of experience working with local schools across the South East and beyond.

# ICT Services we offer

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If you want to find out more about any of our services, contact our friendly team to find out more.

Telephone: 01323 463133 | Email: [info@schoolsict.services](mailto:info@schoolsict.services)





# Managed IT support

Our IT support service has been designed in consultation with schools to provide a fully managed and cost-effective IT support solution.

Our team works with a range of schools with differing strategies and educational aims. We know how crucial it is for your school to have a smooth-running IT system and to have qualified professional support on hand if things do go wrong.

**Our premier support package offers unlimited support**

## Premier IT Support provides:

- Access to a team of educational ICT specialists
- Remote support and monitoring of all your school computers
- Incidents and requests are acted upon quickly
- Support is available from our web portal, in person, by phone or by email
- Regular service review meetings allow your school to feedback on our service and to strategically plan for the future.
- New hardware and software is installed as part of the service
- Support of your Capita SIMS or Arbor MIS systems comes as standard.

## Regular Onsite Support

As an alternative to our fully managed IT support package, our Regular Onsite Support Service provides a way to get scheduled ad hoc technical assistance.

Our skilled technicians work with you to plan any future developments. We are technology independent and skilled across a wide range of the technologies commonly used in education and not-for-profit sectors.

Our team can help with business cases, options papers, decisions on the use of the hardware, instillation of new equipment and advice on how best to support different staff groups.



## Managed IT Support continued

	Fully Managed	Collaborative	MIS
Telephone and email support	✓	✓	✓
MIS User Support	✓	✓	✓
Schools ICT Credits	10	3	0
Educational software at reduced prices	✓	✓	✓
SAM (Schools Admissions) support	✓	✓	✓
Extended opening for MIS upgrades	✓	✓	✓
SIMS & FMS licence inc. maintenance**	✓	✓	✓
MS Word and Excel support for MIS	✓	✓	✓
Service review meetings	3 per year	Annual	Annual
Remote support	✓	✓	Limited
On-site technical support visits	Unlimited	1 per term*	✗
MyServiceHub Portal	✓	✓	✗
ESCC MIS reports auto deployment	✓	✓	✗
MIS (SIMS and FMS) upgrades	✓	✓	✗
Office technical support	✓	✓	✗
Server monitoring	✓	✓	✗
Strategic planning advice	✓	✓	✗
Supplier and procurement assistance	✓	✓	✗
Curriculum technical support	✓	✗	✗
Inclusive installation of hardware	✓	✗	✗
MIS remote data tidy	✓	✗	✗

\*Major incidents for MIS server and office computers that cannot be resolved remotely.

\*\*Maintained schools only.



# Collaborative IT Support

Our Collaborative IT Support service provides full support for your school or academies administration systems, including user, remote and technical support for MIS (Arbor, Bromcom, SIMS or ScholarPack), any MIS server, and all office workstations.

Installation of all SIMS and FMS updates are included (on request), as well as on-site visits (up to one per term) where we cannot resolve a major incident remotely.

The service is designed to work collaboratively with schools that already have their own Network Manager or technical support provider.

Curriculum support is not included, although preferential pay-as-you-use (PAYU) rates are available for schools that need additional support.

## Pay As You Use Support

Our Pay As You Use (PAYU) support options allows schools to get ad-hoc access to our team of skilled IT and MIS technicians and consultants.

### Our team can help you in a wide range of scenarios including:

- **Emergency support cover.** Is your technician off sick and you need some assistance? Give us a call.
- **Holiday Cover.** Do you need cover whilst your technician is away?
- **Project Work.** Do you need an extra pair of hands to install new equipment or setup some new networking infrastructure? We can help.





## MIS support

We are proud to be an accredited support and provider for SIMS, Scholarpack, Arbor and Bromcom. Our highly experienced and knowledgeable team have worked closely over the last 2 decades with local schools and academies.

We can help you unlock the power of SIMS:

- Pupil Data
- Assessment
- Behaviour
- Progress
- Timetable
- Special Educational Needs
- Reporting
- Personnel
- Parent App (and Parent App Lite)
- In Touch



### All your SIMS support just a call away

Our SIMS support service provides unlimited telephone and email support for all SIMS modules.

The service also provides technical advice to support your SIMS database and all installations and upgrades of your SIMS and FMS systems.

Changes are coming into place for MIS in March 2024, check our website or get in touch for up to date details





## Arbor and ScholarPack Support

Our experienced and skilled MIS Support Team are proud to have become an Accredited Partner with both Arbor and ScholarPack MIS.

Arbor MIS reduces the overhead of admin in your school so your staff can focus on what matters most. With its intuitive dashboards and reporting you can give stakeholders what they need without them having to ask. Arbor is cloud hosted with no need to manage and upgrade your MIS systems in house.

ScholarPack is designed specifically for primary schools and has been developed over the years by working with primary schools. Get the complete picture of each pupil, on any device and export it into actionable reports in just 3 clicks. Create reports from anywhere, anytime, on any device.

## Bromcom Support

Schools ICT are also a fully accredited support partner with Bromcom MIS. Bromcom provide a fully integrated Cloud based solutions for Primary and Secondary Schools and Multi-Academy Trusts. The system includes MIS, Finance, Consolidated Reporting, and Analytics.

Our MIS support service provides unlimited telephone and email support for your Arbor, Bromcom, and ScholarPack systems. We can help you make the most of your new MIS installations, ease the transition from your previous system, and get you up to speed with the new processes, functions, and reporting tools.





# Managed Internet Service

Our Managed Internet Service for schools and academies enable many systems, including internet access via a secure private network designed and built for education.

## A lot more than just internet access

The service links all schools and academies together and allows for private data transfer between them, Local Authorities, and other public bodies.

We include Smoothwall internet content filtering, which helps you to meet the “Appropriate Filtering” requirements of the Department for Education “Keeping Children Safe in Education” statutory guidance.

We are able to offer a full range of connection types and speeds and can tailor connections to meet your requirements at market beating prices.

## The Managed Internet Service includes:

- Access to the network is fast, reliable, cost-effective, and safe
- A total service featuring market leading web filtering from Smoothwall, industry standard Juniper-RX firewalls, and around the clock pro-active monitoring
- South East Grid for Learning (SEGfL), National Education
- Network (NEN) and JISC connections giving inclusive access to dedicated educational content and direct connections to leading Internet Connect Providers including the BBC, Google, Microsoft, Apple, and Amazon Web Services
- A full range of circuit types and speeds are available upon request, including backup redundant connectivity options
- We consistently achieve 99.8% network availability
- We tailor our services to meet your needs with fully inclusive packages and no hidden costs
- Our multi-layered approach to security ensures that your pupils are always safe online while giving you secure, anytime, anywhere access to your school or academy.





# Backup and Recovery Service

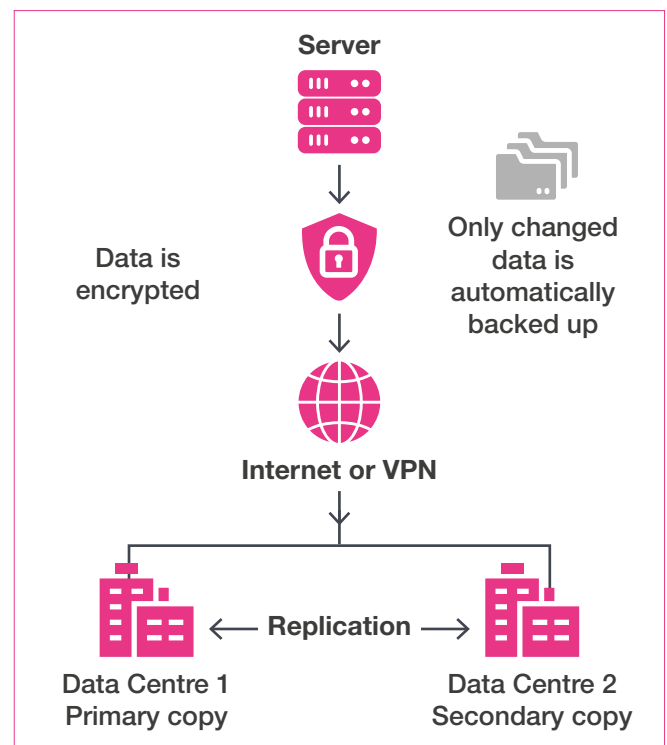
We understand how important it is to have a secure backup of your schools or academies data. Our Backup and Recovery Service protects your data by backing it up to two of our dedicated and secure data centres.

## Key benefits of the service

- Fully automated system - no more manual backups with no human intervention or management required at the school or academy
- Approved backup service for your on-site SIMS and FMS databases
- Data is backed up off-site to ensure that it is always safe and recoverable
- Straightforward data restores on request as you need them
- Your data is secured with AES encryption and can only be restored to your school. This guarantees security and privacy, ensuring you maintain your Data Protection Act (2018) responsibilities. Meets and exceeds ICO and DfE guidelines
- 'Green' Service: No tapes, no extra hardware and no more technicians driving round in cars visiting schools to fix tape related backup issues
- Cost-effective - compared to existing traditional methods with no capital outlay for backup equipment

## Service information and how it works

The service uses a software application installed on your server. This is configured to perform an overnight backup of your important data. The software can back up your MIS (SIMS and FMS) databases, shared files and user files and the server configuration settings.



Our system encrypts the data before sending it via your internet connection to our Data Centres. Two copies of the data are stored to guarantee your information is safe and secure. If you lose any data you can contact the Schools Service Desk and ask for it to be restored. Backups are stored for one calendar month. The oldest stored backup contains a full copy of all backed up files on the server at that time.



# MIS Training and Consultancy

We offer a wide range of training sessions for supported MIS systems, these are delivered remotely or onsite at your request. We can also offer twilight training sessions, staff meetings or INSET days.

## Our comprehensive scheduled or bespoke training can help with:

- Inducting new staff - both support and teaching staff
- Getting best value from your MIS Software
- School Improvement
- Statutory Returns
- Start and end of academic year prep/processes
- Timetabling and curriculum management
- Exams
- Reporting
- Academy conversions
- Post-system implementation

Please do contact us if you have a more specific requirement that is not mentioned above or covered in the course outlines on our web site.

For all our current scheduled training sessions, booking instructions and further information, please visit [schoolsict.services/training](https://schoolsict.services/training).

## MIS Consultancy

Our consultancy services, delivered online with remote access to your school data, or onsite, can help you with:

- Improving how data flows around the school
- Setting up parental communications
- Configuring your MIS to support specific business processes
- Data health check and tidy
- Data exports and mail merges
- Setting up bespoke reports and dashboards
- Tackling changes in pastoral structures
- Setting up curriculum and assessment structures

...and pretty much anything else you could need. Please do contact us if you have a more specific requirement that is not mentioned above.

During our consultancy sessions, not only will we work on your data and make any requested changes, we will also show you how to maintain the information and configuration yourself in the future and resolve any questions or issues that crop up.

We are also able to support schools that might have a specific short-term need during unexpected staff absence.



# Online Safety Monitoring

Our Online Safety Monitoring services help schools to meet appropriate filtering and monitoring guidance by providing you with an “Active/Proactive” technology monitoring platform - the highest level of monitoring as suggested by the UK Safer Internet Centre.

Department for Education guidance “Keeping Children Safe in Education”, revised in September 2022, states:

*“Governing bodies and proprietors should ensure their school has appropriate filters and monitoring systems in place.”*

## How does it work?

Our Online Safety Monitoring services are based upon monitoring software tools. Windows, Chromebook, iPad and Mac devices in your school are monitored and all potentially harmful digital content, activity or behaviour is captured.

Alerts and reports are sent to your designated safeguarding lead. The services are based on software from Securus (standard) and Smoothwall (plus) and include access to a range of training material including documentation and webinars.



# Online Safety Monitoring continued

## Standard or Plus?

We offer two levels of service: Monitoring Standard (IT30) and Monitoring Plus (IT31). With the Monitoring Plus system a highly trained team monitors your school alerts and notifies your Safeguarding Team of any risks.

Feature	Standard	Plus
<b>Cloud-Based</b> Easy to install with remote upgrades	✓	✓
<b>Auto Pre-Grading</b> Reduces false positives and improves administrative collaboration to minimise oversight	✓	✓
<b>Real-Time Monitoring</b> Keystrokes and on-screen contents are auto-moderated and pre-graded in real-time allowing you to promptly identify and deal with issues of concern as they occur	✓	✓
<b>Self-Service Alerting</b> Manage your alerts in-house with the easy-to-use interface	✓	✓
<b>Managed Service Alerting</b> A highly trained team monitors your alerts and notifies you of risks appropriate to their grade	✗	✓

*“IT30 provides me, as the DSL, complete piece of mind. It provides me with the security of knowing that all online activity is being monitored on a continual basis - wherever school devices are being used. The efficient service alerts us as soon as a high-level breach occurs so we, as a school, can act upon it almost immediately.*

*For lower-level breaches we can analyse the logs on an easy-to-use portal. Being such a comprehensive service saves me, as a DSL, a huge amount of time but offers the reassurance that we have robust online monitoring to keep our children safe online.”*

DSL, Seaford Primary School, April 2022



# Cyber Resilience Programme

Cyber Resilience is the ability to anticipate, withstand, recover from, and adapt to adverse conditions on contested IT systems. Schools ICT have developed a three stage programme with our partner Secure Schools.

Our programme is designed to help all schools and academy trusts with improving their cyber resilience no matter their current position. This is achieved through auditing, scrutineering, certification and training.

## Key benefits of the service

- Become more Cyber Resilient
- Support with auditing, planning, training and monitoring
- Gain confidence through neutral analysis and independent assurance
- Programme designed for education, resourced by education experts
- Three stage programme, you set the pace and the risk appetite
- You decide how much of the programme you want to complete
- Aligned to DfE, ESFA, NCSC and IASME standards
- Option to obtain formal government-backed certifications
- Delivered as a confidential and supportive service
- Cost-effective compared to programmes offered commercially.



# Cyber Resilience Programme continued

The three stage programme - Audit, Improve, Assure. Starting with the first stage, you set the pace.

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## Stage 1 - Audit

- Self-evaluation and triangulation audit of the intentions documented in the school or trust's policies, procedures and records
- Establishing the consistency in which academies follow these policies, procedures and records
- Receive a clear recommended action plan with prioritisation matrix to tackle 'quick wins'
- Access to cyber security awareness training and account breach monitoring.

## Stage 2 - Improve

- Support in adapting documentation (policies, procedures and records) to align with the five technical controls of Cyber Essentials
- Begin planning the approach to completing the school or trust's Cyber Essentials application. Advice and support on how to align non-compliances.

(Optional - Stage 2.1 - Cyber Essentials Certification Submission Attempt)

## Stage 3 - Assure

- Scrutineering of networks, systems, devices and human factors such as the configuration of servers and endpoint devices to verify they meet the intentions set by the school or trust, security best practice and are ready for Cyber Essentials Plus Certification
- Testing of staff response to social engineering attempts, including USB drop and Phishing simulations
- Scanning for vulnerabilities existing at the IT network boundary and inside the school or trust's IT networks
- Penetration testing of the school or trust's wi-fi networks.

(Optional - Stage 3.1 - Cyber Essentials Plus Certification Submission Attempt)





# Computing and Classroom ICT

Our consultancy service is designed to help schools use their technology effectively, support teachers to confidently deliver the computing curriculum.

## Curriculum Consultancy

Our service will enable teachers to use ICT across all subjects and improve learning outcomes. Sessions can be delivered one-to-one, to a year group team or whole school support as part of a staff meeting or INSET day, or in a live classroom environment.

### Sessions could include:

- Using Google Workspace in the classroom
- Subject leadership support for the new curriculum
- Support for introducing the NCCE Computing scheme of work
- Assessment of computing
- Computing planning/training/team teaching
- Policy creation
- Using new and exciting tools, sites and apps
- Implementing iPads or other devices into the curriculum
- TA training
- Using ICT/Computing to support specific curriculum subjects such as literacy/maths/science.



Please do contact us if you have a more specific requirement not mentioned above.

**Telephone: 01323 463133**

**Email: [info@schoolsict.services](mailto:info@schoolsict.services)**



# Technical Consultancy

Our technical consultants can offer your school comprehensive and independent advice on what tools, technologies and services will work best for your school.

We can advise on many areas including but not limited to:

- **Networking and ICT Infrastructure:** All ICT systems need to be built upon a solid foundation. We can help you ensure that you get the building blocks of your network right
- **Hardware:** We give independent advice on the right sort of IT devices and equipment that you need to deliver the curriculum your strategy demands. We work with a number of suppliers and test a wide range of equipment to make sure it is appropriate for use within your establishment
- **Software and Services:** We can advise on the best software and services for use within your school or academy
- **Microsoft Office 365:** Office 365 is a powerful tool. We can help you to make the most of OneDrive, OneNote Class Notebook, SharePoint, Teams and more
- **Google Workplace for Education:** Our G Suite for Education certified consultants can help you to get full use out of your Chromebooks and G-Suite Software
- **Moving to the cloud:** We can help you with everything you need to know about the cloud and how to get there.

## Strategic Advice

Strategic Consultancy and Advisory Services  
Our consultants can help you not only to put the technology in place that will meet your strategic aims, they can also help you to define your ICT strategy from the ground up. Our consultants have extensive knowledge of tools and technologies used in a number of schools and how schools set the ICT strategy and aims.

We can pass that knowledge on to your senior leadership team to help you set (and achieve) your School's ICT Strategy.

We can help you understand the Department for Education's "Realising the potential of technology in education" strategy document and how your school can make the most of its aims and objectives.

We can also help you align your strategies with other key documents including the National Curriculum Computing programmes of study and "Keeping Children Safe in Education".







# Online Safety

Online safety is an ever-growing area for concern in schools. As government expectations in this area frequently change, it is essential that the whole school community is kept regularly informed and educated about the issues they face when online.

We offer the following sessions and services, but can also design bespoke workshops and inputs based on your needs:

- Parents' awareness presentations
- Staff awareness workshops or annual training
- Support with online safety audits
- Policy audit and creation
- Highlighting useful resources and documents
- Implementation of online safety schemes of work aligned with the government's Education for a Connected World framework.

Please do contact us if you have a more specific requirement not mentioned above.

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**Email: [info@schoolsict.services](mailto:info@schoolsict.services)**





# Cloud Voice Service

Our Cloud Voice Service provides a smart, simple and scalable telephony platform that fits schools and trusts of any size, with the intelligence and security of Google Cloud.

Keep in touch, everywhere. Make and receive phone calls using a work number on any device. Start communicating more effectively.

Voice can be customized to fit your day-to-day workflow. Google's powerful AI filters spam calls, transcribes voicemail automatically, and lets you configure your PBX. Voice can be deployed quickly and used from anywhere. Setup multi-level auto attendants and ring groups (also known as hunt groups). Focus on what's important while staying connected on desk phones, smartphones, and the web. Built for Google Workspace, Voice has a familiar look and user-friendly feel.



Keep your geographic number



Google Calendar integration



Call forwarding and Ring Groups



Fixed monthly cost (excluding calls)



Multi-level auto attendant



Transparent call charges



Desk phone support



Support from Schools ICT Service Desk



Usage and activity reporting



Google Uptime SLA and Support



Web and Mobile apps: Android & iOS



Rental options for zero capital outlay



Voicemail transcription



## Frequently Asked Questions

### Is Cloud Voice a complete solution?

Yes, Cloud Voice can replace your on-premises phone system.

### Will the system support proprietary legacy analogue systems like Burglar Alarms?

No, most alarm systems are migrating towards mobile based connections as BT analogue lines are being withdrawn.

### What happens when our internet connection goes down?

As the platform is cloud based, it will remain operational and as such you can keep making and receiving calls via the mobile app.

### Do we need a dedicated broadband line to run our phones?

No, Cloud Voice will work over your existing internet connection.

### We use Microsoft 365, does that matter?

Not at all, we can setup a Google Workspace tenancy for you to use with just Cloud Voice.

### Can we keep our geographic number?

Yes, your school telephone number can be ported across when you migrate to Cloud Voice.

### How do call charges work?

Internal calls and calls to other sites that use Google Voice are free. External calls are billed on a competitive per minute basis.

### Can we re-use our existing desk phones?

Google Voice only supports Poly VVX150, VVX250, VVX350 or VVX450 phones.

### Do we have to provide a desk phone for every user?

It's entirely up to you! You could use a desk phone, a USB or Bluetooth headset in your computer or just the app on your mobile device.





# Mobile Device Management

**Over-the-air management of your school's iOS, Android, Windows and Chrome devices saves you time and money, ensuring that devices have the appropriate policies, apps and settings so that they're always ready for use in learning.**

Manage all of your mobile devices and maximise the time that they are available for your students with the tools you need to teach them.

Our Mobile Device Management (MDM) system makes it easy to install and manage apps from your favourite OS app stores. You can remotely set policies and restrictions to control your devices with the click of a button.

## How does it work?

Our MDM system is based on the Lightspeed cloud platform. It has the ability to carry out a range of tasks such as installing applications and implementing device restrictions. This is done automatically over your wireless network, with no manual intervention required.

Teachers can be given the ability to implement temporary controls and deliver content to ensure smooth and seamless use in the classroom. You can set different policies and delegate administration to different groups of devices.

## We already have tablets, how are they managed?

Historically, devices such as iPads would have been configured manually, either individually or via an Apple Mac Server in small batches. This can take a significant amount of time during which the devices are not available for teaching and learning.

Using a cloud based MDM system, the devices are kept up to date without such manual interaction. A one time installation of the Lightspeed management software will ensure your devices are managed remotely, maximising the time that they are available in the classroom.

### Features

- Rapid rollout of updates and applications
- Self-Service Portal for students and staff (great for 1:1 deployments)
- Restrictions on device and app use
- Tiered administration access for IT staff, ICT Co-ordinators and Teachers
- Remote configuration and over-the-air device wiping
- Integration with Apple Schools Manager (Including Volume Purchase Programme and Device Enrolment programme)
- Passcode removal and remote locking
- Device Location and Inventory management
- Wi-fi auto-join and whitelist
- User and Device based reporting

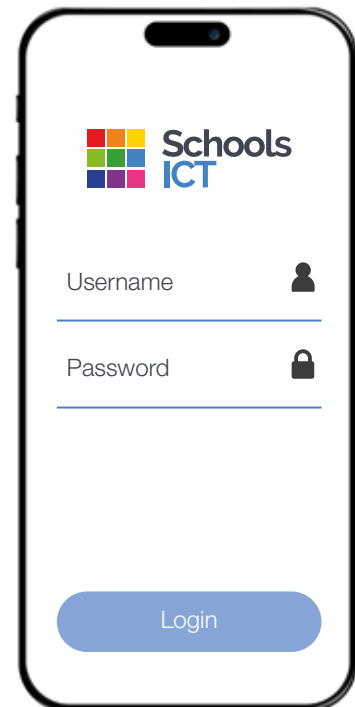


# Remote Access

Our Remote Access tool enables your school staff to access any application, from anywhere from any device - PC, Laptop, Apple Mac, Chromebook, even your Mobile Phone.

Accessed via our highly secure gateway server, the remote access tool enables secure, fast and user-friendly access to your school server, from anywhere and any device ensuring:

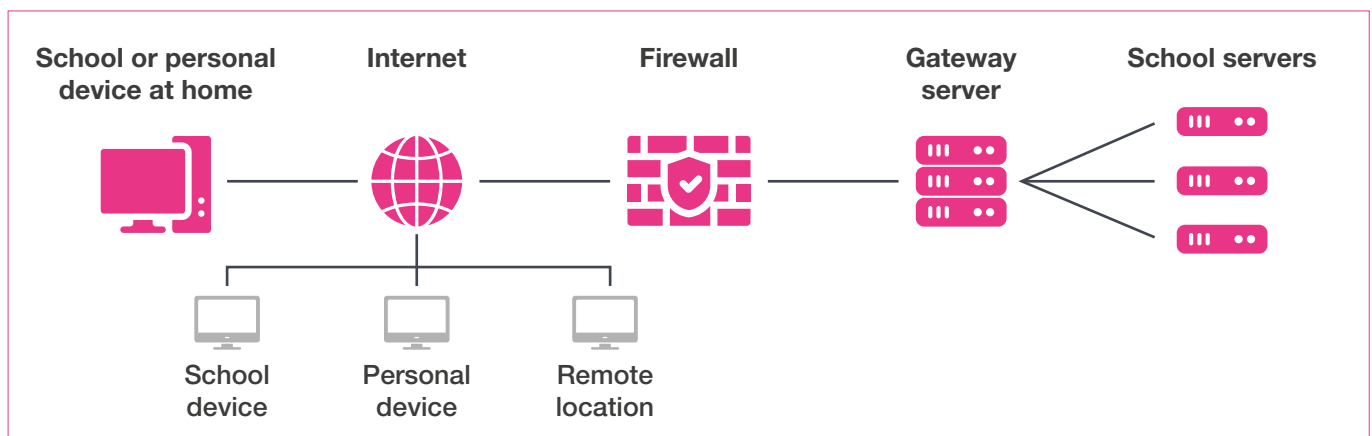
- Secure access to SIMS.net and FMS
- Secure access to files and folders on your server and network drives
- Secure access to curriculum applications; for example, Espresso
- Secure access to other data and devices on your school network including your school printers
- Data does not leave your school network
- No dedicated school owned devices are necessary; offering potential saving of thousands of pounds in hardware costs.



## How does it work?

Open the internet browser on any device, connect to our gateway server, and login using your predefined user credentials. Our gateway server handles all internet traffic and keeps your school systems away from the risks of a direct remote access cyber attack.

You will then be securely and quickly routed onto your schools server systems. Users at multiple schools can access all of the schools in which they work from our central gateway.





# ICT Health Check

Our full ICT Health check takes a comprehensive look at your whole school or trust ICT setup and provides advice on where you may wish to place your focus for development.

## Our ICT Health Check Service:

- ICT consultant visit to complete a high-level review of your ICT and meet your Senior Management Team
- Follow up report including ICT recommendations and considerations for the future
- One off cost and no obligation to subscribe to any ICT support services.

## What is covered?

The health check can be tailored to focus on your requirements but usually includes:

- Server hardware, software and security
- Network speed, security and configuration (wired, wireless and internet connectivity)
- Hardware and software of computers throughout the school
- How management and configuration of operating systems, applications, and users' settings are implemented and controlled
- Printers and printing facilities.

## Network Health Check:

Our networking health check focuses on your wireless networking infrastructure and requirements but can also look at your wired networking infrastructure as well to give you a holistic overview of your current core network upon which your ICT is built. Wireless can provide flexible learning spaces, enabling the use of portable technology devices throughout your school. As with most technology, wireless technologies can vary greatly in their quality and capability.

Our survey includes a report which makes recommendations on improving your existing wireless infrastructure, as well as advising on installing wireless for the first time.

## Our Network Health Check includes:

### Coverage and reliability:

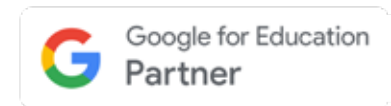
- Are your existing wireless devices properly positioned?
- Are existing devices able to meet your learning requirements?
- How many wireless access points do you require?

### Security:

- Does your wireless network meet recommended security standards?
- Is your network protected from external interference?



## Schools ICT accreditations and qualifications



Many of our ICT schools staff also work within schools as teachers, governors and Naace assessors. Our services have been designed by schools, for schools.

We look forward to working with you soon.



All information in this brochure is correct at time of print March 2023.