Management Information Systems Support Only Service

This service is a Management Information System (MIS) Support Service for Capita SIMS customers.

What is covered?

• "How do I" advice and support via telephone and remote access from the Scomis Service Desk (as set out in Schedule 2) for:

    o Customers who purchase the Scomis Hosted Applications Service or have locally installed SIMS Servers and Workstations

    o Use of the MIS by all staff at the Location

    o The deployment of SIMS Upgrades and patches, and on the configuration of workstations to use SIMS

    o Scomis applications which interface with the Customer's MIS

• Advice on the specification of suitable hardware and software to meet the needs of the school

• Access to independent, approved ICT hardware procurement frameworks

• Account Review meetings

• Online Safety newsletters

• Escalation and liaison, on behalf of the Customer's Representative, with Scomis partner organisations

• Scomis will maintain a Website to include FAQs, a Self-service Portal (Hosted Applications Service), news pages and downloadable content and will issue announcements as and when necessary, to get important messages, reminders or advice to schools

• Disaster recovery – In the event of the Customer not being able to access their MIS, as a result of theft, fire or accident, an implementation of Scomis Hosted Applications Service (including SIMS) can be made available, for an agreed period, on the basis that the Customer's data can be provided

• Scomis will offer assistance in setting up data extractors for schools hosted SIMS. In cases where data extractors are not able to be hosted Scomis offer an External Connection to allow applications to connect to the schools SIMS data, this is done with reasonable endeavours

Customer Responsibilities

• The Customer will need to grant Scomis remote access to their school's infrastructure with relevant levels of administration access

Minimum Specifications

Please refer to **https://faq.scomis.org/kb10112/**

Not included within the SLA

The Customer acknowledges and agrees that they will **not** be covered for support of anything not expressly stated as being supported above.

Description	Included?

Scomis Support via:

Scomis Service Desk	✓
Website Frequently Asked Questions	✓
Self-service Portal (Hosted Application Customers)	✓
Remote Connectivity	✓

SIMS/FMS Support

"How do I" support for SIMS/FMS	✓
"How do I" support for Scomis applications	✓
Scomis escalation & liaison with Capita for the Customer	✓
Technical support for the installation of SIMS/FMS	✗
Technical support for access to SIMS/FMS	✗
Technical support for failed SIMS/FMS upgrades	✗
Advice and guidance on deployment of SIMS upgrades	✓
SIMS FMS data backup / restoration procedures (non-hosted)	✗

Description	Included?

Admin Office – Telephone and Remote Support for:

Microsoft desktop and server operating system	✗
Use of the Microsoft Office suite	✗
Support for any Scomis managed services	✗
Support for local area network management and connectivity	✗
Network printing	✗
Support for Installation of Windows software	✗
Housekeeping, managing data, user access and security	✗
Use of Internet Explorer and Outlook	✗
Printers, scanners and digital Imaging support	✗
Advice on computer security and data protection	✗
Advice and guidance on MIS disaster recovery	✗

Classroom/IT Suite – Telephone and Remote Support for:

Microsoft desktop and server operating system	✗
Use of the Microsoft Office suite	✗
Support for any Scomis managed services	✗
Support for local area network management & connectivity	✗
Network printing	✗
Installation of Windows software	✗
Housekeeping, managing data, user access and security	✗
Use of Internet Explorer and Outlook	✗
Printers, scanners and digital Imaging support	✗
Advice on computer security and data protection	✗
Advice and guidance on MIS disaster recovery	✗

Scomis Added Value

Scomis Online Safety Newsletters	✓
Advice on the specification of suitable hardware and software	✓
Access to independent, approved ICT hardware procurement frameworks	✓

Last updated 16th October 2018

At the heart of everything
we do is joined up thinking.

SCOMIS
Your ICT Partner

Introduction

Scomis provide hosted SIMS, FMS and other applications through a load balanced Remote Desktop Services solution. All data is stored and maintained by Scomis and accessed by the Customer from the Location through a shortcut on the Customer's desktop via the Customer's existing broadband links. Secure Remote Access by the Customer's staff from other locations is also included with the service.

The Services

The Scomis Hosted Application Service provides the following:

- hosting of your current SIMS and FMS (additional FMS databases are chargeable);

- access to SIMS Discover (setup upon request);

- secure Remote Access to compatible devices (www.scomis.org/go/hosted);

- upgrades to SIMS, FMS, Discover and those Scomis applications that the Customer requires as a maintained school or has bought into as an Academy e.g. Payroll2FMS, Petty Cash Authorisation, Authorise Payments, Claims Preparation/Transfer etc. Some work, such as checking of reports, may be required by the Customer's users before and after upgrades, details of which will be e-mailed to the designated e-mail address of the Customer's Manager;

- information about upgrades will be provided on the Website;

- backup of all data hosted on the service, which is taken between 8pm and 6am every day – details of our processes are at http://faq.scomis.org/kb4499;

- priority is given to problems preventing a whole school or a number of schools from accessing the service;

- basic maintenance of links between Customer or external servers to allow for communication between SIMS and services such as GroupCall, eSchools, InTouch, Agora, Bromcom, Aim High, VLE's and other third party applications (please see http://faq.scomis.org/kb2170/ for further information). There may be an additional charge for this; and

- management of Hosted GroupCall Xporter (where plugins are hosted compatible) and SIMS Service Manager;

- access to services covered through the PS Financials and Civica Resource Financial Services;

In addition to the Customer Responsibilities, Customers using this Scomis Hosted Applications Service (including SIMS) will need to do the following:

- inform Scomis in a timely manner if any user no longer needs access to such service;

- ensure that users log off correctly before the end of each day and before any scheduled upgrades; and

- ensure that any workstation accessing SIMS hosted by Scomis is licensed to use Microsoft Office 2016 or newer. If the customer uses an earlier version of Microsoft Office, the customer will need to purchase Microsoft Office 2016 licenses or Client Access Licenses.

This Scomis Hosted Applications Service (including SIMS) excludes anything not expressly stated as in scope and does not include:

- support and management of SIMS data, FMS and Discover other than upgrades and backups stated above;

- addition of users within SIMS Personnel, FMS or System Manager;

- the installation of the client application for which we provide deployment guidance at http://www.scomis.org/go/hosted;

- installation and configuration of compatible Remote Access devices to access Scomis Hosted Applications for which we provide guidance at http://www.scomis.org/go/hosted;

- management of third party applications or services such as Bromcom, Aim High, VLE's and other third party applications (http://faq.scomis.org/kb2170/) other than to establish that a connection can be made to SIMS from the application or service; and

- changes in licences to third party applications as a result of associated applications being migrated to a hosted networked environment. Please consult any third party suppliers before considering this service.

You acknowledge and agree that while Scomis will endeavour to get printers to work with Scomis Hosted Applications (including SIMS), due to compatibility issues, Scomis cannot guarantee that all models will work.

Availability of the Service

Scomis aim to make the Scomis Hosted Applications Service (including SIMS) available:

- during term time, unless there are unplanned outages, Monday to Friday (excluding public holidays in England) between 8am and 6pm; and

- 06:01-07:59 and 18:01-23:59 Monday to Friday (excluding public holidays in England) during term time unless there are unplanned outages,

- during school holidays, unless there are planned or unplanned outages, Monday to Friday (excluding public holidays in England) between 9am and 5pm; and

- 06:01-08:59 and 17:01-23:59 Monday to Friday (excluding public holidays in England) during school holidays unless there are planned or unplanned outages.

but you acknowledge and agree that:

- the Scomis Hosted Applications (including SIMS) service may be unavailable or performance may be degraded between 20:00 and 06:00 every day as backups and automated maintenance tasks will take place; and

- Scomis maintain the right to perform maintenance tasks or upgrade data. Where possible this information will be published in advance.

- Scomis will setup and maintain a secure SIMS user account to allow essential administration functions such as applying upgrades and patches, running maintenance tasks, adding new users and providing support.

The Customer acknowledges and agrees that the Scomis Hosted Applications Service (including SIMS) requires a reliable quick network connection and any issues along the path between the computer at the Location and the Hosted Servers may prevent access to or affect the quality of the service under this quotation. This includes, but is no way limited to, the Customer fulfilling the Customer Responsibilities and:

- the Customer's internal network, including network switches and the network cabling infrastructure, being fully operational; and

- the Customer's internet connection being fully operational.

Inevitably there will be times where hardware or software fails and if this occurs there may be some downtime to some or all users. Scomis will endeavour that any downtime will be kept to a minimum.

Free Trial Account

Before subscribing to this service, Scomis recommends that schools trial a free demo account which will allow customers to check connectivity and test the performance of the service to confirm that it meets the school's requirements

Supported Hosted Applications

For applications that are supported on the Hosted Applications Service please see
http://faq.scomis.org/kb3591/

Additional applications may be compatible with the Scomis Hosted Applications service and details can be found at **http://faq.scomis.org/kb2170/**

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