Capita SIMS Support Accreditation (CSSA) Scheme

School ICT Services Resume
November 2012

SIMS ACCREDITED
Support Team

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Accreditation Resume 2012

Support Team name: School ICT Services
LA(s) supported: Leeds.
Percentage school survey return
Primary: Total schools 119 schools returning surveys 67 (56.30%)
Secondary: Total schools 16 schools returning surveys 11 (68.75%)
Accreditation Outcome: Reaccreditation

Key Points from the Survey Results

The survey containing 38 questions covering key areas of support was sent electronically to all schools supported by the School ICT Services. A good 58% of schools completed the survey with 45 of the 135 schools (58%) responding to the survey adding a free-text comment. The survey results indicating the perceptions of the schools on a scale of one to six, with four being deemed satisfactory, are shown in detail on pages 3 to 5.

The Primary survey results indicate that the schools regard the service received as *Excellent* as all but 1 of the aggregated scores fall into the *Excellent* range of 5.60 to 6.00. The Overall value for money and Overall quality of service scores are **5.67** and **5.76** scores which remain consistently high from those achieved in the 2010 survey.

The scores in the key areas of *Overall quality of the training service* and *Overall quality of the help desk services* also remain constantly high from those achieved in the 2010 survey at **5.81** and **5.85**, both in the *Excellent* range with the score for *Training facilities* increasing by 0.55 to **5.77**.

The Secondary survey results again indicate a very high satisfaction with 32 of the 38 aggregated scores reaching the *Excellent* range and will all scores achieved above 5.27. Of considerable note are the scores achieved in relation to Training as they have all increased from those achieved in 2010 with *Appropriate to need*, *Quality of delivery*, *Quality of course materials*, *Value for money* and *Training facilities* seeing a significant increase of more than 0.25.

A complete set of the comments from the schools is included on pages 6 to 12. Many comments refer to the excellent service delivered by a friendly team, one secondary school commented *'As a school we are confident in the knowledge that we are supported with our MIS at the highest level, by experienced people familiar with our environment, staff at both technical and user level'*

Survey Scores from schools

The rating scale is 1-6 with 6 as excellent

(4 is a satisfactory rating)

Training	Prim	Sec	Overall
Schools having used the service	**53**	**11**	**64**
Appropriate to need	5.81	5.82	5.81
Timeliness of course publication	5.64	5.82	5.67
Quality of delivery	5.77	5.91	5.80
Quality of course materials	5.85	5.73	5.83
Value for money	5.72	5.73	5.72
Courses actually taking place as published	5.89	6.00	5.91
Training facilities	5.77	5.82	5.78
Overall quality of the training service	5.81	5.91	5.83
Schools not using the service	**Prim**	**Sec**	**Overall**
None required	14	0	14
NOT provided - other supplier used	0	0	0
Provided but other supplier used	0	0	0
Technical Services (hardware/network)	**Prim**	**Sec**	**Overall**
Schools having used the service	**64**	**6**	**70**
Range of technical services available	5.70	5.83	5.71
Quality of installation service	5.67	5.83	5.69
Quality of consultancy support services	5.67	5.83	5.69
Quality of technical advice	5.72	5.67	5.71
Response time to requests for technical support	5.63	5.50	5.61
Overall quality of technical services	5.72	5.83	5.73
Schools not using the service	**Prim**	**Sec**	**Overall**
None required	1	2	3
Not provided - other supplier used	1	1	2
Provided but other supplier used	1	2	3

Help Desk Services	Prim	Sec	Overall
Schools having used the service	**67**	**11**	**78**
Help desk opening times (term time)	5.75	5.73	5.74
Initial response time to your queries	5.76	5.55	5.73
Knowledge of the help desk staff	5.81	5.64	5.78
Quality of the resolution of the problem	5.81	5.82	5.81
Overall quality of the help desk services	5.85	5.82	5.85
Schools not using the service	**Prim**	**Sec**	**Overall**
None required	0	0	0
NOT provided - other supplier used	0	0	0
Provided but other supplier used	0	0	0

Requested on-site visits	Prim	Sec	Overall
Schools having used the service	**50**	**10**	**60**
Speed of response	5.72	5.60	5.70
Initial effectiveness of the resolution	5.72	5.80	5.73
Lasting effectiveness of the resolution	5.72	5.90	5.75
Overall quality of requested SIMS-related on-site services	5.72	5.80	5.73
Schools not using the service	**Prim**	**Sec**	**Overall**
None required	16	1	17
NOT provided - other supplier used	0	0	0
Provided but other supplier used	1	0	1

On-site visits initiated by the SIMS support team	Prim	Sec	Overall
Schools having used the service	**34**	**7**	**41**
SIMS-related knowledge of the visiting support team member	5.82	5.86	5.83
School/education related knowledge of same	5.79	5.86	5.80
Timeliness of visit (e.g. to fit with PLASC process)	5.88	5.86	5.88
Overall quality of SIMS support team initiated visits	5.85	5.86	5.85

On-site visits initiated by the SIMS support team continued

Schools not using the service	Prim	Sec	Overall
None required	33	4	37
NOT provided - other supplier used	0	0	0
Provided but other supplier used	0	0	0

Remote Support	Prim	Sec	Overall
Schools having used the service	**67**	**11**	**78**
Speed of response using remote support	5.84	6.00	5.87
Effectiveness of resolution using remote support	5.88	5.82	5.87
Overall quality of remote support service	5.86	5.91	5.87

Other communications

Schools having used the service	67	11	78
Effectiveness in dealing with complaints and praise	5.73	5.75	5.73
Usefulness of user group meetings	5.52	5.55	5.53
Usefulness of advice and guidance material	5.78	5.73	5.77
Awareness of the LEA's SIMS implementation plans for installation of the latest SIMS software	5.66	5.55	5.64
Information on when your school will receive the latest SIMS software	5.70	5.27	5.64
Overall quality of communications with the support team	5.78	5.73	5.77

Overall satisfaction	Prim	Sec	Overall
Schools having used the service	**67**	**11**	**78**
Value for money of your SIMS support service	5.67	5.45	5.64
Overall quality of your SIMS support service	5.76	5.82	5.77

Accreditation Client Comments

Sector	Position	Comment
Primary	Bursar	School's ICT Services is by far the best Sims service provider available, we would never consider going elsewhere, while they continue to provide their present excellent support.
Secondary	Other	As a school we are confident in the knowledge that we are supported with our MIS at the highest level,by expereinced people familiar with our environment,staff at both technical and user level.
Primary	Admin Officer	After using the same team of personnel, if not the same company, for the past 15 years, they are like old friends. They are also aware of the complexities of our particular setting and are pro-active accordingly.
Secondary	IT/System Manager	A very good team, only problems they have is with bugs that don't have a patch.
Primary	Bursar	School ICT are reliable, efficient, and knowledgeable. The whole team are professional and friendly.
Secondary	Admin Officer	School's ICT have been exceptional in their support and continued hard work at their role as our MIS support. Whenever we have required any help, be it large or small jobs, they have always been on-hand with friendly, intelligent advice.
Primary	Admin Officer	We are always very satisfied with the service provided.
Primary	Bursar	I have used another SIMSs support service and did not feel I was getting value for money or adequate service. I cannot praise highly enough the knowledge and expertise shown by School ICT. they always know the answers and on the rare occasions when they don't they find out. They understand how a school office works and the pressures losing a system or any part thereof, can cause. I would be lost without them.
Primary	Admin Officer	The service we have received from School's ICT Services Ltd have been second to none.
Primary	Bursar	School ICT provide an excellent, value for money service. When ever help is required they give it and are always friendly, helpful and professional.
Primary	Bursar	Always very helpful and not patronising when giving explanations.

Sector	Position	Comment
Primary	Bursar	We have been highly satisfied with the service from School ICT. The staff are very friendly and are very patient and clear when speaking to non technical people. Cost is always an issue as we are very constrained financially but their pricing is in line with others offering similar service. I have recommended School ICT to colleagues in other schools when they have been considering their support provision
Primary	Bursar	Excellent support and training from our provider. Friendly staff always willing to help.
Primary	Senior Manager	Our school feels confident using SIMs knowing that help is only a phonecall away.
Secondary	IT/System Manager	Excellent service. Staff are very knowledgeable on any sims topic and respond in a very professional and timely manner.
Primary	Bursar	We have always been highly satisfied with the efficiency and speed of all members of staff in ensuring any problems are rectified. We also appreciate the use of everyday language and not the puzzling Techi talk that some companys use which can make us, mere mortals, even more confused. We look forward to working with them again next year.
Primary	Admin Officer	Support team always endeavour to help either by using own team knowledge or by sourcing information from other means. Staff always pleasant and willing to offer help and advice.
Primary	Bursar	Schools ICT are a very professional organisation who help to ensure that our school runs smoothly.
Primary	Admin Officer	A patient, knowledgeable and pleasant bunch of people who are a pleasure to deal with - they never make me feel inadequate or silly. They do what they say they will do, when they say they will do it. Some time ago circumstances here brought us close to changing to a different support provider. I argued to stay with ICT Services and have no regrets.
Primary	Senior Manager	The school moved to SIMS in the classroom from September 2012. This was a major change for us. We appreciate the support we received identifying the hardware and licences needed for the project, support and time during installation, the training teachers received afterwards from Mark and the continued on-site technical support from Simon and Steve. We have always found the staff manning the helpdesk to be a great help.

Sector	Position	Comment
Primary	Bursar	Schools ICT are an essential part of our school, providing quality support and advice when needed.
Primary	Bursar	Excellent, prompt support. Staff knowledgeable and helpful. Many problems with a recent upgrade/installation, but staff were very good at getting issues sorted and persevering.
Secondary	Other	Our experience of dealing with our SIMS support provider is that they provide a very personal service. We never feels that we are simply dealing with a random person who has no idea who we are and that we don't know and they are often aware of issues at our school from previous communications and conversations.
Primary	Bursar	We do not often require visits from our provider, but when we do there is no problem. Everyone we speak to on the phone is knowledgable and able to solve any problems either by remote or verbally enabling us to learn how to do it if it is something simple. I have no complaints on the service I have received.
Primary	Admin Officer	The team just go from strength to strength. No matter how large or how small the problem is, they always go that extra mile.
Primary	Bursar	I would like to add that it is always reassuring to know that we have such a knowledgable support team at the end of the phone when we require help and advice. Also the support we receive from our weekly on site visits for admin and curriculum support is excellent.
Primary	Senior Manager	I find our provider fantastic and would not want to change them
Primary	Admin Officer	We are more than satisfied with the provision of our ICT services.
Primary	Bursar	I am confident in the knowledge that if and when I need help with a problem, Schools ICT are at the other end of the line. The staff there grasps the needs of schools and the problems schools staff encounter. Nothing is too much trouble.
Primary	Admin Officer	Our SIMS Support (School ICT) are fab. It's very rare that they even have to ring us back when we have a problem. They can usually sort it either on the 'phone or by remote access immediately. Where it is a 'techy' problem, the techs usually ring back within a few hours (depending on how severe the problem is), if not sooner. The only site visits we've needed this year were to assess and install a new stand alone server, which all went according to plan. Absolutely nothing negative to say about them.

Sector	Position	Comment
Primary	Other	The service provided by School ICT Services Ltd has always been very professional, effective and customer focused. They provide excellent training and technical support to our school.
Primary	Admin Officer	I always receive excellent service from all the members of the support team.
Primary	Admin Officer	We have found the helpdesk really helpful.
Primary	Bursar	I cannot praise school ICT enough for their down to earth friendly way in which they treat their customers making them feel human and not dummies. I would recommend their service to every school. They have always responded to our needs with the utmost professionalism, courses are held and when you return back to school we have even had phone calls to see if we need any further assistance. They are great
Primary	Admin Officer	The support team have always been actively responsive and solved any queries/problems I have had.
Primary	Admin Officer	Very happy with the service School ICT offer. Never have to worry about SIMS/system as I know they (School ICT) are on hand with advice and/or a solution should I get into bother. Happily recommend them to all.
Primary	Senior Manager	The service provided by the support team is consistently of a high, professional standard. The responses to queries are appropriate and explained in user friendly terms for ease of understanding.
Primary	IT/System Manager	We are very happy with the technical knowledge of the support team. Response to urgent problems is very good.
Primary	Bursar	We are very pleased with the support that we receive from this provider and delighted to see the business go from strength to strength when their main competitor in the field has experienced considerable problems. The team is very professional and provides a value for money solution for our SIMS support requirement
Primary	Senior Manager	I have nothing but praise for School ICT Services, they continue to provide a high level of support day in, day out. There is never a query they cannot resolve.
Primary	Other	Very pleased with the service on offer - staff always aim to please and resolve issues.

Sector	Position	Comment
Primary	Admin Officer	The staff at Schools ICT have excellent product knowledge. They are always helpful and can usually resolve problems speedily, their ability to remote in is brilliant. The training courses are very good and the course notes are relevantand easy to use, enabling us to refer to them as an aide memoir once back in school. They keep us informed of the latest developments with regular updates and roadshows. Having used another provider previously I can confirm that their sims service is of the highest quality.
Primary	Bursar	Excellent support received. Team members are always approachable and efficient
Primary	Admin Officer	We have excellent service.
Primary	Admin Officer	Schools ICT are efficient and helpful and I know I can rely on their expertise if I have a problem. They have many years experience of SIMS and are very tolerant when I forget how to do something I've been doing for years.