

# Major Challenges for next 12 Months

## **Technical Aspects**

Room 14 Upgrade (Education Centre Training Room)

Move all schools to the corporate 92.xx.xx.xx range, test schools so they can at least ping the EMS server.

Host the Support Desk Database on full SQL system

Implement version 5 of the hulliclea.com website using full SSL/SQL and ASP.NET – have at least two assistants who are aware of the site.

Change SLA to include nursery schools and PRU's

Roll – Out remote support to PC's within Essex House, 100 Alfred Gelder St and Rooms supported within Education Centre and all school servers.

Target schools that do not have Remote Support installed on administrative machines.

## **Data Systems Aspects**

Data in schools checked and ready for conversion to SQL

Installation of SQL in all SLA schools

Implementation of Exams Organiser in secondary schools

Implementation of Attendance for Windows in all SLA schools

Implementation of SIMS.net in all SLA schools

Implementation of Assessment Manager 6 for all SLA schools

Implementation of Profiles for Windows for all Secondary, some SLA Primary

Increase use of Profiles for Windows (SLA Primary schools)

PLASC – workshops and PLASC day

Schools informed of upgrades/developments/delays in software, and upgrades carried out in a timely fashion taking account of deadlines etc.

Addresses 'cleaned' in SIMS at ALL schools

Addresses cleaned in EMS

SIMS User Group and Nova T Users Support setup and running

Increase content in IMS section on website

More user guides available for SIMS users

Implementation of EMS modules: Governors, Exclusions, CSS, Attendance Protocols for entering/updating data established + used across departments in EMS

Increased use of EMS functionality in departments eg generating letters, Alerts, PULSE

EMS user group setup and running  
GIS used in A + T module

More reporting generated in EMS

### **Training Aspects**

Year challenges

Manage the training requirements of the support staff in the LEA and deal with data security issues

To ascertain the training requirements in the LEA schools and support staff based at Essex House through the use and analysis of audit questionnaires.

Produce training plan.

To create a suite of courses for the administration staff in schools and support staff based at Essex House. From the audits and other sections in the team the course year book is created based on priorities, upgrade, statutory and education year. In many cases new courses will have to be totally created from scratch.

To monitor and develop training. Evaluation forms are used to improve performance and the data from them fed back to schools. Good practice is fed back into the system.

Training steering training group and admin meetings used to monitor and develop the direction of the training.

Training developed based on this years statutory requirement changes and software changes.

To promote the awareness of the Data Protection Act in the LEA including schools. Letter sent to all head teachers about responsibilities. Data protection training to be offered from September to all schools. New support staff at Essex house etc. are targeted for data protection training

To follow the BS7799 route for security with the LEA. The LEA is working towards accreditation and over the next year is taking the first steps towards this. First step is a risk assessment

### **Operational Aspects**

Laptops for Teachers

Website updates

Best Value comparison on services with other company providers (RM, Capita, etc)

Interactive Whiteboards

EMS Upgrade

EMS Co-ordinator in post

Electronic Data Transfer – Setup / Test / Implement

Successful outcome of SIMS Accreditation process.