

North Yorkshire County Council

The Provision of a Management Information System for Schools & Academies – Lots 1 & 2

Schools Management Information System (SIMS)

21st November 2016

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1.0 Introduction

SIMS has been the leading Management Information System (MIS) for UK schools for 30 years and is embedded in the daily lives of teachers, senior leaders and other staff in over 20,000 UK schools. Established, trusted and designed specifically for schools, SIMS is a comprehensive and integrated MIS for managing whole school improvement, based on the principle of 'enter once, use many times' with a single database containing all student and staff pastoral, curricular and contextual data.

Developed with a true understanding of the needs of schools and academies, SIMS supports achieving educational improvement, maintains ongoing compliance with statutory reporting requirements and has an unparalleled track record of innovation and continuous improvement, as evidenced by a range of leading industry awards. SIMS is underpinned by robust, resilient and secure support services, which are accredited to ISO quality levels and operate in accordance with best practice guidance from ITIL, PRINCE2 and other industry-leading standards.



The SIMS solution offers excellent value for money and choice to schools by licensing applications individually or grouped as suites, the most popular of which are summarised below.

2.0 SIMS Start Up Kit II

2.1 Overview

The SIMS Start Up Kit II includes the following:

- Admissions, Behaviour, Course Manager, CTF, Document Management Server, Home Page, Pupil Details, Personnel, Reporting, SOLUS, Special Education Needs, Statutory Returns, System Manager.

At the centre of the SIMS system is the child's record. SIMS displays a complete view of the student which contains all personal, pastoral and academic information pertaining to the child's education history and progress.

An example of a record is shown in the 'Student/ Teacher View', which provides an overview of each student in a single screen. This screen is designed to give a classroom teacher, senior leader or member of the support staff an overview of the student, including their contact details, timetable, R/A/G ratings highlighting recent trends in their attendance, behaviour and assessment records. Users can 'drill down' with a single click into the detailed data behind each of the panels.



2.2 Key Functionality

2.2.1 Pupil Records

Whether entered manually via the keyboard, or imported from CTF, admissions files or B2B transfer files, SIMS can be used to store a complete spectrum of personal and pastoral data regarding an individual student. Moreover, SIMS maintains a historic record for each student by

date-stamping and storing all the data in a single database. This allows the user to view previous names, schools and other historic records relating to the student.

The categories of student data that SIMS holds include:

- **Basic Details** – Names, Date of Birth, Gender, Photographs, Birth Certificate Check and a Quick Note can all be stored to form the basis of the student's record.
- **Registration Information** – the Class, House, Year Group, Year Taught In, Enrolment Status, Boarder Status, Admission Date and Admission Number.
- **Addresses** – SIMS stores addresses in accordance with BS7666 address formatting standards and can accommodate UK, BFPO and world addresses.
- **Telephone Numbers and Email Addresses** – telephone, fax and email contact information for each student can be stored in SIMS.
- **Family/ Home Information** – a comprehensive set of information can be maintained for each student's family members and other contacts.
- **Dietary/ Medical Information/ Pupil Premium** – meal patterns, free school meals eligibility and pupil premium can be recorded for each student.
- **Ethnic/ Cultural Information** – the student's ethnic/ cultural background, including ethnicity, home language, religion and nationality are all held within SIMS.

2.2.2 SIMS Personnel

SIMS Personnel stores personal, professional and contractual information about school staff, both teaching and non-teaching. It is fully integrated within the SIMS system, eg, teacher absences are seamlessly linked to the SIMS Cover Management application, information from Personnel is used to assign staff to classes when creating student timetables and contractual/ payroll information can be used to inform budget planning where the SIMS Financial Management System (FMS) is being used by a school or academy.

SIMS Personnel stores a wide range of personal, contractual and other employment-related data about the staff that work at a school, including:

- **Personal:** name, title, address, gender, title, next of kin, staff contacts, DOB, telephone number, car details, NI number, legal and medical checks, bank account details, absences.
- **Professional:** qualifications, teaching subjects and levels, teacher number, registrations group and base, staff number and timetable initials.
- **Pay related:** recording of Common Pay Spine element details for teaching staff, service terms, allowances, salary award dates etc.

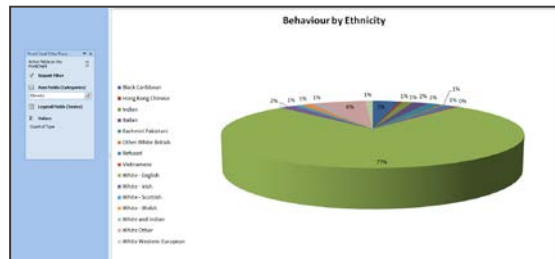
1 Basic Details			
Title	Mrs	Photograph	
Legal Forename	Prata		
Middle Name(s)			
Legal Surname	Abell		
Preferred Forename	Prata		
Preferred Surname	Abell		
Gender	Female		
Eligible for SWR	<input checked="" type="checkbox"/>		
Previous Name	Preferred Surname	Preferred Forename	Middle Name
			Date of Change

2.2.3 SIMS Reporting

SIMS supports reporting and data analysis by providing various tools designed to meet the needs of different types of user, in accordance with their role in school and level of technical expertise:

- The **SIMS Reporting tool** allows all users to run predefined reports at the click of a button or, for more advanced users, to create their own reports based on queries and filters that draw on data held across the SIMS data dictionary

- SIMS provides **seamless links to Microsoft Office** applications, which means that any user can generate a mail-merge document in Word or a report in Excel by simply selecting a predefined report template.
- **Data analyses routines** are built into many areas of the SIMS solution to provide information and identify trends relating to specific aspects of the data held in the system, eg, analysis of assessment results and progress tracking of individual and groups of students.
- **SIMS Discover**, a graphical reporting tool which encourages senior leaders to explore the SIMS database to identify links and trends in the data that can be used to inform interventions for vulnerable students and specific groups (such as Pupil Premium, Summer Born, Looked After Children, students with English as an Additional Language, etc.).



In addition to Word and Excel outputs, reports can be generated in a range of industry-standard export formats, such as RTF, XML, CSV and TXT, to facilitate integration with third party systems.

2.2.4 Statutory Returns

Capita works closely with the Department for Education (DfE) and other Government agencies to ensure that SIMS supports the production of statutory returns for schools. The statutory returns routines within SIMS are updated regularly to maintain compliance with the relevant Government department’s latest requirements for data items and validation rules.

SIMS maintains routines to produce a number of statutory returns, including (but not limited to):

- **School Census** – Maintained Nursery, Primary, Middle deemed Primary, Middle deemed Secondary, Secondary, All Through, Special Schools, Pupil Referral Units (PRUs), City Technology Colleges (CTCs) and Academies
- **School Workforce Census** – Primary, Secondary, maintained Nursery, maintained Special Schools, PRUs, CTCs and Academies (including Free Schools, Studio Schools, UTCs and AP Academies).

Capita offers extensive support for the statutory returns process and maintains comprehensive documentation to guide users through the relevant processes and any changes in the Government’s requirements from previous census processes.

2.2.5 SIMS Special Educational Needs (SEN)

SIMS supports the management of students with Special Educational Needs (SEN) within mainstream schools and is also used by thousands of Special Schools and Alternative Provision settings. SIMS has been developed in line with the Special Educational Needs and Disabilities Code of Practice for the Identification and Assessment of Pupils/ Students with Special Educational Needs and supports the workflows associated with the initial assessment and periodic review of SEN provision. SIMS can also

record details for students who have been identified as being ‘Gifted and Talented’.

Additional features of the SIMS SEN Module include:

- All review details can be recorded together with the date of the next planned review.
- Pupil provisions can be logged together with the start/ finish dates for the provision.
- Records can also be linked to one or more teachers or other adults and agencies involved with the child.

2.2.6 SIMS Behaviour

SIMS provides a comprehensive behaviour management system. The system records behaviour incidents, achievements, detentions, report cards, suspensions and exclusions. Incidents and achievements can be allocated points scores to support a school’s behaviour policy and rewards and sanctions schemes.

The impact of recording incidents in SIMS in front of the students involved can often be enough in itself to drive better behaviour. The data can also provide powerful evidence when discussing a child’s behaviour with their parents.

SIMS has been designed to allow staff to record behaviour incidents quickly and from several areas of the system to ensure that the details are entered accurately and communicated to other members of staff promptly. Typically, a behaviour incident will be recorded either via the ‘Take Register’ screen, from an individual student’s screen or by creating a detention and adding one or more students to it.

Name	Reg	AM	Fri:1	Fri:2	Fri:3	Fri:4a	PM	Fri:4b	Fri:5	Fri:Tw
Adams, Melanie	8E	/	/	/	/	/	-	-	-	-
Andrews, Bethany	8E	/	/	/	/	/	-	-	-	-
Bond, Craig	8E	/	/	/	/	/	-	-	-	-
Bradbury, Juliette	8E	/	/	/	/	/	-	-	-	-
Clegg, Victoria	8E	I	I	I	I	I	I	I	I	I
Coleman, Christopher	8E	I	I	I	I	I	I	I	I	I
Danielson, Tina	8E	I	I	I	I	I	I	I	I	I
Devonshire, Kirsty(D)	8E	I	I	I	I	I	I	I	I	I
Fischer, Angela										
Gnome, Richard										
Goodwin, Jimmy	8E	/	/							
Harris, John	8E	/	/							
Hefferman, Luke	8E	/	/							
Jenas, Benjamin	8E	/	/	/	/	/	-	-		
Josten, Nada	8E	/	/	/	/	/	-	-		
Lowes, Jodie	8E	/	/	/	/	/	-	-		
Mentle, Jonathan	8E	/	/	/	/	/	-	-		

Add Behaviour	Defiance	Unresolved
Add Achievement	Disruptive Behaviour	Resolved
	Equipment	Further Intervention Required
	Inadequate Work	Review in 1 Week
		Review in 2 Weeks
		Review in 3 Weeks
		Review in 6 Weeks

A range of predefined reports to assist schools in monitoring behaviour is provided within SIMS. These include reports on action taken as a result of behaviour incidents etc.

2.2.7 SIMS System Manager

SIMS System Manager provides a straightforward approach to defining, allocating and updating user permissions to ensure that users can only access the areas of the system that are appropriate to their role(s) in school. Where applicable, users may be granted Read Only access to enable them to view, but not amend or delete, records within the system. Financial transactions and manual changes to statutory information such as attendance marks, assessment records and examination results are all recorded in an audit log.

3.0 Attendance/ Registration Suite

3.1 Overview

The SIMS Attendance application supports the recording of statutory AM/ PM attendance. Schools are also able to record post-registration sessional attendance by adopting SIMS Lesson Monitor (see 6.5 below), which integrates fully with Attendance and the rest of the SIMS suite.

3.1.1 SIMS Attendance

SIMS Attendance enables schools to record and monitor all aspects of pupils’ attendance and absence from school, as well as meeting their legal requirements for attendance and absence reporting.

Attendance marks can be entered into SIMS via the keyboard utilising the ‘Take Register’ screen. Helpful features in the Take Register screen include:

- Predefined attendance codes in line with DfE requirements.
- The ability to add children to a class whilst taking the register, for example when a student joins a class on a one-off basis for an individual lesson.
- The option to display student photos – this is particularly useful at the beginning of the academic year or for cover/ supply staff.
- A ‘notes’ feature, which allows staff to record a comment, action or reminder regarding a specific student.
- The facility to record minutes late for each student – this can provide powerful evidence to use with the student and their parents to illustrate the cumulative effect that lateness can have in terms of disruption in the classroom and underachievement by students.
- Immediate access to the previous ten and next ten registers for the class.
- The ability to record achievements and behaviour incidents via the Take Register screen, which ensures that teaching staff only need to use one screen to record any classroom incident or event.



4.0 SIMS Assessment Suite

4.1 Overview

The SIMS Assessment Suite provides a focal point for teaching staff and senior leaders in identifying vital links between a student’s attainment, attendance and behaviour, within the context of a wide range of pastoral factors, to identify trends, progress and opportunities to improve outcomes through tailored interventions. The SIMS Assessment Suite includes the following applications: Assessment, Analysis, Profiles (Reporting to Parents), SIMS Discover, and, for secondary schools, Examinations Organiser.

4.2 Key Functionality

4.2.1. SIMS Assessment

Recently awarded the BETT Award 2016 for ‘Best ICT Tool for Teaching, Learning and Assessment’, SIMS Assessment supports student tracking in a world of ‘Assessment Without Levels’ by allowing schools to create a historic record of an individual student’s performance across all subjects, utilising our innovative Programme of Study approach to support formative and summative assessment.



PoS for NYear: Year 1 (Academic Year: 2014/2015) View: National Curriculum Subject: English: Reading Strand: <All Strands> Group: None						
ShowHide Summary Show Grade Distribution Lock Targets Export Reports Narrow						
PoS Expectations: 22						
School Expectations: 0						
TP: Year 1 Autumn Term Summary Columns Overall Strengths Next Steps En Word Read S 1.01 En Word Read S 1.02						
Year 1 at 25/08/2015						
Students	% of PoS Expectations Achieved	% of School Expectations Achieved	CAS En Reading Word Decent	CAS En Reading Word Strengths	CAS En Reading Word Next Steps	apply phonic knowledge and skills as the route to decode words
Abdullah, Tameer	4.55 %					S
Benyon, Harvey	4.55 %		10			S
Carrick, Oliver	9.09 %					M S
Carter, Daniel	4.55 %					D S
Cassidy, Michael	9.09 %					E S
Cedric-Smith, Lucan						U

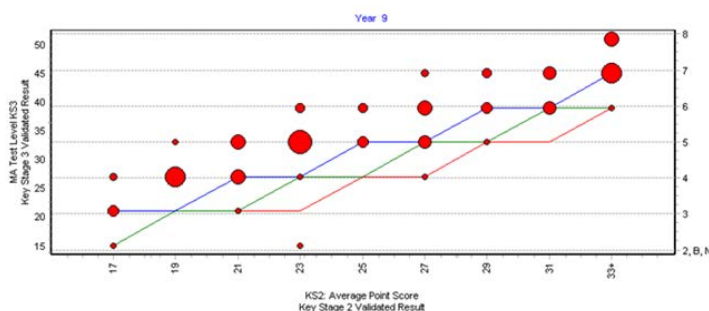
SIMS Assessment manages a complete single database of assessments: recording marks, grades and comments to meet a school's defined assessment needs, including:

- Maintaining a historical record of individual assessments to allow teachers to see how individual students are progressing.
- Supporting flexible conditional formatting to instantly identify students that are tracking ahead or behind of anticipated progress.
- Including mathematical formulae to automatically calculate data values and support predictive target setting and tracking.
- Facilitating the inclusion of, and filtering by, a wide range of pastoral data items within marksheets to enable teachers to track progress of specific groups (eg, EAL, FSM, Pupil Premium, LAC) and place individual assessments within the context of each pupil's personal background and specific attributes (eg, G&T, SEND).

Students	Registration Group	Gender	KS2 Math Target Level Year 4 Autumn Term	KS2 Math Review Level 2 Year 4 Autumn Term	KS2 Math Target Level Year 4 Spring Term	KS2 Math Review Level 2 Year 4 Spring Term	KS2 Math Target Level Year 5 Summer Term	KS2 Math Review Level 3 Year 5 Summer Term	KS2 Math Target Level Year 5 Autumn Term	KS2 Math Review Level 4 Year 5 Autumn Term	KS2 Math Target Level Year 5 Spring Term	KS2 Math Review Level 5 Year 5 Spring Term	KS2 Math Target Level Year 5 Summer Term	KS2 Math Review Level 5 Year 5 Summer Term
YATES, Willem	BA	M	2A	2B	2A	2A	2C	2C	2A	2A	2A	2A	2B	2B
WELSH, Karen	BA	F	2A	2A	2A	2A	2C	2C	2A	2A	2A	2A	2B	2B
THOMAS, Dillon	BA	M	2B	2B	2B	2B	2C	2C	2A	2A	2A	2A	2B	2B
TAYLOR, Janelle	BA	F	2A	2A	2A	2A	2C	2C	2A	2A	2A	2A	2B	2B
SMITH, Pinar	BA	F	2C	2C	2C	2C	2B	2B	2B	2B	2B	2B	2B	2B
ROCHESTER, East	BA	M	2A	2A	2A	2A	2C	2C	2A	2A	2A	2A	2B	2B
RAINE, Carlin	BA	F	2C	2C	2C	2C	2B	2B	2B	2B	2B	2B	2A	2A
PEACOCK, Biore	BA	F	2C	2C	2C	2C	2B	2A	2A	2A	2A	2A	2A	2A

4.2.2 SIMS Analysis

SIMS Analysis provides a wealth of analyses to help schools monitor the progress of individual and groups of students, drawing on national performance benchmarks, where applicable.



Using SIMS Analysis, schools can also use the Value Added and Progression Lines provided by national organisations to predict the outcomes for individual students. Clicking on the different sized dots (the dot size reflects the number of pupils at each point on the graph) lists the pupils in each sub-group.

4.2.3 SIMS Profiles

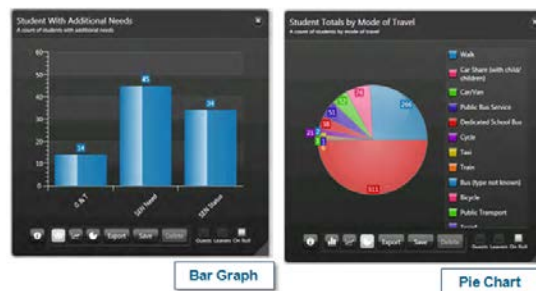
SIMS Profiles enables the production of high quality, fully customisable termly and end of year reports for parents and carers. Profiles draws together attendance, behaviour and assessment records with teacher comments to produce an individualised report that can be viewed, edited and printed in Microsoft Word. Profiles reports can be stored against the student's record as part of the history of the school's contact with the parents. Profiles reports can also be created and published online to parents/ carers via the SIMS Learning Gateway (SLG).

4.2.4 SIMS Discover

SIMS Discover has been developed to unlock the potential of the data held across the SIMS database to inform strategic leadership decision-making. The graphical 'drag and drop' interface encourages the user to explore the data stored in SIMS to look for links and trends that can help identify the need for interventions and monitor the impact of initiatives to improve teaching and learning.



Discover supports a variety of graphical formats including bar graphs, progression line graphs, pie charts and Venn diagrams etc. Drawing data from a data warehouse extracted from the main SIMS SQL database, Discover is designed to manage high volume and highly complex data analyses rapidly and without impacting the performance of the SIMS system across the school.



A powerful feature of SIMS Discover is the ability to identify and monitor groups of students. In particular, the 'Dynamic' Groups feature allows the user to create groups that will be automatically updated based on specified criteria AND can be used as filters across the SIMS system. A Dynamic Group can be created from any of the analyses that Discover generates.



The groundbreaking nature of SIMS Discover's graphical interface helps set SIMS apart from other MIS solutions and has been acknowledged with awards for innovation at the Education Resource Awards and BETT Awards.

4.2.5 SIMS Exams Organiser

SIMS Examinations Organiser fully supports the management of examination entries and results' analysis electronically. SIMS manages external and internal exams and can process entries and results for public and private candidates, including processing fees and supporting the organisation of examination timetables, seating plans and special arrangements.

A Candidate Record for each student is maintained in SIMS Examinations Organiser, showing their Candidate Number, Unique Candidate Indicator (UCI), any special arrangements required during the course of an examination (reader, scribe, extra time) and other details specific to the examinations process.

5.0 SIMS Curriculum Management Suite

5.1 Overview

The SIMS Curriculum Management Suite covers the following: Timetabling (NOVA-T6), Cover and Options.

5.1 Key Functionality

5.1.1 SIMS NOVA-T6

Capita's Nova-T is the UK's leading timetable construction application. Nova-T offers a wealth of features to support the complex and challenging task of creating, optimising and maintaining efficient and effective curriculum delivery models to meet the diverse requirements and constraints of schools, academies and other learning establishments.

Nova-T provides import and export links with the SIMS SQL database to allow subjects, staff details and rooms to be maintained across the full SIMS system. The timetables created in Nova-T can be viewed throughout the SIMS system, with individualised student and staff timetables being presented in key areas such as the SIMS Home Page, Student Teacher view and online via the SIMS Learning Gateway.

Once the curriculum plan has been chosen, Nova-T supports the construction of the timetable, either manually, with most of the decisions being made by the timetabler, or utilising Nova-T's automated scheduling tool. In many cases, a combination of manual and automatic scheduling is

used to arrive at the optimum solution, with Nova-T highlighting conflicts in the automated timetable and the timetabler using their professional expertise to resolve issues and fine-tune the final schedule.

5.1.2 SIMS Cover

SIMS provides comprehensive and flexible support for the management of staff cover arrangements through the Cover application. It is fully integrated with the rest of the SIMS suite, particularly Personnel (where staff details are maintained) and Nova-T/ Curriculum Management (where the timetable is constructed/ managed). Cover takes account of Planning, Preparation and Assessment (PPA) requirements, in line with the national Workforce Reform Agreement legislation and the 'rarely cover' approach that schools are required to adopt.

SIMS also provides practical support to cover and supply staff. For example, SIMS can display photographs of the students in a group, which can be very helpful to a cover teacher who is unfamiliar with the class. Once the decision is made to assign a teacher to cover a class, the class appears in the teacher's timetable for the day in the teacher's SIMS Home Page to ensure that they can clearly see when and where they are required to be covering lessons.

5.1.3 SIMS Options

SIMS Options is designed to allow students to choose the courses that they wish to study, typically at Key Stage 3 and Key Stage 4. Once the student's choices are processed, they are allocated to suitable classes within timetable blocks that will deliver the course content in accordance with the curriculum plan.

SIMS Options offers flexibility in terms of the degree of freedom granted to students in selecting their choices. It also takes account of the amount of teaching time required for each course. Key features include:

- Once entered into SIMS, students' choices are automatically arranged – SIMS Options automatically calculates the number of classes required in each subject.
- It advises on the class size for each subject and will allow users to create classes and option groups.
- The user can manipulate students and classes to give the best fit for the school.
- The classes created in Options can be exported to Nova-T6.

6.0 SIMS Optional Additional Applications

6.1 Overview

The core SIMS solution of Start Up Kit II, Attendance, Assessment and Curriculum Management provides a comprehensive solution that is designed to meet the key requirements of nursery, primary, secondary, special and alternative provision schools. However, where a school wishes to derive further value from their investment in SIMS, a wide range of optional additional applications are available to enhance the core solution and deliver even greater benefits to the school. These include (but are not limited to) the following:

6.2 SIMS InTouch

SIMS InTouch is a whole school communication product which allows schools to send SMS (Short Message Service) and email messages by selecting individuals or groups of contacts (eg, parents/ carers, other relatives, staff members) from the SIMS database. Bulk messages (eg, announcing emergency closures), targeted communications (eg, to let the parents of children on a school trip know if the bus has been delayed) and personalised alerts (eg, to inform a parent when their child is absent or to remind a student of an impending examination) can all be generated via SIMS InTouch and recorded in the Communication Log for future reference.

6.3 SIMS Learning Gateway (SLG)

SIMS Learning Gateway (SLG) provides secure anytime, anywhere real-time access to the data held within SIMS via PC, laptop and mobile device:

- SLG enables **parents** to engage more effectively in their child's learning by providing access to their child's latest attendance, achievements and assessment records.
- SLG provides **teachers** with greater flexibility in deciding when, where and how they use SIMS.
- **Students** can participate more actively in their own learning by viewing their achievements and progress via SLG.

6.4 SIMS Dinner Money

SIMS Dinner Money reduces the time required to record school meal payments, register meal take-up, manage banking returns and chase up outstanding monies. It also helps protect children by removing the need for them to carry cash into school and identifying any medical issues and special dietary needs to the Catering Team.

6.5 SIMS Lesson Monitor

SIMS Lesson Monitor helps support schools in keeping track of attendance by adding the ability to record lesson-by-lesson attendance (enhancing the recording of statutory AM/ PM registration via the SIMS Attendance application).

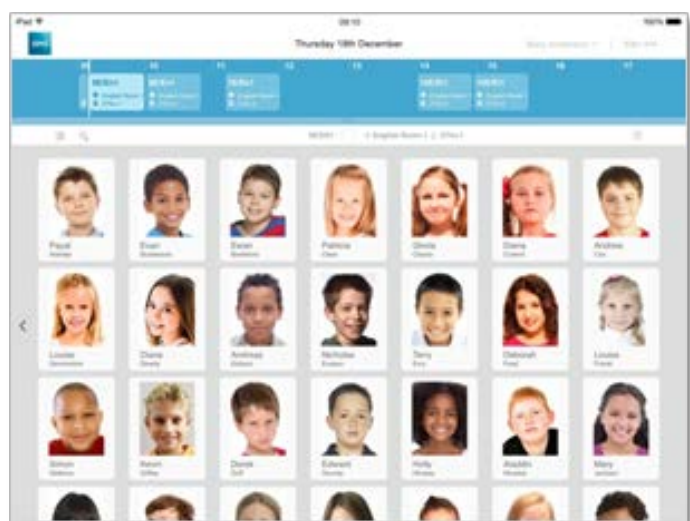
Key features of the application include:

- Flexibility with definition and entry of attendance marks, linking local codes to DfE statutory attendance codes.
- Instant viewing of today's register and the ability to see the previous ten and next ten registers for the current group at the click of a button.
- Easy access to contextual information, including photographs of each student.
- Quick recording and analysis of lateness to individual lessons.
- The ability to record behaviour incidents and achievements directly from the 'Take Register' screen.
- A wide range of predefined reports to help identify attendance patterns and trends, eg, post-registration truancy, joint/ sibling absence, absence by subject/ day/ period etc.
- Seamless integration with Microsoft Office and SIMS InTouch to support communication with parents re absenteeism.

6.6 SIMS Teacher App

The SIMS Teacher App has been designed to make everyday classroom administration tasks easy, utilising the intuitive interface associated with the latest mobile devices that support the Apple iOS, Windows and Android operating systems.

The Teacher App provides a graphical display of each class to simplify the recording of attendance, behaviour and assessment marks by classroom teachers to allow them to focus on delivering an excellent lesson for their students,



supported by the latest information that SIMS has for each member of the class.

All of the data used by the SIMS Teacher App is encrypted and secure, which enables staff to use the App to manage off-site activities such as trips or PE lessons – data can be entered offline and then synced with the main SIMS database when the device is reconnected to the school network.

In short, the SIMS Teacher App gives teachers more time to do what they do best... to teach and inspire students.

7.0 System Integration

SIMS is integrated with an unparalleled number of third party products, utilising the fully-documented SIMS APIs and our Command Line Reporting Engine to provide the potential to establish real-time integration between SIMS and other applications.

Support for any third party that wishes to integrate their solution with SIMS is provided by our dedicated SIMS Partner Management Team who are focused on supporting the needs of almost 100 organisations that work with Capita to link their systems to SIMS.

8.0 Implementation and Training

Capita has an unparalleled team of software and technical consultants who specialise in the implementation and training of SIMS. Many of our consultants have worked in senior roles in schools and bring a wealth of experience of good practice in the implementation of SIMS to the implementation, training and consultancy sessions that they deliver for schools. Capita offers a comprehensive portfolio of training courses to cover every aspect of the SIMS software, as well as our popular School Improvement Programme, which focuses on the application of SIMS in the context of key issues for schools, such as rising to the challenge of 'Assessment Without Levels' or preparing for Ofsted inspections.

9.0 SIMS Support

The SIMS Support Service Desk provides telephone/ email access to a dedicated support team of over 100 UK-based staff during business hours throughout the year and 24/7/365 access to Capita's online Web Support service to enable customers to view solutions to known issues, log new issues and track the progress of existing cases.

The SIMS Support Service Desk is accredited for ISO 9001 (Quality Management) and ISO 27001 (Information Security) and operates in accordance with ITIL v3 standards and the latest best practice guidelines of industry-leading organisations such as the Service Desk Institute.

Capita's 'My Account' website is available to all customers and contains a wealth of information and the opportunity to interact with fellow users and Capita's product experts through the lively online forums.

9.1 Security and Disaster Recovery and Upgrades

Capita places the utmost importance on the security, resilience and dependability of its systems. Accordingly, our processes are regularly audited in accordance with the latest ISO standards and our systems are subject to stringent physical and virtual security controls to ensure the integrity and availability of the SIMS solution and Capita's support services.

9.2 SIMS Documentation

The SIMS Documentation Centre is available to all SIMS users and contains a wealth of supporting materials designed to help our customers make the best use of the SIMS applications. In addition to online contextual help, traditional user manuals and helpful documents such as release notes,

Quick Reference Sheets and FAQs, Capita provides resources in a range of digital formats, including video tutorials and webinar content delivered by product experts.

10.0 Hosted SIMS Service

Capita can provide a Hosted SIMS solution – a fully managed, hosted, Software as a Service (SaaS) solution, utilising Microsoft Windows Azure Platform delivered from the Microsoft West Europe Data Centre located in Ireland.

The SIMS suite of applications can be accessed on a variety of devices – Windows, Mac OS X, iOS or Android. Users can access their applications remotely from their internet-connected laptop, desktop, tablet or phone. The Hosted SIMS solution is managed in compliance with the principles of ITIL best practice and maintained in accordance with the principles of continual service improvement.

11.0 Contact Details

Capita's Account Manager can be contacted with any queries regarding day-to-day elements of the Framework:

Thomas Sang
SIMS Account Manager
Franklin Court, Priory Business Park, Cardington, Bedfordshire, MK44 3JZ
Tel: 07833 482956
email: Thomas.sang@capita.co.uk

12.0 Summary

Through its single database, engaging user interface, powerful reporting and analysis capability and comprehensive implementation, training and support infrastructure, Capita's SIMS solution supports administrative efficiencies, enables better decision-making and empowers those who work with children to focus on achieving educational improvement.