



For all assistance / enquiries: Telephone: 08 450 450 973  
Email: [ict.helpline@cambridgeshire.gov.uk](mailto:ict.helpline@cambridgeshire.gov.uk)



Hi there all and welcome to March 06 version of *Helplines*.

This month finds us advertising for a person to join the Helpline Team. Do you enjoy problem solving? Are you a proactive team player? Are you able to work on your own initiative? Are you outgoing and ready for a challenge? Or more simply, if you've ever considered working on the Helpline, why don't you apply? For more information, please locate the SIMS Homepage and click on the Helpline Planet. The closing date for this post is the 3rd March 06. We look forward to hearing from you.

This month sees many of you preparing for your financial year end (FMS 6). Please ensure that you have downloaded all the relevant documentation. There is a *wealth* of information and instructions available by clicking on the Finance Planet. There are also additional year end courses available, please ensure that you are fully prepared! If you are at all unsure, please contact us as soon as possible.



Despite the initial *teething* problems, the new telephone system is operating extremely well. For this month only, we have included a copy of our Performance Indicators in this issue of *Helplines* (as shown), please be aware you will be able to view this information (when and if you should ever choose to do so) by typing in **Helpline PI** in the Search box situated on the front page of the PORTAL.

We look forward to speaking with you all very soon!

Best Wishes, *Helpline Team*

**SLA Target Performance**

Priority	Nov	Dec	Jan
1	78%	100%	94%
2	78%	89%	97%
3	94%	98%	97%
<b>Total Calls</b>	<b>1314</b>	<b>862</b>	<b>1554</b>

**First Day Response systems linking to SIMS**

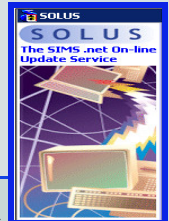
An increasing number of schools use systems that link directly into SIMS to deal with first day response. Examples include Truancy Call and SchoolsComms. If your school uses any of these systems, please get in touch with the ICT Service Helpline as we often get requests from schools asking us for contacts to get first accounts of what it's like to run these systems.

**SIMS Upgrades / Updates**

The current version of SIMS .NET is **7.68 Build 3.61.235**

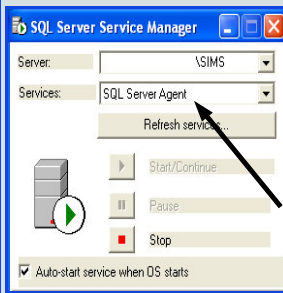
The SIMS 2006 February Main Release includes new functionality to Reporting, STAR and Nova products, as well as improvements to other SIMS modules.

For details of the current url along with full instructions and release notes, please refer to the **SIMS Home Page** on the portal and click onto the **SOLUS Planet**.



**IMPORTANT REMINDER**

Following Completion of your 'backups' routine, please don't forget to turn your SQL Server Agent back on. If you fail to do this, your Weekly Scheduled Data Exchange file (required by the School Improvement Team), will not be sent. Once the upgrade has finished, don't forget to ensure that you open SIMS .Net on the server and *all* workstations and check that the version and build are correct.



**CLARIFICATION OF CHANGES TO SIMS FMS6**

There are changes being made to the CFR by the DfES and these were not available for the February upgrade release and will now be incorporated into the April release, FMS6 version 6.80. The CFR will not need to be submitted until June, therefore the upgrade with the CFR changes will be with you in plenty of time.

The latest version of FMS is 6.79. We did not send this upgrade out to schools as it did not make any significant changes. The version of FMS you should be on at the moment is 6.78, this upgrade was released in Spring 2005.

Please ensure that your school has upgraded to at least FMS6.78. FMS 6.78 is the version from which later versions of FMS can be upgraded via SOLUS. The url for FMS is separate from the SIMS .net url and this will be released to all schools using FMS once the upgrade has been tested on the Helpline.

For booking and availability of *all* courses listed:

Telephone: (01480) 376670

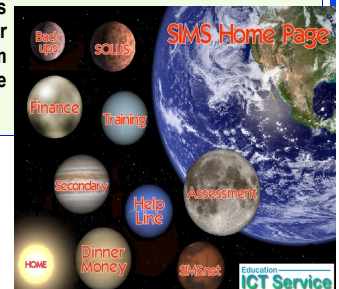
Email: [ict.courses@cambridgeshire.gov.uk](mailto:ict.courses@cambridgeshire.gov.uk)

(Unless otherwise stated, all courses are in Godmanchester)

For details of ALL ICT Courses please check the **SIMS Home Page** and click on the *Training Planet*; this will allow you to view all of our Administrative and Curriculum Courses available throughout the Academic year.

**March 2006 - Key Dates...**

- 1st March 2006, FMS 6 Bank Account Year End
- 2nd March 2006, FMS 6 Bank Account Year End
- 21st March 2006, AM6 for Managers (Day One)
- 28th March 2006, AM6 for Managers (Day Two) }
- 21st March 2006, Primary User Group - Buckden Community Centre
- 23rd March 2006, Primary User Group - Oliver Cromwell Hotel, March
- 24th March 2006, ICT Service CLOSED 2.00p.m. - 4.00p.m. Staff Meeting
- 27th March 2006, Primary User Group - CPDC Trumpington
- 27th March 2006, Nova-T6 (for existing Nova-T4 and Modelling and Construction users)



**STAR 7.68**

This release sees a major improvement to the linking of telephone numbers. Changes to a telephone number will prompt the system to check for similar numbers against other people in the database, and prompt if these should be also updated.

**School Details:** A hyperlink is provided to access **Addresses**. (This was previously missing).

**Pupil / Student Details:** Re-admitted pupil / students periods of **Free School Meal** entitlement now display correctly but cannot be edited for periods on-roll. Deleting **Medical Events** and **Medical Conditions** will now delete any attached documents from the Document Management Server.

**Family / Home Panel:** **M** (mobile), **H** (home), **W** (work), or **O** (other), is shown next to the telephone number, to indicate the location of the number. The ability to sort on the column headings in the contact list is now available.

**Contacts:** Contact Priority must be given a value from 1—10; 0 (zero) is no longer a valid entry. The **Contact** screen now opens correctly at the top on **Basic Details** and not on **Address**. The **Update Salutation and Addressee** button on the contact has been redesigned.

**Other Schools:** A hyperlink is provided to access **Addresses**, this was previously missing.

For all other release information, please read the release notes that have been included for your perusal via the SOLUS Planet.



**Reporting 7.68**

The major improvement in Reporting 7.68 is the **Show All** option that now appears on reporting filters. By default only active groups are available for selection, e.g. the current Registration Groups, lookup values etc.

The following new reports have been provided:

- ◆ An example **SEN Review Letter (Focus / SEN Review Letter)**.
- ◆ An **Ethnic / Cultural Survey** that uses the SIMS Analysis Tool (**Focus / Student - Ethnic / Cultural Analysis**). This report can be used to change the rows / columns to filter by Year / Registration Group on the following areas: **Ethnicity, Home Language, Mother Tongue, English as an additional language, Religion**

There has also been many amendments, additions, and improvements to existing reports. For full details, please refer to February 06 Release notes.

**Introduction of Nova-T 6.00 in February 2006 Main Release (Secondary Schools only)**

Nova-T6 is a timetabler's module, to assist in the planning and construction of a school timetable. In contrast to Nova-T4, it is not likely to be used by people other than the timetabler. It is able to read data created by Nova-T4 and by Modelling and Construction, so if work has begun on the 2006-2007 timetable with either of these products, it is possible to continue and complete the timetable using Nova-T6.

The training currently available to support this new module is a four day course for new users, and one day for those of you currently using Nova-T4 and / or Modelling and Construction. The four day course is currently fully subscribed, however, due to an increase in demand, we are now able to offer an additional one day course on Monday 27th March 06. Please follow the *Training Courses* link included on the Portal, and complete the on-line booking form.

**Useful Secondary Information**

Are you the School's Timetabler or Exams Officer? Were you aware that some specific 'communities' have been set up on the Portal for you to use? These communities have been set up to enable you to communicate with your counterparts in the other schools. Within these communities you will be able to share and develop ideas and resources. You will have access to the community calendar and we would welcome the entry of any important relative dates. You will also be able to store documents in the community webspace and have threaded-mail discussion forums. For example if you have a question you want to pose you can start a discussion thread and everyone in the community can then add to the thread with their suggestions. The advantage of the portal is that you can access this community on any pc which has internet access even from home. We hope you will find the community useful and that you will contribute to it. The more people contribute to it the more useful it will be! If you are wanting to join in, please contact the Helpline via [ICT.Helpline@cambridgeshire.gov.uk](mailto:ICT.Helpline@cambridgeshire.gov.uk) with your request.



Are you a new Exams Officer? Would you benefit from some post specific training? Although it is not feasible to offer on-site courses, we may be able to devise a course here in Godmanchester especially for you! The more people that register an interest, the more likely we shall be able to offer this service. Enquiries should be registered by either telephoning or emailing us here at the ICT Helpline. We look forward to hearing from you very soon.

**Important Technical Note for your Headteacher and ICT Co-Ordinator / Manager Schools implementing Wireless solutions**

A number of schools have been reporting problems with Wireless equipment installed by 3rd party suppliers, upon ICT Service investigation we have found either the wrong equipment installed, not configured to CCN specifications, installed in the wrong locations and CCN "as build documentation" not updated. The Education ICT Service strongly advises schools to refer any ICT related project or communication from 3rd party suppliers through the ICT Service to ensure best value is being achieved. With regards to wireless installations, CCN has strong security guidelines which must be adhered to - especially with regard to a potential security threats. Please refer to [www.icttid.cceducation.net](http://www.icttid.cceducation.net) > Schools CCN Information and Guidance (PDF 225K)



The ICT Service has strong relationships with preferred wireless equipment suppliers whom we can hold accountable. We also have in-depth knowledge of the latest standards. For example, there is a new standard currently under review (802.11n) that promises much higher wireless network speeds. However, as with any new standard, there are currently a number of different manufacturers scrambling to get their standards ratified. Schools should check with ICT Service over any "new standard" equipment to ensure compatibility with existing and future networks.

Technical Team

**NEW** Curriculum and Lesson Planner from SIMS

SIMS are bringing a new product to the market - Curriculum and Lesson Planner. Capita have sent out information about this recently and the ICT Service will host sessions on this product if there is sufficient interest. If you visit SIMS' website <http://home.capitaes.co.uk/SIMS/LessonPlanner/lessonplanner.asp> you'll find more information. If you are interested, please contact Matthew Nall at the ICT Service on: (01480) 376655 or email [matthew.nall@cambridgeshire.gov.uk](mailto:matthew.nall@cambridgeshire.gov.uk)

**SIMS Accreditation Survey**

Schools have been posted and emailed a letter about this survey that takes place in the 2 weeks after Half Term. You will receive an email from Capita / SIMS telling you about the web site to use for the survey and your logon ID and password.

For more detailed information about the survey and copies of relevant documentation, please refer to the Portal and search for **SIMS Accreditation**.

*The survey must be completed between Monday 20th February and Friday 3rd March 2006. In order for this survey to be effective we need as large a response as possible, so please take the time to complete the survey.*

