

SIMS Management Information System

Further to [MI Sheet 174/11](#) which reported that ICT Shared Service was reviewing all the project support responses in response to the feedback from schools, we can now confirm that this review has been completed and the actions described below are being put into place to:

- give a good experience for schools moving into the MIS project and
- support those schools who have already moved to SIMS to resolve any remaining concerns, make it easier and faster to access support options and increase confidence in using SIMS.

For Schools in the project rollout to move to SIMS from September

- Created a Welcome Pack with key steps in the project process, highlighting the steps that schools need to carry out for a successful implementation and what is done by ICT Shared Services and Capita.
- Revised the Project Training Programme with Capita based on school feedback to focus on the areas that you have told us are important and using schools' own data during Days 3 and 4 of training subject to internet availability.
- Improved communications including a weekly bulletin to the office @ email address to keep schools informed of what is going on and advising schools of any known problems, workarounds and resolution dates
- Roadshows have been set up by ICT Shared Services and Capita to advise schools of all the project processes, what they can expect in the project and support after they have migrated

Date	Venue	Time	Audience
20/09/11	South Green Park, Mattishall	1.30 -4pm	Heads and Office staff
21/09/11	King's Lynn WNPDC	09.30 - 12am	Heads and Office staff

An email invite will be sent out to schools who have yet to migrate over.

For Schools that have already moved to SIMS

- Created an information pack of resource materials available which will be emailed to schools in early September.
- Updated website content for support
- Created a report comparison document from e1 to SIMS
- Creating an events calendar with links to support guides for key processes such as Pupil census
- Offering a series of support workshops –
These workshops are free of charge and will be hosted by ICT Shared Services and Capita. Based on feedback numbers will be limited to 30 at each session on a first come, first served basis.

SECONDARY SUPPORT WORKSHOP

Date	Event	Venue	Time	Audience
19/10/11	SIMS Secondary Support Workshop	Great Yarmouth – tbc	1.30 – 4pm	Heads and office staff

To book on this Secondary support event please complete the form [here](#)

PRIMARY SUPPORT WORKSHOPS

Date	Event	Venue	Time	Audience
13/10/11	SIMS Primary Support Workshop	Barnham Broom	09.30am - 12	Heads and office staff
18/10/11	SIMS Primary Support Workshop	King's Lynn WNPDC	1.30 – 4pm	Heads and office staff
19/10/11	SIMS Primary Support Workshop	Great Yarmouth – tbc	09.30am - 12	Heads and office staff
30/11/11	SIMS Primary Support Workshop	South Green Park, Mattishall	9.30am – 12	Heads and office staff
30/11/11	SIMS Primary Support Workshop	South Green Park, Mattishall	1.30 – 4pm	Heads and office staff
6/12/11	SIMS Primary Support Workshop	West Norfolk PDC	9.30am – 12	Heads and office staff
6/12/11	SIMS Primary Support Workshop	West Norfolk PDC	1.30 – 4pm	Heads and office staff
7/12/11	SIMS Primary Support Workshop	Norwich PDC	9.30am – 12	Heads and office staff
7/12/11	SIMS Primary Support Workshop	Norwich PDC	1.30 – 4pm	Heads and office staff

To book on these Primary support events please complete the form [here](#)

SENIOR LEADERS IN SCHOOLS WORKSHOPS:

Date	Event	Venue	Time
28/09/11	SIMS for Senior Leaders in Schools	South Green Park, Mattishall	09.30am – 12
28/09/11	SIMS for Senior Leaders in Schools	South Green Park, Mattishall	1.30 – 4pm
24/11/11	SIMS for Senior Leaders in Schools	South Green Park, Mattishall	9.30am – 12
24/11/1	SIMS for Senior Leaders in Schools	South Green Park, Mattishall	1.30 – 4pm

To book on the Senior Leader events please complete the form [here](#)

ICT Shared Services apologises for the problems some schools have experienced during the earlier phases of the project. The project review has shown that the fundamental problem was caused by poor communication and lack of easy access to relevant information.

The project and support area are now under the management of Tanya Allen, Schools Systems Support Manager. We are confident that the steps taken will resolve the problems for future migrations and restore confidence in using SIMS.

We will continue to update schools via the e-bulletin and weekly updates to the office@ email account with progress of each improvement described above.

For any queries please email ict@norfolk.gov.uk or telephone 0845 303 3003