



Happy New Year!



Happy New Year to all of our customers and welcome to 2020's first edition of our ICT School Services termly newsletter.

We hope you had a relaxing Christmas break, it's hard to believe that the holidays are over and we are entering the second school term and a new decade.

Time flies when you are having fun, which is exactly what we have been doing over the past term and we have a lot of exciting news and projects planned for 2020 which we are all looking forward to.

Make sure you are using the extranet and keeping an eye on your inboxes for news and important dates for your diaries.

Will you be joining us this year?



We have begun preparations for our eighth annual ICT conference, and we are more excited than ever for this one. Last year we had an amazing day full of compliments and support from delegates and suppliers and this year we are hoping to make the event our biggest and best yet.

With in excess of 30 suppliers showcasing their products, keynotes and breakout sessions from some fantastic influential speakers, Durham County Council ICT School Services hope to use this day to look at the latest technology and how it can be used to improve learning in your schools.

We must remember that primary age children have little experience of life without technology and mobile phones, this is a big part of every day lives, it is important for teachers and students to have a good level of technological knowledge. Today we couldn't live without technology and this means schools and education have to adapt to this, usually with pretty small budgets! We aim to help schools to keep up to date with technology within their budget.

This year we will be holding the conference at Hardwick Hall Hotel on the 16th June and as always lunch and refreshments are provided throughout the day and this event is completely free to delegates.

To register for your free place please contact ictschoolservices@durham.gov.uk

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Tell us what you think

We welcome customer feedback as we recognise this is a great way to improve our services.

Over the past few months we have received some fantastic feedback from our customers and here are a few examples which really made our day. Our staff work really hard to make sure you receive the best service and support possible.

Whinfield Primary School –
“Fab as usual - Thank you”

Etherley Lane Primary School –
“Once again 5 stars from me, cannot fault the service”

Bishop Ian Ramsey CE Aided Primary School –
“All the ITSS Engineers that come into our school are a credit to DCC, they bend over backwards to help always going over and above.”

Wolsingham Primary School –
“Very satisfied with the service provided. Even with very last-minute order and very exact time scales required, work was completed efficiently and on time.”

Easington C of E Primary S
“Linda you are amazing!! Thank you so much for all you do”

King James Academy –
“When a technician comes to the school, they tend to be very good. MIS phone help and remoting in to the servers is excellent”

Please send any feedback or comments to
ictschools@durham.gov.uk

Meet the Learning Cloud Team

We are now running a termly **“meet the team”** section in our newsletters to introduce you to the faces behind ICT School Services. This term the spotlight is on the Learning Cloud team.

Cloud Computing gives you the ability to access documents from any device with an internet connection. ICT School Services offer support packages to enable you to deliver the curriculum with ease and efficiency utilising cloud technologies, such as Microsoft Office365 and Google’s G-Suite.

The team’s unparalleled knowledge of schools allows the design, bespoke tailoring and implementation of solutions which meet and adapt to individual needs and aspirations, taking care of the technical aspects and leaving you to concentrate on making the most of these platforms over traditional VLE services.

The benefits include:

- Greater flexibility for where, when and how staff work
- Access to documents for pupils at home, at no cost to their families
- Regular improvements to the solution with no hidden upgrade costs
- Online storage, big enough to meet current and future needs of users

We questioned the team about their job role so you have a better understanding of what the Learning Cloud team can offer your school.



John Taylor – Managed Services Team Leader

The thing I most enjoy about working with the Learning Cloud team is that the product is frequently updated; I have to get to grips with the new features and work out how we can best use them to provide extra value to our customers.

In my job role, day to day, I’m very much looking at the future of learning cloud, specifically Office365 and Google for Education and where we can take it. We have a couple of big projects in progress at the moment and I’m working behind the scenes with the team to ensure they can be effectively launched to customers when the time comes. I promise they’ll have a big impact on teaching and learning in our schools!

As I mentioned before, the products are constantly evolving behind the scenes so we have lots of new features which we can offer to customers. However, on the flip side of that we need to be quite agile to keep up with these changes and that can sometimes put pressure on the team especially if Microsoft don’t get it quite right first time.

We offer excellent first line support and the team are never afraid to get their hands dirty.

We are a small team which makes it more personal for the customer, they know who is dealing with their calls and they know what to expect.



Heather Solan –
ICT Officer, Office 365

My favourite part of working in the Office 365 team is speaking to school staff to answer their questions on Office 365 and helping them become more confident with the system. Everyone works differently, what might work for one person may not work for another, so I always like to take the time to find out the user's needs to discover what will work best for them.

My day to day responsibilities include answering helpdesk calls for support, researching Office 365 apps and updates, providing training to school staff and maintaining the Durham Learning Cloud SharePoint site.

The most challenging part of my job is dealing with difficult issues which don't have an obvious solution. However, investigating these issues helps me to learn more and become more knowledgeable on Office 365 which is beneficial to our team and users.

Our team has a strong customer focus and has built very good relationships with school staff. We have a good understanding of the schools we support and the roles of their staff, which helps us to provide effective advice and guidance. We are down to earth and approachable and appreciate that IT is not always simple or easy to understand but with the right training and support we can improve our users' confidence.



Jake Heslop –
ICT Technician, Office 365

Working in the O365 team means I get to work with a group of fantastic colleagues who are all working to make sure our customers get the best possible use out of O365. I enjoy working on new and exciting challenges and with the constantly evolving O365 environment I'm able to explore new methods and features on a daily basis.

My day to day responsibilities are to manage and develop our O365 environment on behalf of the schools we support. I work on developing new security features to ensure our O365 environment is strong and secure. In addition to this I offer advice to customers on new features and apps and how they can use these in their work.

The most challenging aspect of my work is probably email security, as spam and malware campaigns are getting more and more sophisticated so preventing them is our priority. Working with Microsoft we've been able to automate this to make it easy to detect and stop these attacks.

We offer bespoke advice and support for all our customers and don't just offer regurgitated advice offered by Microsoft, we look at the requirements of our customers and adjust them to their needs.



Adam Hastie –
ICT Technician, Office 365

I have only recently started working in the Office 365 team and I'm really enjoying the challenges that the role provides as well as working within a supportive environment. My role within the Learning Cloud team is to provide support to schools with Office 365 and Google for Education. Most of my time is spent on the technical aspect of the learning cloud, resolving customer issues, providing advice and support as well as maintaining the security of the school's tenancies.

The main challenges that the role provides is keeping pace and adapting to the constant evolutions and developments that are introduced by both Microsoft and Google.

While this can be a challenge, it also provides exciting opportunities to develop our ways of working, which we can then pass on to schools for their benefit.

Do you need some training?

No problem, we'll come out to your school and show you how to get the best from the product.

What have we been up to?

Commercial Services Showcase Event 2019

Over 100 North East school staff attended the first ever Commercial Services Showcase Event, held at Ushaw College on 2 October 2019.

The event was the first of its kind and was very well received by delegates:

“Thank you, great day, I think. It was hugely successful and reminds me of the amazing support available in DCC! Well Done”

- Michelle Charlton, Business Manager, Whinfield Primary, Darlington

“Information presented was very up to date and useful. I was able to attend the elements that I knew were relevant to me and my school. The keynote speakers were excellent and very thought provoking”

- Helen Wilson, Head Teacher, Middlestone Moor Primary

The event aimed to promote the traded services offered to schools and academies, while also providing delegates with an opportunity to hear from nationally renowned keynote speakers, Tom Martell (EEF) and Martin Robison (Educationalist and Author). Delegates also benefited from several informative and practical workshops and were able to receive first-hand support and advice from our staff about issues within their schools and academies.

About the “Creating a culture of certainty” workshop:

“Rob provided detailed evidence of what he had changed in his school and journey he had been on. Honest and highly engaging – I found this session to be thought provoking and effective.”

- L Snowdon, Head Teacher, Bournmoor Primary



About the “Ofsted inspection” workshop:

“Really good to hear feedback from a Head Teacher who had actually been inspected under the new framework. I left the workshop feeling that I have most things in place – a great idea to draft a script about school context and what has been completed since previous inspection”

- Lisa Jenkins, Head Teacher, Aclet Close Nursery

Following the success of 2019’s Showcase Event this is likely to become an annual event for schools and academies from across the North East. Watch out for future events.

The Commercial Services Showcase Event was sponsored by:

- Bloom
- Corona Energy
- Coupe Line
- EDF Energy
- Greenham
- John Butterfield Plant Hire
- Kier
- Makepeace Motors
- Marshalls
- MGL Group
- Pinkney Building Contractors
- Premier Traffic Management
- Zellis



Digital Conference

On 21 November 2019 Digital and Customer Services held their first ever Digital Conference which was open to all DCC staff. The event, which was attended by over 100 members of staff from across all services, was to enable staff to come together to engage on digital issues, share best practice, learn from each other and be inspired by the potential for digital change.

ICT School Services took along some of their Class VR headsets to demonstrate to delegates how these can be used in education.

The morning session included several cross-service speakers who spoke about exciting new developments being rolled out in their services. The afternoon session included a variety of interactive workshops giving staff the opportunity to discuss things in more depth and gain a better understanding of how they work.

The conference was a great success with overwhelming positive feedback received from staff. Over 95% of the attendees said they went away feeling inspired to do something different with technology which is just incredible.

Commercial Services Website Launch

Recently Durham County Council have launched their new Commercial Services website.

This is an efficient way for Durham County Council to publicise all the commercial services they have available to schools from ICT School Services, Building and facilities, HR and Legal to Education Support. You can view information here of what each of these services provide and news items to keep you up to date with each service.



Our customers are increasingly encouraged to interact with us online and Durham County Council's digital strategy describes how we plan to deliver services digitally in the future. We are working to improve our services and encourage more customers to use our online services 24 hours a day, 7 days a week

Please take a look and let us know what you think.

- <https://www.durhamcommercialservices.co.uk/>
- <https://www.durhamcommercialservices.co.uk/ict-support/>



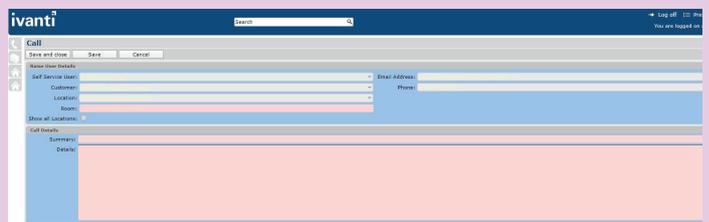
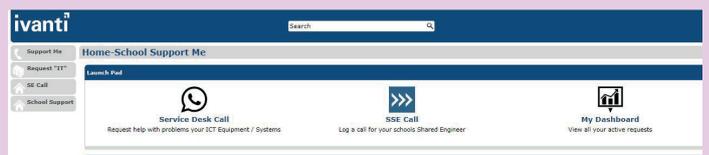
SE Portal

Shared Engineer Service celebrate successful adoption of portal

We would like to say a big thank you to all school staff who have responded in such a positive way to the introduction of the Shared Engineer Portal. We have received so many encouraging comments and schools who use it well have let us know that they feel it has improved our service, helping us to become even more responsive and pro-active to their needs.

The new portal is now available to all school staff with our on-site Shared Engineer support service to log work requests for their designated engineer. Being web based and centralised, it offers many advantages engineers can access work requests before scheduled visits, it provides job tracking and automatic user updates so that staff receive documented feedback by email and it allows for even greater integration in the delivery of our SLAs.

If you are not already using our portal, then please speak to your Shared Engineer or contact ictschoolservices@durham.gov.uk for more information



Improving our skills and knowledge

In November, five members of the implementation team were invited to Blackburn to visit Promethean House for training on the new Element series, Nickle, Cobalt and Titanium, of interactive panels that have recently been released by Promethean.

A bespoke training course was provided by Promethean to ensure our installers were equipped with the skills and knowledge so when the new series of panel are installed, it is under the manufacturers prescribed standards. Topics covered during the training included:

- Installation of the ActivPanel WiFi module
- Installation of the ActivPanel Chromebox and OPS-G
- Networking the ActivePanel, Chromebox and OPS-G
- Updating Android Software over the air and offline
- Promethean Chromebox utility app insatllation

As well as presentations and demonstrations of the additional features and differences between the new range of panels, the team were also given the opportunity to carry out an installation themselves to help imbed the newly acquired knowledge.



The new Promethean Element Series Active Panel - Titanium

This information was utilised and put straight to use on an installation of brand new Element series panels in a school the very next day.

Here at ICT School Services we are always on top of training with our suppliers, making sure we give you the very best advice and support and have first class knowledge about the products that we are installing in your schools so you can rest assured your equipment is installed and maintained to the manufacturer's standards.

For more information on the new Promethean Element series interactive panel, please go to:

<https://www.prometheanworld.com/gb/products/interactive-displays/>
or contact us at ictschoolservices@durham.gov.uk



Platform for success

PASMA are a leading company providing moving scaffolding systems and training for their use.

Our implementations team have recently completed the latest training and have had their re-accreditation directly from PASMA for the safe and correct use of the equipment, which means we can continue to safely install large format projector screens and high-quality sound systems in school halls.

Well done to the team for continuing to carry out their installations safely and to the very best quality!

Dates for your diary

Our MIS Seminar dates for this year are as follows -

Primary Sessions

Thursday 19th March am & pm

Secondary Session

Friday 20th March am

Times and agenda will be released on the Extranet in February however if you have any queries please do not hesitate to contact us.

Urgent – Don't miss the deadline

Don't forget that if you want to make any changes to your SLAs for 2020/2021 we need to know by 31st January 2020.

Email us at ictschoolservices@durham.gov.uk to confirm your changes.





Do you use a Promethean Activ Panel 3 Interactive Pen?

If you are currently using the blue/yellow or the grey/orange Activ Panel 3 pens (pictured) unfortunately they are now end of life and we are no longer able to obtain these from Promethean.



There is no replacement for the older board which originally used the blue/yellow pen so if your pen breaks unfortunately we are unable to replace them.

If you have any queries please give us a call.

#Goldilocks: A fairy-tale for the digital age

Research suggests children are using social media before parents have spoken to them about how to use it responsibly, with 48% being exposed to it by age seven.

To help parents have important conversations with their children about internet safety, at a younger age, Vodafone UK and Andersen Press have teamed up with award-winning author Jeanne Willis and illustrator Tony Ross to produce a co-branded digital edition of #Goldilocks.

The book is a modern twist on the classic fairy tale and offers a fun and accessible way for parents to discuss responsible social media use with their younger children.

The book shows #Goldilocks in trouble with the three bears over her pursuit use of social media. It aims to help educate children about the potential consequences of being unkind, getting carried away with selfies or oversharing images in a light-hearted way.

You can download the book completely free of charge at <https://www.vodafone.co.uk/mobile/digital-parenting/goldilocks> and there is also an activity sheet available for download.



SMART and Promethean Interactive panel demo

ICT School Services have recently hosted demonstrations by interactive panel industry leaders Smart and Promethean to which all schools were invited.

Both events gave schools the opportunity to see the latest panel technology put through its paces providing both an opportunity for staff training and raising awareness of functionality and potential. More events will be arranged throughout the year with dates being published on the Extranet as they become available.

Our next event will be hosting the “new kid on the block” Prowise on 5th February 2020.

Why don't you come along and see what this panel has to offer?

Get in touch via ictschoolservices@durham.gov.uk for more information.

Attention for all site supervisors

From April we can no longer support Vax VCW-04 Carpet Cleaners under our Cleaning Equipment SLA.

These machines will be removed from the schools database, however, we will try to repair them, where parts are available although this work will be chargeable.

These machines have been obsolete for some time now and parts are very hard to obtain.



SIMs Course Spring Term 2020

Course Ref	Course Description	Session Name	Date	Time Start	Time End
3667	SIMS.Net Reporting Basic (Primary/Secondary)	Session 01	29/01/2020	9:30am	3:30pm
3668	Examination Organiser Days	Session 01	30/01/2020	9:30am	3:30pm
3670	Attendance 7 - All Phases	Session 01	05/02/2020	9:30am	12:00pm
3673	Nova T6 - Curriculum Planning (New Timetablers)	Session 01	11/02/2020	9:30am	12:00pm
3674	Nova T6 - Curriculum Management	Session 01	11/02/2020	1:00pm	3:30pm
3674	Nova T6 - Curriculum Management	Session 02	12/02/2020	9:30am	3:30pm
3674	Nova T6 - Curriculum Management	Session 03	13/02/2020	9:30am	3:30pm
3675	Assessment Manager 7 Secondary (2 Day course)	Session 01	25/02/2020	9:30am	3:30pm
3675	Assessment Manager 7 Secondary (2 Day course)	Session 02	03/03/2020	9:30am	3:30pm
3677	Sims.Net Options Online	Session 01	27/02/2020	9:30am	12:00pm
3678	Personnel 7	Session 01	04/03/2020	9:30am	12:00pm
3679	Staff Performance	Session 01	04/03/2020	1:00pm	3:30pm
3680	SIMS.Net Reporting Intermediate	Session 01	05/03/2020	9:30am	3:30pm
3681	Course Manager for Timetablers	Session 01	10/03/2020	9:30am	12:00pm
3684	Interventions (pm)	Session 01	12/03/2020	1:00pm	3:30pm
3685	Managing Behaviour in SIMS	Session 01	17/03/2020	9:30am	3:30pm
3688	Attendance Reporting and Discover	Session 01	24/03/2020	9:30am	12:00pm
3752	Sims and Power Bi Analysis Primary		24/03/2020	1:00pm	3:30pm
3689	Equipment Register	Session 01	25/03/2020	1:00pm	3:30pm
3690	FMS Top Tips	Session 01	25/03/2020	9:30am	12:00pm
3691	SIMS.Net Core - Top Tips and Techniques	Session 01	31/03/2020	9:30am	12:00pm
3692	SIMS.Net Managing SEN	Session 01	02/04/2020	9:30am	12:00pm

Congratulations Mr & Mrs Heslop

Everyone at ICT School Services would like to say a massive congratulations to our Learning Cloud and Office 365 guru Jake Heslop and his new wife Naomi.

They had a beautiful November wedding at Crook Hall and Gardens in Durham City and are planning their New York 2020 Honeymoon.

Good Luck for the future guys...Naomi, your going to need it.
(JOKING 😊)



Say hello to our new team members

Joanne Cairns, MIS Team



I am really excited to be working with the MIS team, everyone has made me feel so welcome. I have worked in Secondary schools for 16 years and have extensive knowledge of the SIMS package including Examinations, Assessment Manager and Timetable. My favourite part of working with the MIS team is that every day is different, and I really enjoy helping schools solve their SIMS problems.

My day to day responsibilities include researching problems addressed to the ICT service desk and providing telephone/remote support to schools and colleagues. My role supports the effective implementation of ICT related applications and equipment by organising, delivering and procuring related training programmes, seminars, workshops and courses.

I think the most challenging part of my new job role is seeing things from a different side, working with the MIS team rather than been a customer calling for help.

Over the years I have attended many courses and received invaluable help from the MIS team. I think that the MIS team offer a fantastic service for schools, I feel as though it differs from other companies as you always receive excellent advice and guidance from the highly experienced and friendly staff.

Adam Hastie, Learning Cloud Team



I started working with Durham County Council just over 2 years ago as part of the apprenticeship program. In September last year, I completed a level 3 BTEC Diploma in IT and from that gained full time employment with ICT School Services as part of the Schools Learning Cloud team. During my time as an apprentice, I worked within various teams across Durham County Council's IT department, both corporately and in schools. This gave me valuable experience and knowledge, which has prepared me for my current role.

Daily I support schools with their Learning Cloud SLA, mainly Office 365 and Google for Education. I resolve customer issues, provide advice and support and maintain the security of our customers tenancies.

I am really enjoying my new role and the challenges that it provides. The constant evolution of both Office 365 and Google for education means that we must adapt and develop our ways of working to pass this onto schools. While this can often lead to challenges, it is of the ultimate benefit both to ICTSS and schools, as it helps them to get more out of valuable education time.

Aaron Evans, Systems Support Team



I have been part of ICT since November 2017 when I began working for Durham County Council as an apprentice. This involved working with all of the different teams within corporate and schools ICT to learn what their job roles involved, as well as going to college one day a week where I studied for my BTEC Level 3 in telecoms, web design and networking, gaining a double distinction star! This course ended in September 2019 and my qualification enabled me to apply for permanent, full-time positions within Durham County Council.

I was fortunate enough to be offered my current position within the systems team, which I had worked in during my time as an apprentice. Now as a member of the team I am learning new skills and looking forward to developing them further.

My day to day duties include server commissioning, domain migrations, remote support, site re-imaging and problem solving. The most challenging part of my job is site re-imaging as this usually disturbs lessons and means teachers and pupils are unable to access their computers, although we do try and do this as quickly and efficiently as possible as to not cause too much disruption.

ICT School Services is a great team to work with, they are friendly, welcoming and helpful and I am looking forward to continuing working alongside them in the future.

Macmillan bake sale success

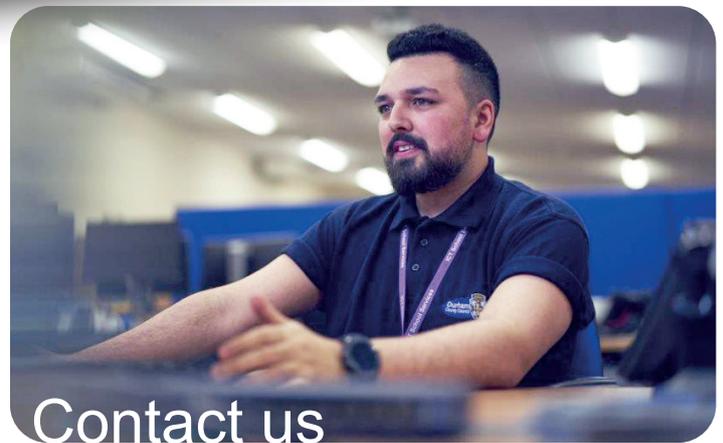
September 27th 2019 was the Macmillan coffee morning in support of cancer research.

This is a charity very close to everyone's hearts as most people have all been affected in some way by cancer be it friends, a family member or yourself.

It is so important that we keep doing these days to help financially support the research which is ongoing.

Our bake sale, tombola and raffle was very well attended and we raised a massive £648.48 which we couldn't have done without the support of our staff and colleagues joining in on the day and donating prizes and baked goods.

A huge thank you to everyone involved and we aim to smash our total in 2020!



Contact us

Whether you want to learn more about our services, provide feedback or have an issue, our friendly team are always on hand to help.

To log a call for support

Online portal: <http://ictportal.durham.gov.uk/serviceportal>
Telephone: 03000 261 100

For all other queries

Email: ICTSchoolServices@durham.gov.uk



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Commercial Services