

Welcome to the Suffolk County Council Schools IT Newsletter.

A range of the services we offer can be found on our new website, which can be visited by clicking on the following link:

<https://www.suffolk.gov.uk/business/it-services-for-schools-and-academies>

## Suffolk County Council IT Services

On 1<sup>st</sup> April 2020 all IT Services moved back under the management of Suffolk County Council, this meant that Schools and Academies could no longer purchase these services via the Schools' choice Estore. All the IT Services now need to be purchased directly from Suffolk County Council.

As Suffolk County Council do not currently operate an Estore system quotes will be sent out to all schools and academies at the appropriate renewal time. For LA Maintained Schools this will be around Feb/March and for Academies this will be around June/July each year.

In order to avoid any confusion all the IT Services are listed below: -

- Capita SIMS
  - Base SIMS
  - Enhanced SIMS
  - SIMS Dinner Money
  - Remote SIMS
  - Technical FAQs relating to SIMS
- Schools' Broadband
- Smoothwall Web Filtering
- Office 365 Mailboxes
- REDSTOR Remote backup service
- Hardware Procurement
- Cyber Security

If you have any queries relating to any of your existing IT Services please contact the IT Service Desk either by email on [ITServiceDesk@suffolk.gov.uk](mailto:ITServiceDesk@suffolk.gov.uk) or by telephone on 01473 265555.

For enquiries relating to new IT Services please send an email to [SchoolsITservices@suffolk.gov.uk](mailto:SchoolsITservices@suffolk.gov.uk), any withdrawal requests from any of your existing IT Service must also be sent directly to this mailbox.

Details of all IT services can be found on our website using the following link; -  
<https://www.suffolk.gov.uk/business/it-services-for-schools-and-academies>

## Spring census reports for academies

The school census data will be used to finalise 2020 to 2021 funding allocations. It is important that you check the accuracy of your schools' returns before you submit them. There are a number of reports in COLLECT which you should use to check your data. You can access your reports using the 'launch reports' button on the school 'source page' of COLLECT. Some reports only get updated overnight.

### **Pupil number report**

Provides a headcount of your pupils by NC year group, headcount of your pupils minus subsidiary registrations and the number of pupils that will be used in numerous funding streams and therefore will account for funded and extended hours and unresolved duplicate UPNs.

### **Duplicate unique pupil number (UPN) and duplicate pupil report**

The duplicate UPN report shows any pupils appearing on your census and that of another school where there is an invalid combination of enrolment statuses. Your funding may be affected if these remain unresolved at database closure.

The duplicate pupil report identifies pupils whose personal details are the same but the UPN differs.

### **Free school meals (FSM) report**

Allows schools to check the FSM eligibility data submitted in their census return. This report only refers to FSM eligibility reported in the current census and not the FSM ever measure used to allocate the pupil premium.

### **Universal infant free school meals**

Provides a breakdown of the infant pupils that we will use in the universal infant free school meals funding calculation.

### **Zero funded hours**

Highlights the number of early years pupils who have 'zero' funded hours recorded on the school census return. We use funded hours to calculate the early years block of the dedicated school's grant.

### **Pupil premium**

Allows schools to check and verify the data in their spring school census, which will feed into the deprivation, service child and post looked after children report elements of the pupil premium allocation.

### **Early years pupil premium**

Allows schools to check and verify the data in their spring school census, which we use for the early years' pupil premium allocations.

*Suffolk LA do not have visibility of census returns submitted by Academies and Free Schools; therefore, we will only be able to contact you regarding any clashes if a pupil at your establishment clashes with a pupil within a Suffolk LA maintained school.*

***The Census blade closes on the 17<sup>th</sup> March, please ensure all necessary amendments are made prior to closure date.***

If you are an academy or free school who buy into the Remote SIMS Service please feel free to contact us if you'd like assistance running the reports and advice on correcting the data.

## OFSM webinar



### **OFSM Webinar**

Keeping up to date with your pupils' eligibility for free school meals with OFSM.

ESS will be carrying out a marketing campaign, driven by the following webinar 11am, Thursday 25th March 2021.

In this webinar, we will be joined by Alan Strickley from Software Data Analysis (SDA), creators of Online Free School Meals (OFSM). Alan will be discussing the common challenge many Local Authorities, Multi-Academy Trusts and schools face in identifying pupils eligible for free school meals as well as looking at encouraging the take up of free school meals, identifying pupil premium funding and how SIMS customers can use OFMS to simplify the free school meals application process for parents and reduce administration time.

Please register with the following link [SIMS \(capita-sims.co.uk\)](https://capita-sims.co.uk)

## Attendance subcodes update



Please find below a link to the attendance subcodes resources, these will become available after you have applied the Spring 2021 release or can be downloaded via Solus 3.

Resources:

[https://support.capitasoftware.com/csm?id=kb\\_article\\_view&sysparm\\_article=KB0044717](https://support.capitasoftware.com/csm?id=kb_article_view&sysparm_article=KB0044717)

Consolidated Workstation Patches:

[https://support.capitasoftware.com/csm?id=kb\\_article\\_view&sysparm\\_article=KB0042730](https://support.capitasoftware.com/csm?id=kb_article_view&sysparm_article=KB0042730)

Consolidated Workstation Patch 3 release notes

[https://support.capitasoftware.com/csm?id=kb\\_article\\_view&sysparm\\_article=KB0044693](https://support.capitasoftware.com/csm?id=kb_article_view&sysparm_article=KB0044693)

To request a copy of the patches via Solus 3 please log a call with the IT Service Desk via 01473 265555 or email [itservicedesk@suffolk.gov.uk](mailto:itservicedesk@suffolk.gov.uk)

## Cyber Security – Phishing 2

Last month we started a 2-part article on phishing emails and how they are used as an attempt to trick you into giving out personal information. This month we provide some further information about phishing mails and what to look at for to help prevent falling victim to one.

Never click on links or open attachments in e-mails if you do not know the sender, or if it is from someone you know but the details or format raises suspicions. Their account may have been hacked or email address “spoofed”. At SCC we have seen five examples since November where external e-mail accounts from companies who we have a working relationship with have been hacked and then used to send phishing emails to us. E-mails from these accounts will have a level of trust associated with them already as they will be from people you regularly communicate with over email. It is important that if you spot a phishing e-mail from a trusted external body that you report these to the person responsible for IT security at your school, so they can investigate whether any of your colleagues have also received a similar e-mail. They can then warn others and look to block access to the phishing website link, if it is not blocked already.

If you have suspicions about an e-mail as you do not normally receive files or links from someone you contact professionally, you can check with the sender by using a known phone number to verify it was them who sent it. The current trend is to send a link to a document to view, with a subject like “contract review” or “Covid-19 update”, where you may be asked to login to view a document. Also bear in mind that not every e-mail with these two subjects is going to be a phishing e-mail. If you are not responsible for contracts or Covid-19 for example, why would someone be sending you a file about them? Always think twice, especially if you are asked to enter a password after opening an attachment or clicking on a link from an e-mail.

An e-mail may seem suspicious if it is sent at an unusual time, has an emphasised urgency to complete an action, has spelling or grammatical mistakes, includes a different signature, or includes words / phrases that the sender may not normally use e.g. a different start or ending. If you are dealing with a 3rd party regularly, get to know what is normal e-mail behaviour & contact them if you are unsure, not by e-mail though, as that could have been compromised.

As well as the “Covid-19” and “contract review” trend, phishing examples could include receiving an e-mail telling you your account (e.g. work login, work e-mail, PayPal, Amazon) has been compromised or suspicious activity has been detected and you need to click on the link within the e-mail and re-enter your credentials. Most legitimate companies will not send e-mails of this nature. Again, if in doubt contact them using a phone number or e-mail address that you have found using a search engine and not using details within the e-mail.

Phishing scams could also originate from social media, phone calls, WhatsApp or text message. If you have any questions about phishing or cyber security that you would like us to cover in future newsletters then please contact us and we would be happy to cover.

## Suffolk cloud network update



Suffolk County Council has been working with the Department for Education and the Department for Digital, Culture, Media and Sport (DCMS) to obtain funding for Suffolk schools to provide full fibre 1Gb capable broadband connections. The funding will enable schools in 10 towns in Suffolk to have Fibre to the Premises (FTTP) without incurring any installation costs. The DCMS funding for the installation of the circuit is available if you can sign up to the service this year.

The rollout of this new private public sector network was originally due to have been completed by March 2021. However due to the challenges of the past 12 months the project is now scheduled to be fully delivered by June 2022. Gaining access to buildings has been challenging with COVID restrictions in place and where we have had to complete work within schools, we have attempted to do this during school holidays. There have been bigger challenges though and in February alone over 60% of the Ipswich installation team had to isolate.

Despite the challenges of the last 12 months, 100 full fibre installations have now been completed. This covers installations at the following 7 towns:

Felixstowe  
Haverhill  
Mildenhall  
Newmarket  
Stowmarket  
Sudbury  
Woodbridge

There are still some sites in these areas being connected and we are working to get much of this work completed by the end of April 2021.

The larger towns: Ipswich, Bury St Edmunds and Lowestoft are still at the core infrastructure build stage. Ipswich is scheduled to be completed first. The first FTTP circuit is due to be delivered in Ipswich in early May 2021. Currently we have no firm dates on when circuits will be available in Lowestoft and Bury St Edmunds, but as we have more details, we will provide further updates.

For more information about the Suffolk Cloud Network, please email [suffolkcloudnetwork@suffolk.gov.uk](mailto:suffolkcloudnetwork@suffolk.gov.uk)

## Smoothwall web filtering upgrades

As we reported in last month's IT Newsletter we have now completed an update on the Smoothwall infrastructure. The feedback from Smoothwall suggests that we will gain a performance benefit from the upgrade:

- Smoothwall have confirmed that a code upgrade will see a significant improvement in how the Smoothwall handles traffic for Google Meet/ Google Classroom.
- The new versions have dramatically changed the software architecture for multi-tenant environments. Smoothwall believe that updating software will solve the high processor utilisation we have recently experienced which has impacted performance.

We are now planning on the second part of this work, which will see the generation of a new certificate to replace the existing one being used. We will be contacting all schools in the coming weeks with details of where to download the new certificate from. There will be a 3-month window to install the new certificate and we will be posting documentation detailing how to do this on our website.

## Redstor Malware Detection Launch

Detect Malware within your backup data

Redstor is excited to announce the launch of a new product which, utilising AI, enables the detection and removal of malware from within backup data.

Malware typically lies dormant for 206 days, or 6.8 months. before executing. It is therefore vital to be able to detect and remove malware from within backups to ensure a clean recovery if one is needed.

Register to find out how you'll be able to utilise this additional protection for your data.

The webinar will outline:

- The need for backup data malware detection
- Redstor's Malware Detection and Removal Solution
- Live Q&A

The session will be recorded so please register even if you are unable to attend.  
Time: Mar 18, 2021 02:00 PM

[Webinar Registration | RingCentral](#)



## How to contact us

You should continue to raise all standard incidents and service requests via the IT Service Desk on 01473 265555 or via [itservicedesk@suffolk.gov.uk](mailto:itservicedesk@suffolk.gov.uk), our offices are open 08:30-17:00, Monday-Friday.

We have setup a new mailbox for non-standard queries, e.g. enquiring about a new service, please email us at [Schoolsitservices@suffolk.gov.uk](mailto:Schoolsitservices@suffolk.gov.uk)

## Schools IT Pricelist and Order Form



Local Authority (LA) maintained schools who buy into the Enhanced SIMS Service can order hardware from our IT procurement team. The price list and order form are available on request by contacting the team on [itservicedesk@suffolk.gov.uk](mailto:itservicedesk@suffolk.gov.uk).