

## IT Services Software Support Services

IT Services can provide your school with exceptionally valued **Administration ICT services** for Microsoft and Capita SIMS applications.

- ✓ The IT Services **SIMS managed service** will provide upgrade risk evaluation, manage and handle the software installation, supply training places and telephone support for a range of SIMS modules in your school.
- ✓ For **Training services** on SIMS or Microsoft applications please contact us for availability of places on our regular courses.
- ✓ To assist your school administration IT Services can supply a trained **Administrative assistant** for your office on a **regular scheduled visit** at your chosen frequency.
- ✓ If you already have an IT Services computer support service a full SIMS .net secure **administration fileservers solution** is available from IT Services. This solution is compatible with the DfES whole school network model and supports electronic registration.
- ✓ All technician services include line management, absence cover, third tier support and staff development.

### Training services examples

Microsoft Excel, Microsoft Word, Microsoft Internet Explorer

Microsoft Outlook, Microsoft PowerPoint

SIMS.net Assessment, SIMS.net Attendance, SIMS .net General, SIMS.net STAR and CTF

SIMS.net Academic, SIMS Exams Organiser, SIMS.net Cover, SIMS.net SEN, SIMS.net

Reporting, SIMS.net Course Manager, SIMS.net Profile (pilot phase)

SIMS Nova T, SIMS.net Personnel, SIMS System Manager

### Supplementary services

A consultation service for development project work  
Bespoke training course creation

### Complementing services

Computer support maintenance and solutions  
Internet filtering, content caching and security  
ISP services, emails, calendar and file sharing  
Web site hosting & creation  
Multimedia equipment repairs and servicing

For technical service enquiries contact Lorraine Mitchell  
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