



ERYCSmartICT
IT services you can trust

Newsletter **Autumn 2024**

Welcome Back Everyone

We hope you all had a fantastic Summer break!

We're ready for a new and exciting term and anticipate an extremely busy year ahead.

As we start the new academic year we want to remind you of our new website which you can access via [ERYC-SmartICT - Home Page \(erycsmartict.co.uk\)](https://erycsmartict.co.uk) . You can contact the team via the website as well as log calls via the Halo Portal and find useful tips, information and helpful updates from the team.

This autumn term, we are being inundated with calls and queries, we are doing everything possible to deal with the high volume as quickly and efficiently as we can. We are truly grateful for your patience and understanding.

Admin Partnership Meetings (APM)

We look forward to welcoming you to our Admin Partnership Meeting on **Thursday 17th of October** at The Hexagon Centre in Beverley.

We have very important MIS information to share with you.

ScholarPack Licence and Bundles price increase

From July 2024 ScholarPack have increase their Licence and SMS bundle prices. There for we will need to make an adjustment to the 24/25 ScholarPack Licence SLAs.

If you wish it reduce your SMS package prior to your renewal date please contact us.

We place no mark up on the licence or bundle charges and have no control over price increases set by Scholarpack.

Admin Partnership Meetings

These meetings are open to all schools and academies in the East Riding and surrounding areas, and we have arranged a whole host of guest speakers, and time is set aside for networking during the event.

Please book your place via www.hereforschools.co.uk. If you do not know or have credentials to access the above site, to secure your place at the meetings, please contact us via (01482) 393333.

Autumn

17.10.2024—Beverley Hexagon Centre:
<https://hereforschools.co.uk/T222465>

Speakers

Schools Finance
Traded Services
Governor Support
Teaching & Support
External Funding
E Learning & Learning Opportunities
Live Well, Work Well Team

NOTICE FOR SCHOOLS

We have important MIS information to share with you during our APM, so we urge you to attend the meeting 17 October 2024.

Spring

06.02.2024—Beverley Hexagon Centre
Share: <https://hereforschools.co.uk/T235829>

Summer

08.05.2025—Beverley Hexagon Centre
<https://hereforschools.co.uk/T235831>

Autumn

09.10.2025—Beverley Hexagon Centre

Changing NJC Pay Scales

With the change to NJC Total Pay & Reward scale points, you will need to update these within your current MIS in preparation for your Workforce Census in November 2024.

You can find step by step instructions on how to update these for Arbor, Scholarpack & SIMS via the resources pages for each MIS on hereforschools.co.uk.

School Census

Upcoming Census Dates

Thursday 3 October 2024

Thursday 7 November 2024 (Workforce Census)

Thursday 16 January 2025

Thursday 15 May 2025

All documentation for Census will be made available on hereforschools.co.uk resources page.

SIMS Version

You will need to be on SIMS Version 7.218 to complete the Autumn Census. All schools will have already received this update.

SIMS Fileset

The latest Fileset for this return has not yet been released, this will be released to all schools once ESS have made it available.

Any updated fileset will be automatically released to you once we have received these from ESS.

You can manually download the latest fileset via the ERYC Intranet or via: <https://eryc.haloitsm.com/portal>

Arbor & Scholarpack

Both these systems are automatically updated in preparation for Census and will be made available for completing .

DfE Changes to Attendance codes

The DfE have made some changes to attendance codes. These changes are to take effect from 01/08/2024. The attendance codes will now be as follows (codes in red are new codes that have been added):

Codes	DfE Description
/	Present at the school morning session.
\	Present at the school afternoon session.
B	Attending any other approved educational activity.
C	Leave of absence for exceptional circumstance.
C1	Leave of absence for the purpose of participating in a regulated performance or undertaking regulated employment abroad.
C2	Leave of absence for a compulsory school age pupil subject to a part-time timetable.
D	Dual registered at another school.
E	Suspended or permanently excluded and no alternative provision made.
G	Holiday not granted by the school.
I	Illness (not medical or dental appointment).
J1	Leave of absence for the purpose of attending an interview for employment or for admission to another educational institution.
K	Attending education provision arranged by the local authority
L	Late arrival before the register is closed.
M	Leave of absence for the purpose of attending a medical or dental appointment
N	Reason for absence not yet established.
O	Absent in other or unknown circumstances.
P	Participating in a sporting activity.
Q	Unable to attend the school because of a lack of access arrangements.
R	Religious observance.
S	Leave of absence for the purpose of studying for a public examination.
T	Parent travelling for occupational purposes

Codes	DfE Description
U	Arrived in school after registration closed.
V	Attending an educational visit or trip
W	Attending work experience
X	Non-compulsory school age pupil not required to attend school
Y1	Unable to attend due to transport normally provided not being available.
Y2	Unable to attend due to widespread disruption to travel.
Y3	Unable to attend due to part of the school premises being closed.
Y4	Unable to attend due to the whole school site being unexpectedly closed.
Y5	Unable to attend as pupil is in criminal justice detention.
Y6	Unable to attend in accordance with public health guidance or law.
Y7	Unable to attend in accordance with public health guidance or law.
Z	Prospective pupil not on admission register.
#	Planned whole school closure.

For any further queries relating to the new DfE codes, please refer to the official DfE guidance.

SPAM Emails

We have been informed by a number of schools reporting malicious emails received last term. It appears most of the emails are aimed at school Safeguarding leads but this is not always the case.

Please can you inform your staff to be extra vigilant. We understand the Humberside Police are constantly investigating the matter, but we firmly believe, by reminding staff to be extra vigilant can be a great prevention.

If you are unsure if you have received a possible spam email, please do not forward these emails to colleagues in case there are viruses embedded into the email.

Please do not open any emails that you are not expecting to receive. If you do open an email,

- Do Not click on any links.
- Do Not forward to Schools IT or IT Helpdesk.
- Do Not forward it to any colleagues before you have checked the email carefully.
- Check the email addresses (often these don't appear correct)
- Check spellings & grammar, often malicious emails have poor spelling and grammar.

If you do click a link by mistake disconnect your device from the server/network to avoid any virus being spread through your school and inform your ICT support provider immediately.

You can forward any suspicious emails to spam.reporting@eastriding.gov.uk

You can also forward concerns direct to Humberside police at: fraudwatch@humberside.police.uk



Central Backups SLA

Please Note that if your school has a current SLA with us for central backups, there will be a price increase taking effect as of **1st September 2024**.

There are a number of schools where the size of your data backups is larger than the allowance given in their SLA.

We are therefore asking schools to go through their data and delete any obsolete or old data they may have on their drives to reduce the storage needed to 1TB where possible, to help reduce costs.

Please see below some tips on how to save some storage space on your drives:

Good housekeeping tasks:

- Check if you have downloaded and saved multiple copies of a file and delete duplicates.
- Delete old photos and pupil data of leavers.
- Delete extremely old files stored within archive folders. (check your
- Check for folders that are saved in more than one location (same folder may be in both your Shared Areas and My Documents).
- Clear out the recycle bin for every user (Do not use your recycle bin as a location for keeping data that is needed).
- Delete data from former staff members.
- Delete old video files and virtual CDs that are no longer used as these will take up a large amount of space.
- View your folders in size order (by clicking on the Size column at the top of the folder) to see which folders are taking up the most space on your drives and work through those.

New Hybrid Solution

We are excited to promote our new SLA for the Hybrid Solution.

The Hybrid Solution utilises your on-site server and your Microsoft Azure M365 tenancy to control your school devices and deploy software to your school estate, as well as managing all other IT solutions we can deploy in to your school environment.

Following the full configuration and migration of your current server based system to the hybrid solution.

The service will support the management of your devices, management of the staff access and group permissions for the SharePoint and OneDrive functionality, maintenance, and storage management of the hybrid environment.

If you would like more information on the Hybrid Solution SLA please contact Sue Bottomley.

Smoothwall Monitoring & Filtering

Please ensure that we are informed of any changes to your schools DSL to ensure the correct staff are receiving these notifications. Schools usually provide the DSL email as well as Senior Leaders. But this is optional, we do recommend a minimum of two contacts. You can have as many as needed listed to receive the above reports.

Any changes can be requested via: <https://eryc.haloitsm.com/portal>.

Schools ICT SLA Services—New Shorter SLA contracts available on new SLAs

Please Note that here at Schools IT, we offer various different SLAs for Schools and Academies

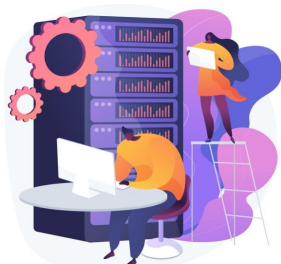
- Full ICT Support (*including Admin, Staff, Curriculum, ICT Infrastructure and Network*) - Digital pathway
- Connectivity & Filtering
- Central Backup storage solution
- Network & Server Storage
- MIS Support
- Schools On-Line Website
- Hybrid Solutions

Our 5 year SLA's brings stability and allows us to provide you with the best ICT service. Our 5 year terms include full discounts provided by our suppliers, which we pass on to schools.

We enable schools to plan their future ICT financial budgets, aligned to the recurrent ICT refresh programme.

We are aware some Academies are unable to authorise 5 year terms, therefore we are introducing shorter term SLAs on new contracts to help Academies and schools. Please contact Sue Bottomley should you wish to discuss this further (01482 394472 or at Sue.Bottomley@eastriding.gov.uk)

Our customers achieve a digital footprint which not only promotes ICT advancement for staff and pupils, but it also gives pupils access to the necessary ICT skills and digital awareness to safeguard their future educational journey.



ERYCSmartICT Website

You can access the website via: **<https://erycsmartict.co.uk>**

From the new website you will be able to:

- View upcoming training, events and important dates for your diary
- Book training and events (via our external link to here for schools)
- Log calls on the Halo Portal
- Find the latest information and updates
- View our services and support
- Find helpful links
- Catch up on the latest news from the team

Useful URLs

IT Helpdesk

ICT Service Desk: <https://eryc.haloitsm.com/portal>

Service Status Page: <https://eryc.haloitsm.com/portal/servicestatus>

EForms

<https://eforms.eastriding.gov.uk>

I Trent

Schools: <https://itrentlive.eastriding.gov.uk>

Academies: https://trentbu-aw.eastriding.gov.uk/bulive_web

Masterpiece

<http://masterpapp.eastriding.gov.uk:8080/mplivefqn>

Free School Meal Requests

These should be requested via the IT Customer Portal (<https://eryc.haloitsm.com/portal>)

Click to Log a Call | Input your name, details of request | Choose the category 'Schools Application - ONE' | Submit

Future Plans ...

Our team's unwavering commitment to a sustainable future is truly commendable. Despite budget constraints and evolving technology demands, we're diligently working to propel IT solutions forward.

Our vision extends to 2030 and beyond, ensuring that the schools we support can provide cutting-edge teaching and learning experiences. Not only do we offer specialised expertise, but we also stay ahead of IT trends, respond swiftly to critical issues, and prioritize cost transparency.

Additionally, our efforts to enhance internet speeds for all schools, especially in rural areas, demonstrate our dedication to fostering a digitally empowered educational environment.



Finally New Baby announcement

Many congratulations goes to our colleague Antonia on the safe arrival of her new baby Boy. Baby Henry (8lb 7oz) is just gorgeous and appears to have the same taste in music as his mummy and daddy, Thrash metal! (Whatever works)!