Suffolk County Council

# Schools' IT Newsletter

MARCH 2023

Included in this month's issue:

- **Smoothwall Certificate Updates**

- **SIMS Webinars**

- **SIMS & FMS 2023 Spring Release**

- **Renewal Quotes for LA Schools**

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Smoothwall Certificate Updates

A new Smoothwall Certificate is being deployed.

Please see the full article below to download the new certificate and for details on how to install on all devices using Smoothwall Filtering.
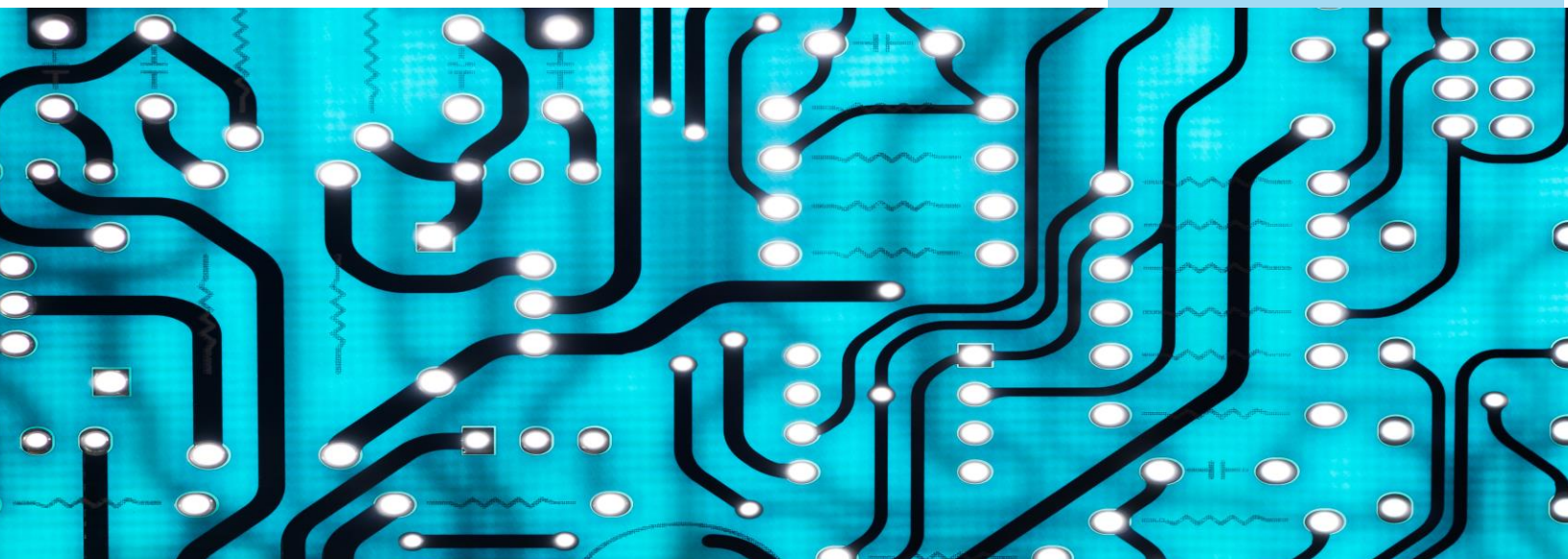
SMOOTHWALL CERTIFICATE UPDATES

Due to changes in best practice around certificate security we need to deploy a new Smoothwall certificate. When we originally deployed the Smoothwall solution we used certificates with a long lifespan to remove any need for additional work to reissue certificates. The new certificates Smoothwall will be issuing will have, what has become an industry standard 2-year lifespan.

The change is happening now and the cut-off date where you must have the new certificate installed on all devices using Smoothwall filtering is 4th April 2023. The old certificate will continue to work until this date and should **not** be removed until after the changeover has completed. There are no issues with running the certificates in parallel and it would be our recommendation to do so to ensure that you are ready for the cut-over.

The new certificate is available to download from:

https://sccwebassets.blob.core.windows.net/public/schools/smoothwall_inspection-2023-2025.crt

Documentation of how to install the Smoothwall certificate is available at:

https://www.suffolk.gov.uk/asset-library/imported/smoothwall-certificate-guide.pdf

Support with installing:

Smoothwall web filtering services - Suffolk County Council

If you need any support with deploying the certificate, then please contact the SCC IT Service Desk on **01473 265555** or email ITServicedesk@suffolk.gov.uk

Further details on Smoothwall are available at:

Smoothwall web filtering services | Suffolk County Council

REGISTER FOR UPCOMING SIMS WEBINARS

SIMS

Please forward this article to anyone within your school who may want to attend any of the following webinars.

There are a number of webinars available throughout March, please use the following link to register Personal Information - SIMS Customer Success webinar series (cvent.com), you can also watch on-demand any previous webinars.

Coming up this month:

1 March 2023   10:30-11:00

Maintaining Pay Awards within SIMS Personnel

8 March 2023   10:30-11:15

Overview of SIMS Interventions

15 March 2023   10:30-11:15

Useful Hints & Tips to support Nova T6 timetabling.

22 March 2023   10:30-11:15

Getting the best from SIMS Behaviour and Achievement

29 March 2023   10:30-11:15

An Overview of the SEND functionality within SIMS

SIMS and FMS 2023 Spring Release

We are pleased to inform you that the Spring 2023 upgrade for SIMS. net and FMS should be authorised to all schools on **10/03/23.** This will be downloaded and applied via SOLUS3.

If you would like the Spring Release a week early, before **10/03/23**, please log a call with the SCC IT Helpdesk. We will authorise the SIMS and FMS Release to you early.

Please be aware that the date of **10/03/23** is subject to change if ESS delay the release of the Spring 2023 release.

If you have any questions, please contact the IT Helpdesk on 01473 265555 or email ithelpdesk@suffolk.gov.uk and a ticket will be raised.

Cyber Security Training for School Staff

The National Cyber Security Centre have put together a cyber security training package for school staff to help improve their school's cyber resilience.

The NCSC has produced free cyber security training to raise awareness and help school staff manage some of the key cyber threats facing schools.

The training is available in two formats:

A scripted presentation pack or a self-learn video.

Please visit the following website for more information.

[Cyber security training for school staff - NCSC.GOV.UK](http://NCSC.GOV.UK)

RENEWAL QUOTES FOR LOCAL AUTHORITY SCHOOLS IT SERVICES 2023 TO 2024

We have now issued all the renewal quotes for the Local Authority schools, and these have been sent to the email addresses that we have on record.

If you have any questions relating to the quote or you have not received it, please send an email to schoolsitservices@suffolk.gov.uk.

If there have been any changes to contact email addresses within the school please also contact us via the same mailbox, so that we can update our records.

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

OFFICE 365 MAIL SERVICE FOR SCHOOLS & ACADEMIES

A reminder that O365 mailboxes need to be requested for new starters via our website using the following link ***IT services for schools and academies | Suffolk County Council***. This is so that all security checks can be carried out and to ensure that there is no delay in setting up new mailboxes. All sections must be completed and ensure that the school's 3-digit code is included, the payroll number (if applicable) and the date of birth for the new user. This form can be used for all members of staff including governors. You do not need to use a separate form for each user. Once the form has been received it can take up to 3 working days for the request to be processed.

Please note that the email service is no longer connected to staff members contracts and if you do not complete the online form a mailbox will not be set up automatically.

Once the mailbox has been provisioned a notification email with an initial password link is sent to the secure mailbox that we have on record for the school/academy. We would suggest that this is a generic mailbox e.g. ***admin@*** or ***office@*** rather than a named person in the school, as this can lead to delays if the named person is unavailable for any reason. Please ensure that the new user is available to access the initial link on the date the mailbox is provisioned, as the links are time limited and will expire.

All requests for permissions to access other mailboxes can be added to the request form and will be actioned once the new mailbox has been provisioned.

N.B. All requests must be sent from either the Headteacher or the Business Manager/Bursar (or equivalent) at the school/academy). New mailboxes cannot be requested by the new user. Similarly, password resets for those users without payroll numbers must also be requested by means of the online form completed by the person/s listed above.

We would also like to emphasise the importance of letting us know about any members of staff that will be leaving their post in order that we can delete their mailbox in a timely manner and to ensure that the school is not charged for these mailboxes at renewal time. Please note that any requests for deletions must come from the person managing the email service within the school/academy. Again these request forms are available on our website and can be accessed using the following link ***IT services for schools and academies | Suffolk County Council***

CONTACTING THE IT SERVICE DESK!

Please note that the Schools IT Services mailbox is for sales enquiries and is only monitored periodically. Therefore, if you have a query with regards to a new service, please send an email to schoolsitservices@suffolk.gov.uk.

All standard incidents and service requests **must** be raised via the IT Service Desk on 01473 265555 or via itservicedesk@suffolk.gov.uk otherwise this will result in any responses being delayed.

Our offices are open from 8.30am to 5pm Monday - Friday