

Technology Services FAQs – SIMS Support

Question	Answer
1. Are you still providing help desk support?	Working remotely, we will continue to support all our clients and ensure all requirements are being met. We have access to a number of different technologies to support you during this very challenging time.
2. How do I contact the help desk for SIMS support?	We would recommend to clients that they email their queries to sims@strictlyeducation.co.uk rather than calling us because the whole team can monitor the mailbox remotely, whereas phones are more complicated now that our offices are closed. This email address is constantly monitored from 8am to 5pm. If you include a phone number in your email, someone from the team will call you back.
3. Can we setup remote access for my staff to be able to work from home?	Yes, we can help with this, but you would be best to check with your technical support partner first as they may already have something in place for you to use.
4. Have the DfE given any guidance on relaxing deadlines, eg Census?	We have not received any information currently, but we are actively seeking guidance and will keep you informed as soon as we have any news.
5. I have booked on to SIMS training. Will this still go ahead?	We have sent out emails to delegates regarding alternative remote training in April and will analyse the situation for all scheduled courses going forward on a weekly basis. If you have a question regarding training you have booked on to, please email sims@strictlyeducation.co.uk
6. I have a project booked in the coming weeks/months. Will it still go ahead?	If we have a date arranged for a project, we will be contacting you to discuss whether it still needs to go ahead now or whether it can be postponed until a later date. If you haven't heard from us and have any questions or concerns, please email sims@strictlyeducation.co.uk
7. Some of my admin staff are off sick/self-isolating and we need to input data into SIMS. Can SE help?	If we have remote access to your SIMS database, then we may be able to help. Just contact us to see what we can do to assist you.



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8. As we haven't been in this situation before, what should our priorities be?	<ul style="list-style-type: none">• Provide clear and regular guidance to all staff• Ensure all contingency arrangements are documented and tested – including 'user guides' which inform staff of how to operate important systems. Share this knowledge so that if a member of staff is absent then important processes can still be carried on• Refresh your risk profile – new risks will arise whilst others may reduce. Put in place plans to manage those major risks
9. How will we be informed of future developments and changes?	Strictly Education is keeping a close eye on the ever-changing situation and we will update this document regularly with any information as it occurs.