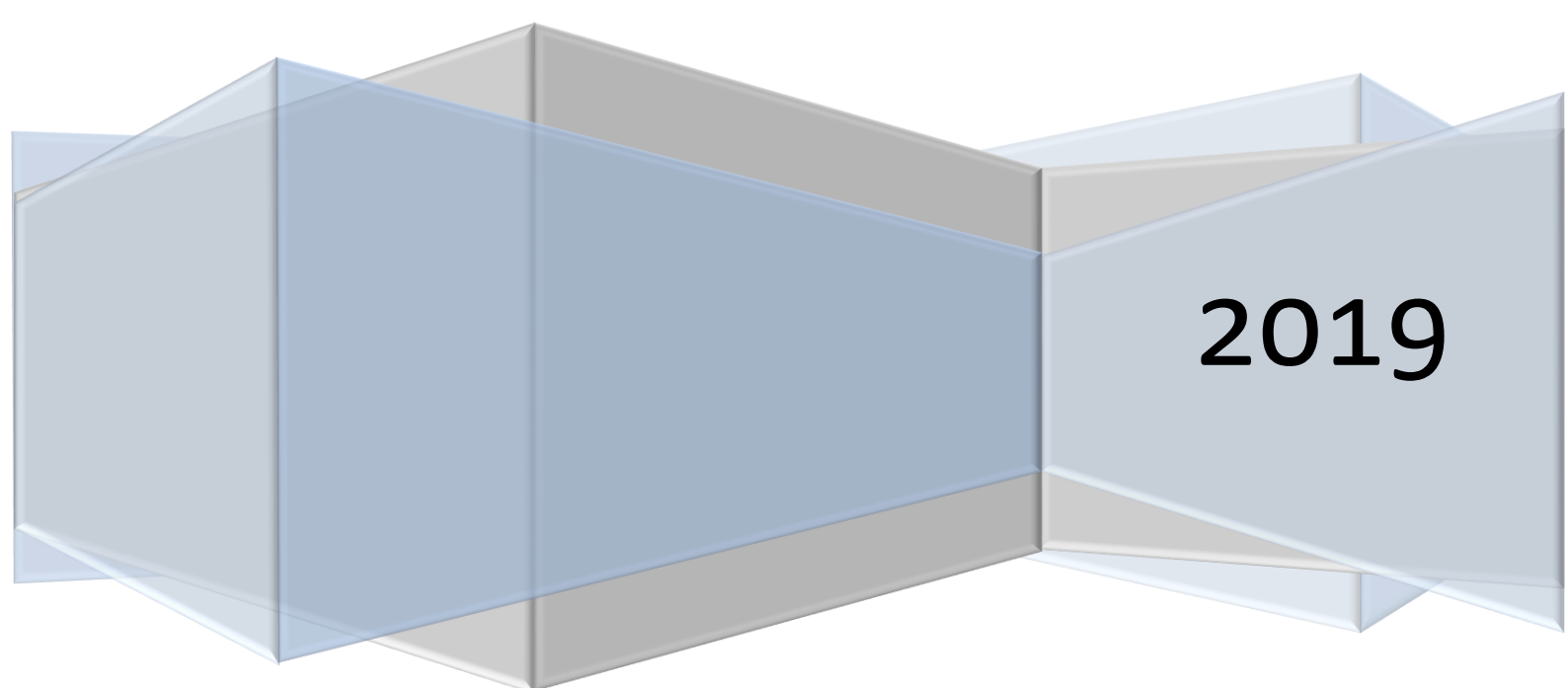


**Warwickshire County Council**

# **Support Guide for Schools**

**MIDAS Support**

**Emma Gelfs**



**2019**

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## Introduction

The MIDAS team consists of seven support and training professionals each specialising in specific areas of SIMS.

Each member of the team has over ten years experience in delivering SIMS support and the team has maintained CAPITA SIMS accreditation for over ten years.

The MIDAS service includes comprehensive advice, guidance, consultancy and support for your school workforce helping schools maximise the use of SIMS, other Management Information Systems (MIS) and data to support teaching, learning and safeguarding.

Support is flexible and can be provided face to face, via the phone or remotely depending on the type of support required.

## Accessing the Service Desk

All requests for MIDAS support should be logged via the ICT Development Service Desk on **01926 414100**

The Service Desk is available between 8.30am and 5pm during term time and between 9am and 4pm during school holidays (with the exception of the Christmas holiday and bank holidays).

All Service Desk requests are recorded in our call logging system, Supportworks, and are proactively monitored to ensure that we meet our service level agreement targets.

You can also email the Service Desk at [ictdsservicedesk@warwickshire.gov.uk](mailto:ictdsservicedesk@warwickshire.gov.uk)

Service Desk:	
Telephone	<b>01926 414100</b>
Email	<a href="mailto:ictdsservicedesk@warwickshire.gov.uk">ictdsservicedesk@warwickshire.gov.uk</a>

## Service Levels

We will monitor our performance against the following KPIs on a quarterly basis. Performance reports will be scrutinised by the WES Board who will set reparative expectations for any service levels that fall below published standards.

If as a customer you believe our service level has fallen below these levels, please contact us through the process outlined in the 'Escalations' section below.

Indicator	Description	Measure
Customer Care	We will respond to any queries about service delivery within 5 days	95% of queries will be responded to within 5 days.
Service Desk Response	We will answer calls to the Service Desk within 10 seconds	80% of telephone calls answered within 10 seconds
Issue Resolution	We aim to resolve issues at 1 <sup>st</sup> point of contact	30% of issues resolved at first point of contact
Resolution of MIS issues	We will aim to provide a resolution within 5 days either by remote or on-site support.	85% of issues resolved within SLA target of 5 days
Training	We will design all training courses to deliver agreed course objectives.	95% of all training courses deliver course objectives
Training	We will design all training courses to deliver to particular competence levels	95% of all training courses pitched at correct level.

The above Key Performance Indicators are based on industry standard guidelines such as ITIL, Capita Accreditation standards.

## Escalations

If you are not satisfied with the support you receive or if you need to escalate the priority of your request, please contact Simon Bennett or Emma Gelfs via telephone or email, as shown below:

Contact	Telephone / Email
Simon Bennett Service Desk Team Leader	01926 738709 <a href="mailto:simonbennett@warwickshire.gov.uk">simonbennett@warwickshire.gov.uk</a>
Emma Gelfs MIS & Strategy Manager	01926 738484 <a href="mailto:emmagelfs@warwickshire.gov.uk">emmagelfs@warwickshire.gov.uk</a>