

2025 Support Guide

Primary and Middle Schools

Annual
ICT Support



Data
Protection
Officer
Service



Audio Visual
Installations
and Repair



Server and
Network



Management
Information
Systems
Support



ID Cards



Offsite Backup
and Cloud
Technologies



Asset
Management &
Procurement



Data
Analysis and
Support



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www.datatoolsforschools.co.uk

DATA TOOLS
FOR SCHOOLS LIMITED

Annual ICT Support

Support for the Long Term

Choosing a long-term ICT partner that will deliver the level of support your school needs is a key decision. Schools are subject to constant change, and with the introduction of the computing curriculum and the ever-growing dependence on ICT systems within schools for all things, quality ICT support is both a core business decision and curriculum need.

Our support model is transparent: we take responsibility for all your ICT support needs, with clear planning around priorities and response, whilst working in partnership with your school to keep systems and practices current.



Onsite visits to install software, update computers and maintain hardware and printers



Remote technical support for all school staff
Easy to use online helpdesk



Wireless network management
Regular server and network health monitoring



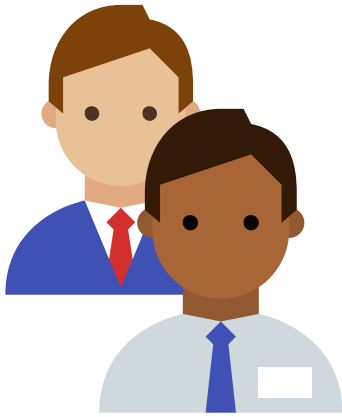
Onsite emergency support for network and server failures, including **contingency planning**



User Account and E-mail system management
Internet filtering maintenance



Management visits to discuss projects, performance and forward planning

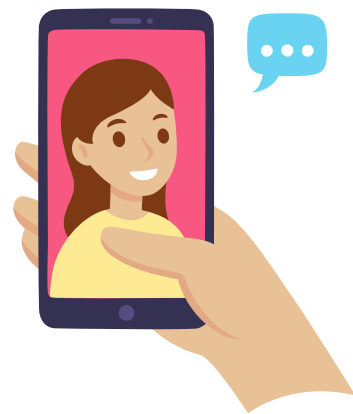


We assign two key members of staff to each school, ensuring regular contact and onsite visits are consistent.

Our technical staff are all Microsoft and/or CompTIA qualified, and receive full Safeguarding, PREVENT, Data Protection and Internet Safety training.

The wide range of communication methods we use (telephone, e-mail, helpdesk, text and WhatsApp) **means that we are easily contactable by school staff when they need help.**

Detailed contingency and technical planning allow us to effectively react to major technical issues.



Our team is here to help: support is available from 7am to 6pm during Term Time **directly** to all school staff

You can generate a quote for Annual ICT Support from our website - it's a two minute process based on straightforward school information

If you'd like to book a meeting to discuss your requirements, or to find out more about our approach, you can do this directly online



www.datatoolsforschools.co.uk

Data Protection Support Service

An Established School Business Need

Data Protection gained an increased role in school's business needs in 2018 with the introduction of the General Data Protection Regulation (GDPR). With this new regulation comes a change of thinking around existing practices and procedures, along with new responsibilities, training and time pressures.

Data Protection Has Grown

Data Tools offers a full Data Protection Support Service to schools that includes:

- Acting as the school's named Data Protection Officer
- Advice and support for DP questions and queries - available through our helpdesk, by e-mail, and over the telephone
- Policy and statutory documentation creation, including privacy notices
- Audit of current practice, documentation, systems and policy, with the creation of a full audit report to address any issues identified
- Compliance meetings in order to update practices and policies and audit actions that have been taken - ensuring that compliance is ongoing
- Detailed reporting for the school's governing body in order to support compliance (as is recommended practice)
- Ongoing policy and documentation update and development as Data Protection issues and guidance develops over time
- Staff and governor training
- GDPR Management and data mapping materials and support

Audio Visual

Supply, Installation and Ongoing Support

We work with the UK's main hardware distributors in order to keep our prices competitive. All our installations use 'tried and tested' hardware and cabling solutions to ensure you get value for money and longevity from installs.

As well as carrying out new installations and repairs, we also offer software support and annual maintenance contracts - providing an end-to-end service for our customers.

All our installations and repairs are carried out by our own installation team, and are normally backed up by a three-year guarantee.



SMART[®]
Partner

Server and Network

Professional Support and Solutions

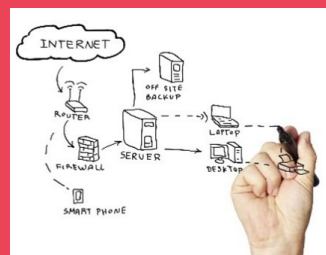
Whether you're looking for a one-off network socket installation, in need of an urgent server repair, or a practical approach to whole school network upgrade projects, we can help.



We can cable to add new network points and expand your existing network



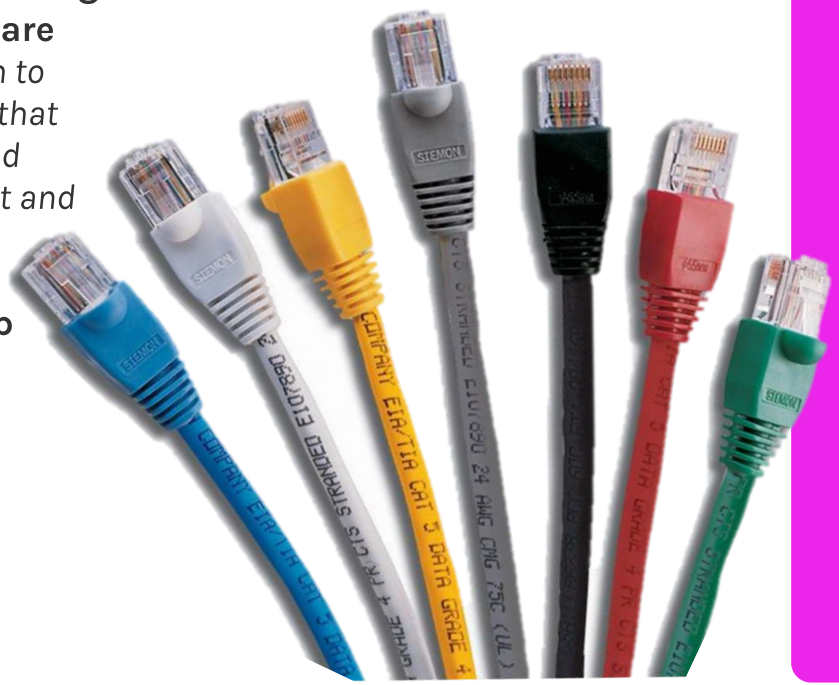
We can connect, adding new hardware and upgrading existing installations



We can plan and grow your network in-line with your ICT needs and building

Typical projects include:

- **New server setup, with old-to-new migration**
- **Network cabling work**, including cabinet maintenance, hardware upgrades and wireless network implementation
- **E-Mail system setup and support**
- **New Internet Service Provider (ISP) migrations**
- **Anti-Malware system supply and maintenance**
- **Internet filtering system management**
- **Server and network hardware physical cleans** - deep clean to remove built up internal dust that can shorten equipment life and cause components to overheat and fail
- **Contingency hardware supply and off-site backup solutions**



Management Information Systems Support

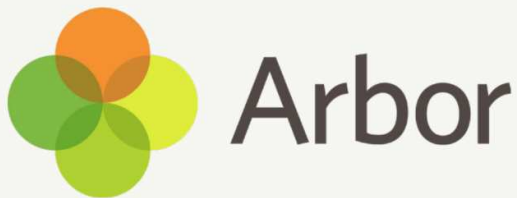


MIS Usage, Technical Support, Census & more

Quality MIS support is delivered through achieving a good balance between those who support in the technical realm, and those who support its usage and train staff in every-day school environments.

Our team works closely together to ensure technical support and usage support go hand in hand, meaning that issues are understood and resolved quickly, without bouncing between different offices and members of staff.

And when it comes to School Census (Student or Workforce), Assessment systems construction, and all the other complicated issues we've got you covered; we have ex-Secondary School Data Managers and SSAT NDMA qualified staff to hand.



We're proud to be partnered with Arbor: the UK's fastest growing MIS



Our Comprehensive Support Includes:

- Remote technical and usage support for all school staff
- School Census support, including assistance with upload to COLLECT
- Onsite troubleshooting/training sessions are built into our support packages on a termly basis
- The setup of integration with external / partner systems
- User account and access control management
- In-depth assistance with the setup and usage of core modules
- Onsite visits where core technical problem require
- Assistance with assessment setup and report creation
- GDPR and data protection checking
- Laptop encryption and anti-malware checks
- Installation of MIS client software
- Onsite emergency support for server failures
- Management of upgrades and patches



The wide range of communication methods we use (telephone, e-mail, helpdesk, text and WhatsApp) **means that we are easily contactable by school staff when they need help.**

ID Cards

High Quality ID Cards

- No setup fees, no minimum order
- High quality photo card printing technology
- Strong, watermarked lamination
- Professional card design that incorporates the school's logo and branding
- Low cost per card with free delivery
- Option to print onto cards that work with existing door access systems
- High visibility printed lanyards available
- Discounts on bulk orders and whole school update packages available



**We don't charge for artwork,
and schools don't pay extra
for full colour prints**



**Please contact us for sample cards
creating (free of charge) to your
school's design**

Asset Management & Procurement

Specification Delivered

Our Procurement Support service is aimed at schools that need a helping hand when it comes to 'technical' and 'larger scale' ICT purchases. This might be where servers need replacement, but you don't have the technical experience to back this up ... all the way through to setting up tenders for large laptop/tablet purchases that need to incorporate training and ongoing support.



- **We draw up detailed specifications that take into account the school's educational objectives**, whilst ensuring the technology is up to the job
- **We ensure that the school's financial regulations are met**, and can provide independent advice for governing body consideration
- **Everything we do is documented both to support decisions and to satisfy auditors**
- **We work with a range of distributors and resellers as to ensure value for money**
- **Throughout, we work with the school to ensure project success**

Asset Checking and Management

Keeping track of school assets is an ongoing task. We can help with all aspects of this:

- **Whole school asset physical checks**
- **New database setup; migration to online**
- **Supply of asset labels and other security markings**
- **Application of security markings**
- **PAT test recording / match to asset records**
- **Assessment of condition of equipment** to inform budgeting and planning
- **Specialist item evaluation and cleaning** – such as digital projector lamp hour reports and filter cleaning
- **Secure disposal of ICT assets** with certified WEEE disposal
- **Hard disk and media shredding** (disks, USB sticks, DVDs etc physically destroyed)



Offsite Backup and Cloud Technologies

We've Got You Covered

Backup is an essential part of any school's IT strategy: with the amount of data schools store rapidly increasing, secure off-site backup and cloud storage systems are now offering simple solutions to this complicated issue. Our standard backup service includes:

- A fully managed service
- Industry recognised software - including installation, configuration, and upgrades
- High-security encryption of all backup data (to at least 256-bit)
- Capacity to carry out additional backups as required - incremental and additional full-system
- Backup servers based in secure sites that are equipped with high-speed internet connections
- Regular monitoring of backup systems, including termly reviews of what is being backed-up
- Advanced management facilities to help focus backup priorities
- Comprehensive data restoration





Cloud Technologies

Cloud technologies are a growing feature of the ICT landscape, and have a lot to offer; supporting more flexible working practices, adding an additional layer of backup, and introducing shared working features.

We can:



Transition server based network storage to Microsoft and Google cloud services



Create and publish shared calendars



Synchronise user data and user login information between in-school and cloud based systems



Assist with the creation of online classrooms and virtual learning resources



Setup and configure systems for online communication and meetings



Provide staff training to support all things cloud

Data Analysis and Support



Your part time Data Manager

Schools exist in a constantly evolving data driven environment. The costs associated with training and employing staff to support data can be high.

With annual data support from Data Tools, quality really can be achieved, but without the cost. Whether you're looking to correlate your Admissions Data against IDACI scoring on a map, are a Senior Leader in need of some Assessment assistance, or you're a Primary School in need of a qualified part-time Data Manager - we can help!

Attainment and Progress

- Setup for the collection of assessment data in MIS that is tailored to the school's needs
- Full analysis of collected data
- Transition matrices and progress monitoring reports
- On-site and remote support
- Management feedback
- Site specific guidance materials for staff use
- Reports that utilise the school's literacy data
- Assistance with statutory assessment returns to the DFE
- School census support



Attendance

- Attendance tracking and support materials that can be rolled-out to staff
- 3+ year trend analyses
- Full analysis of attendance data on a Half-Termly basis

Report Design & Development

- Report design and creation in MIS
- Support with completing bids, applications and returns
- Creation of data collection reports and surveys
- Data trawling to assist the production of evidential reports

Demographic and Admissions

- Detailed reports drawing core comparisons with LEA and National data
- Admissions data mapping and IDACI scoring
- Reports that highlight changes in school intake over time

DATA TOOLS

FOR SCHOOLS LIMITED

Data Tools for Schools provides a wide range of ICT and Data support services to schools across Yorkshire. With a specific focus on providing services to schools, we aim to provide the best quality of service possible, backed by the best education-sector experience possible.

Everyone in our team has a direct link with schools, and as such, a real understanding and appreciation of the challenges schools are faced with day-to-day. Our dedicated team is made up of Microsoft and CompTIA Certified ICT Professionals, SSAT Qualified Data Managers, Data Protection Officers, MIS Specialists, and Qualified Teachers, all of whom have at least three years education support experience - most having well over ten!

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