

## The Community MIS Challenge

This questionnaire has been put together to ask each MIS supplier in the UK key details about their product and service to school. The aim of this is to provide these details publicly in an unbiased and objective forum, directing parties to use this in part to save schools and even local authorities money but also to dispel some myths about the features available in system. The structure and layout of this questionnaire is similar to a LA RFP or ITT so should be well known to you.

This questionnaire is looking mostly for YES/NO or short answers to be used in a comparative way for the benefit of schools looking to find out more information about products on the market. It is in your own interest to respond so as to not be the only supplier not to be comparable. For some supplier this will also serve as a way for potential customers to find out more about your product, or at the very least be aware of the existence of products.

This is NOT to be views as a direct marketing tool, the responses will be standardised to ensure they are objective and stick to the facts. Answers will not be changed, but element may be removed if there is any degree of advertising or trying to show 'how your product is better than x'. Ultimately, if a school wants to know more, they will make efforts to contact you directly, so there is benefit in not only responding but answering within the limits set. Persistent responses deemed advertising in answers may result in removal of the answer or from the entire exercise. No referrals will be supplied back directly to suppliers, if schools are interested they will be directed to contact you directly.

Questions are designed to look for simple facts, not to suggest any product is inferior in any way. There is no scoring system or rank associated, and each response will be treated as fairly as the next. The questionnaire is looking for you to show you are prepared to be counted and work with the market, and remove the cloak of secrecy by finding out what your product can do.

Please answers many as you can, even if your solution does not provide elements this is useful to customers (it can be seen positive so customers do not feel they are buying something they will not use). There is no need to reveal detail, so there is no need to hide behind 'commercial sensitivity' as this is no use to your potential customers.

There is no ask or need to reveal any financial detail, this exercise is designed to focus purely on the technology, which is what the market should all be about. These questions have been sourced from schools and LAs in the market for the past 4 months, questions important to them.

You have 4 weeks to respond to this questionnaire. Responses after this time may not be included, but any non-responders will be publicised. Prior to the results being published, you will receive a copy with any required edits for you to approve (edits such as removal of advertising) before this is published. You will have a further 2 weeks to respond with approval or edits, after which time the latest responses will be published. Responding to this questionnaire grants permission for your responses to be published on a publicly accessible website.

Regards and thank you in advance for participating

Graham Reed

Founder

Eduware Network

## Section 1: Product Services

### Data Policies

Is your solution's database stored locally in the school, hosted offsite by the local authority or hosted offsite in your own/leased servers/data centres? Please state which if multiple options are available.

*A: Schools can host on their site. Schools can ask us to host on a third party site (Rackspace).*

Which method is most advantageous for schools and why?

*A: Hosting on their site ensures they continue to have access at all times. Hosting remotely means that they do not need server space in school nor need to carry out the updates and backups.*

If your solution's database is hosted offsite, is this hosting on dedicated servers or is it hosted in the cloud (i.e. using distributed servers using services such as Amazon Cloud)?

*A: If a school asks for off-site hosting, this is using Rackspace as a cloud solution.*

Assuming you follow all Data Protection policies, where is the UK is the data stored? Do you make this information available to your customers/are they actively aware? Could you prove this if questioned by customers/partners/Information Commissioner?

*A: If hosted at the school, the data and software is at the school. If remotely, then data and software is within Rackspace 's UK centres. Schools are not actively aware as Rackspace policy, for security reasons, is NOT to promote the location of its data centres. However we are guaranteed that the data resides in the UK and this information could be made available to the Information Commissioner if necessary.*

Is your solution security audited by an external third party (Yes or No) and how frequently does this occur (every release, every year)?

*A: No, not by a third party.*

How do you deal with security vulnerabilities? For example do you do specific security patches or are they bundled into main releases. If you use underlying technology such as Java or .NET how do you notified customers of security patches. Do you provide public information – such as reference to CVS ratings (<http://cve.mitre.org/about/index.html>)

*A: Any security solution may be bundled in to a main release and/or as an extra release if appropriate. For those schools hosting their own data we recommend that they run Windows updates automatically so that any security solutions are automatically applied.*

What are the estimated timescales for patch\release rollout, and how much effort is required by the school or LA to update the system?

*A: Releases are issued 1/week but it is not mandatory to take any. For school hosted solutions, the school downloads the update from the web. Installation takes less than 30 minutes and can be done while other staff still use the database.*

Are you registered with the Information Commissioner?

*A: NO*

If you do host services in any form, what back-up procedures do you employ?

*A: If hosting is required by a school, we host on Rackspace. They use Raid IO and mirrored servers. Backups occur daily, weekly, monthly, quarterly and annually*

If you do host services in any form, what disaster recovery precautions do you employ?

*A: As above including hot swap servers and off site back up.*

Please state you minimum server specification and setup (if multiple servers are recommended) to support a single school of 1000 students and 150 staff. This would be deemed a secondary school.

*A: The minimum requirements for SQL Server are sufficient. Approx 5GB disk storage.*

Please state you minimum server specification and setup (if multiple servers are recommended) to support a single school of 300 students and 30 staff. This would be deemed a primary school.

*A: The minimum requirements for SQL Server are sufficient. Approx 2GB disk storage.*

Please describe how your solution's database is updated including any supporting applications, services or user intervention required.

*A: A new release is put on our Web site and can be downloaded to schools hosting their own data. There is an internal update process to follow. No other intervention is required.*

## **Markets**

Which markets do you have customers in? Markets are Primary, Secondary, Independent, International British, International Other (Academies, Free Schools and other divisions should be included appropriately with the states groups).

*A: UK Secondary Academies and Free Schools*

*UK Independent – all age ranges*

*International British and other*

Which markets do you typically target? Markets are Primary, Secondary, Independent, International British, International Other (Academies, Free Schools and other divisions should be included appropriately with the states groups). Note that this question is not designed to limit your audience but describe if your software is specific to a subsection of schools. Please be honest if, for example, you software is currently designed for Independent schools, but also mention if you are now or soon developing for other markets too.

*A: For all INDIVIDUAL schools as they receive a tailored solution. Therefore any independent school, academy, free school and UTC that require their own particular solution.*

## **Database Structure**

What back end database technology can be used with you solution (MS-SQL, MySQL, Oracle, etc.)?

*A: MS-SQL*

Does your data structure comply with any ISB (Information Standards Board) standards? Please use one example if Yes.

A: *No*

Is your data structure compatible with any SIF objects, or do you have a SIF agent? Please use one example if Yes.

A: *Not currently*

### **Client/User Interface**

Is your solution presented via a dedicated application or through web browser?

A: *Both. A dedicated application if in school and through a web browser for online access.*

If you employ a browser interface, what browsers are supported currently?

A: *Any. Safari, Chrome, IE, Firefox, Opera etc*

If you employ a browser interface, does your solution employ HTML5?

A: *Yes in a small number of areas.*

Does your solution require any players or stud applications to support functionality (i.e. Flash Player, .Net Framework)?

A: *Yes if a school hosted solution then .NET is required.*

Please state the Operating Systems (including versions) you solution supports.

A: *Windows Vista or later.*

Please state you minimum system requirements.

A: *1 GB of free disk space plus normal requirements for Windows.*

Please describe how your solution's user interface is updated including any supporting applications, services or user intervention required.

A: *Automatically updated from a central server.*

### **Updates, enhancements, fixes, new features and general support**

What is your typical release schedule?

A: *Now releasing once per week but each release only covers a specific area of functionality.*

How many staff do you employ per customer (as a ratio) on your helpdesk?

A: *Currently 1 support to 12 schools*

Where is your helpdesk located (in the UK or outside the UK)?

A: *UK; Cyprus, Bangkok and Sao Paulo*

What are your support hours?

*A: 08:30 – 17:30 in the UK*

Do you have an online helpdesk?

*A: Yes*

Do you employ a live online helpdesk/chat facility to support customers?

*A: Skype and a Remote Internet service*

What support models do you employ (for example, direct to school, via LA, via third party support)

*A: Direct to school*

What is your method for reporting a bug or issue?

*A: Skype; E-mail; Phone and automatically*

What is your typical SLA timescales for issues of all seriousness?

*A: Response is within 4 hours. Resolution is within 1day*

What is your method for requesting an enhancement or change?

*A: Any member of school staff may request an enhancement or change directly from the software via e-mail or through the Company web site.*

How do you engage with the market for new features and what sectors or bodies influence how and what is implemented?

*A: Our schools request all the changes they want.*

Do you publish your 12 month (or more) roadmap? Please share this as part of your response (if you do).

*A: Yes on the Web site.*

## Data Integration

Do you have an API?

*A: No but the database is ODBC so if a school hosts it and wishes to add an API, it can do. We do not prevent schools from adding their own stored procedures and views which they can then use as they wish.*

Describe how this works. For example, does it employ web services?

*A:*

Does it cover all the basic aspects for your solution (Pupil details, contact details, relationships, staff details, attendance, behaviour, markbooks, and timetable?) Please state which if only part covers, or covers more aspects.

*A:*

Does your API allow write back? Please state which data elements can be written back.

*A:*

If this API free to access? If there is any aspect of using the API that you charge schools or third parties for, please state. This includes charging for write back, charging for sandbox or test environment use, requirement to pay for a licence of the software (but does not include charges for consultancy or support of the software or API).

*A:*

Does your solution use any other form of open standard integration or technology?

*A: Common transfer Files.*

Does your solution integrate in any way with popular cloud services such as Google Apps or Microsoft Office 365?

*A: No.*

## Legislative Requirements

For the following questions, it is expected that your solution will provide any census or other exports stated in the defined file type and structure requested by the DfE or Awarding Organisations (An Excel export requiring user intervention for example is not acceptable as a yes answer)

Does you solution, either internally or through a third party interface, produce the School Census?

*A: Yes. Internally.*

Does you solution, either internally or through a third party interface, produce the Staff Workforce Census?

*A: Yes. Internally.*

Does you solution, either internally or through a third party interface, produce the Independent Census?

*A: Yes. Internally.*

Does your solution, either internally or through a third party interface, produce the Key Stage Assessment Returns?

*A: Yes. Internally.*

Does your solution, either internally or through a third party interface, produce the CTF File?

*A: Yes. Internally.*

Does your solution, either internally or through a third party interface, produce Exam Entries and other files in EDF compatible files? Are you working towards the A2C standard?

*A: Yes. We internally generate Exam Entries. We already incorporate the A2C standard.*

## Section 2: Software Characteristics

### Core Pupil Database (Real time alerting)

Does your solution store pupil basic/demographic/personal information?

A: Yes.

Does your solution contain all statutory fields required for School Census?

A: Yes.

Does your solution have any real-time alerting to inform staff of changes in any aspect of ongoing observation?

A: Yes. *The school selects what alerts it requires.*

Does your solution archive past student records? How far back can a student record be recovered/reviewed?

A: Yes. *All data in the software can be reviewed.*

Does your solution accept the latest CTF import?

A: Yes.

Does your solution accept the latest ATF import?

A: *Our solution can accept the latest Admissions transfer File*

### Pupil Attendance

Does your solution record AM/PM (Statutory) attendance?

A: Yes.

Does your solution record lesson by lesson attendance?

A: *Yes if required.*

Does your solution alert to patterns of absence or patterns of students consistently absent? Please elaborate if yes.

A: *Yes. You can set, for example, 5 days during a given period and flag up those that exceed this.*

Does your solution record the number of minutes late?

A: No.

Does your solution allow the storage of absence notes?

A: Yes.

Does your solution connect with messaging systems to alert absence to parents?

A: Yes.

Does your solution record responses through such a system, if yes?

A: *No.*

Can a teacher see their class absences for a whole term? A whole year?

A: *Yes any period they select.*

Can a school administrator see a student statutory attendance record for a whole term? A whole year?

A: *Yes any period they select.*

Can a school administrator see a class/form/year group statutory attendance record for a whole term? A whole year?

A: *Yes any period they require.*

Can the system report back to the Local Authority system, such as to ONE via B2B OPEN?

A: *N/A*

## **Pupil Behaviour**

Does your solution record behaviour incidents?

A: *Yes.*

Does your solution record positive achievement events?

A: *Yes.*

Does your solution record conduct points (positive/negative)?

A: *Yes.*

Does your solution record exclusions?

A: *Yes.*

Does your solution report exclusions to the local authority where necessary?

A: *Yes.*

Can your solution record evidence for incidents (and achievements) such as photos, videos, audio recordings, documents etc?

A: *Yes.*

## **SEN**

Does your solution record SEN data?

A: *Yes.*

Does your solution maintain SEN records in a workflow to ensure date sensitive information is acquired in a timely fashion?

A: *No.*

Does your solution maintain an IEP within the software (that is, not on Word documents)?

A: *Yes.*

## **Document Storage/Content Management/Discovery**

Does your solution store documents against student records?

A: *Yes.*

Does your solution store documents against staff records?

A: *Yes.*

Does your solution store documents in internal but public locations (for example, on a notice board facility)?

*A: Documents are stored where you want to store them and links are maintained from the solution to each document.*

Does your solution have facility to make documents private to an individual or group of individuals?

*A: Yes.*

What file types can your solution store?

*A: Any.*

Are documents stored within the database itself or on a generic file store outside the database (Note that this is specifically the files and the back end database, not the interface)?

*A: On a generic file store but there is an option to store documents on a separate database on the same server.*

Does your solution provide interfaces to external content, such as education resources, eBooks, etc?

If so, is this content searchable?

*A: Yes.*

## Markbooks

Does your solution contain a markbook style facility?

A: Yes.

Does your facility require the creation of each class markbook each year, as a manual or semi-automated process, or are markbooks provided for each class regardless based on a pre-defined template? Briefly elaborate on the process. This is a free answer.

*A: Each member of staff has a Mark Book which will automatically cover any group they need (curriculum groups and ad-hoc groups). The current year and all previous years are available.*

Can teachers create their own markbook columns?

A: Yes.

Can homework be set and associated with a markbook column?

A: Yes.

Can online tests be set and associated with a markbook column?

A: Yes.

Can comment banks be used on markbook columns (or you have other facilities where comment banks are used, often for parental reporting, then this is an acceptable answer)?

*A: No but data can be exported from the database to the online Mark Book from any data already stored.*

Can formulae be placed into markbook cells to make calculations on other cells?

A: Yes.

Can conditional formatting be placed into markbook cells?

A: No.

Can gradesets or other value limiting mechanism be used on markbook cells?

A: Yes.

Can averages and other summary calculation be made on columns or rows in the markbook?

A: Yes.

Does your solution have any built in parameters for measuring progress against targets, assessments etc?

A: Yes.

## Assessment

Does your solution record statutory (non GCSE) assessment such as Key Stage assessments?

A: Yes.

Are these assessments recorded in the main markbook or elsewhere?

*A: A school can create any number and type of Assessments and Reports. In addition the staff Mark Book can hold any comment and any grade or score. Data can be downloaded to the Mark Book from the database. Data can be uploaded from the Mark Book to the database (for example to upload comments or marks to an assessment or report).*

Does your solution record baseline assessment such as FFT or MIDYIS assessments/results? Please list all baseline assessments available to be imported.

*A: Any. We have created a generic import such that ANY sort of test/score etc can be imported and the data tracked against the pupil records.*

Are these assessments recorded in the main markbook or elsewhere?

*A: They are recorded against the pupil records.*

Please briefly describe the import process for any of the above. This is a free answer.

*A: Staff can import any data – MIDYIS, Alis etc but also any marks/scores e.g. NVR, tests etc. All data can be stored against the pupil records for subsequent analysis.*

Does your solution contain progress tracking or other analysis on these assessments?

*A: Yes.*

### **Early Years Assessment**

Does your solution provide assessment templates and features for Early Years assessment and the Foundation Stage Profiling?

*A: Yes. We provide templates for any type of assessment and report.*

Does this assessment facility show levels of progress against criteria based on age group? If not, but does provide other analysis, please briefly describe. This is a free answer, but please keep to brief features.

*A: We undertake to build assessments solutions to meet any need from any school. We expect each individual school to have its own style and data capture/display requirements.*

Does your solution provide for the Early Years statutory return?

*A: Yes.*

## **Progress Tracking**

Please detail what progress measures can be tracked within your system. This is a free answer but please list the measures.

*A: Any. The school can create any number of grades, scores, marks in alpha/numeric format and these can be tracked against the pupil record.*

Does your solution have any alerting mechanism to inform staff of changes?

*A: The standard traffic-light comparison process has recently been expanded to allow any number of levels and any colours. A school can also get an automatic update of pupil performance across a group showing the current best and worst performers.*

## **Exams Management**

Does your solution record exams (by this, GCSE/A Level)?

*A: Yes.*

Does your solution import basedata from Awarding Organisations?

*A: Yes.*

Does your solution send Entry and Amendment files in the EDF format?

*A: Yes.*

Does your solution accept Results files?

*A: Yes.*

Does your solution facilitate seating charts?

*A: Yes.*

Does your solution facilitate exam timetables, for both students and rooms/exams?

*A: Yes.*

Does your solution alert to exam clashes?

*A: Yes.*

Is your solution being converted to the new A2C protocols in preparation for the A2C switchover?

*A: Yes. As at 2/May, this is fully ready.*

## **Multi-Tenancy/Multi-School**

Is your solution a multi-school solution? By this, can multiple schools access the one solution, each with their own protected information set, but able to still share data or resources?

*A: Yes.*

If yes, does your solution contain a multi-school interface, particularly useful for academy chains to view and analyse cross school/trust wide information.

A: Yes.

### **Admissions Management/Online Admissions**

Does your solution provide admissions management?

A: Yes.

Does your solution provide enquiry management?

A: Yes.

Does your solution provide facilities to manage waiting lists and priorities on enrolments?

A: Yes.

Does your solution provide facilities for entering entry test results?

A: Yes.

Does your solution provide facilities for recording enrolment fees?

A: Yes

Does your solution provide Fees management facilities? This would be associated with billing.

A: Yes.

## Lesson Planning/Curriculum Planning

Does your solution contain any form of curriculum planner? (This being a facility to manage the content of lessons over a term or year).

*A: Yes teachers have the facility to manage/create their own lesson plans.*

Does your solution contain any form of lesson planner? (This being a facility to create and manage a plan for a lesson, with content, resources, outcomes planned, homework assignments, individualised learning styles etc.).

*A: Yes.*

Is this facility integrated or able to integrate with the markbook, if available?

*A: Yes.*

## Timetable/Curriculum Structure

Does your solution contain a timetable creation facility?

*A: Yes.*

Is this facility integrated with your solution? (Integrated means data is not synchronised or sent back and forth). If not, briefly describe the data movement process.

*A: No but it is only a 1-click process in either direction*

Does your solution manage 'Options'?

*A: Yes.*

Are option 'Choices' able to be entered by students/parents online?

*A: Yes.*

Does the options facility directly integrate with the timetable creation facility? (Integrated means data is not synchronised or sent back and forth). If not, briefly describe the data movement process.

*A: No but it is possible to add pupil groups in option blocks into the database*

Does the timetable facility:

- Incorporate student data *Yes*
- Incorporate staff data *Yes*
- Allow rules to be set on student/staff availability, student/student in the same classes, student/staff in the same classes, lesson blocking, and lesson pattern structure? Are these rules customisable? *No*
- Allow multiple timetables to be created *Yes*
- View room and staff utilisation *Yes*
- View class sizes *Yes via the curriculum*

Can your solution have different timetables, even different day structures, for different year groups?

*A: Yes.*

When the timetable structure is built, do students have to be manually added to classes or is this already done (because student data have been incorporated into the timetable creation).

*A: Automatically populated from the Curriculum.*

Are student/staff timetables available online?

*A: Yes.*

Are student/staff timetables available to print?

*A: Yes.*

Can your timetable solution take multiple schools into account (that is, is a student or staff attends a second or more schools for part of their week, can the timetable incorporate this)

*A: In implementation as at 2/May/2014*

## **Portals:**

### **Pupil Portal**

Does your solution contain a specific student portal? If so, what information is available to a student?

*A: Yes. Activities (history and booking); Attendance; Calendar; Communication Log; Consents; Examinations entered; Examination results; Homework set; Homework timetable; Lesson Plans; Music Lessons; Personal details (amendable); Notices; Options; Pupil Documents; Reports; Rewards and Sanctions; Sports try-outs (history and booking); Timetable.*

What security is provided to protect data?

*A: Access is via username and password linked to several other systems like Active Directory. There is an automatic timeout feature.*

Can student amend or request an amendment to their personal details?

*A: Yes.*

### **Parent Portal (Can parents amend personal details?)**

Does your solution contain a specific parent portal? If so, what information is available to a parent?

*A: Yes. Activities (history and booking); Attendance; Calendar; Communication Log; Consents; Examinations entered; Homework set; Homework timetable; Lesson Plans; Music Lessons; Personal details (amendable); Notices; Options; Parents Evenings; Pupil Documents; Reports; Rewards and Sanctions; Sports try-outs (history and booking); Timetable.*

What security is provided to protect data?

*A: Access is via username and password linked to several other systems like Active Directory. There is an automatic timeout.*

Can parents amend or request an amendment to their/their children's personal details?

*A: Yes.*

What safeguards are in place to protect split parents from seeing data about each other or their children they are barred from accessing?

*A: This information is set up on the adult records as to what information can be made available to them.*

### **Governor Portal**

Does your solution contain a specific governor portal? If so, what information is available to a governor?

*A: No.*

What security is provided around sensitive data?

A: N/A

### **Mobile Apps/Access**

Does your solution have a mobile ready interface?

A: Yes.

Does your solution have a dedicated app for mobile devices?

A: *No but it has a dedicated solution that can be used on any Smart Phone.*

For either question, please provide details of which Operating System (iOS, Android, Windows) and browser your solution is available for.

A: *Any.*

### **Remote Access**

How can staff access your solution from outside the school? List options that are offered by your software (i.e. not taking into account what schools might put into place separate from your solution)

A: *Access through any modern browser using any tablet and any smart phone, laptop, pc, Mac etc.*

How can parents access your solution from outside the school? List options that are offered by your software (i.e. not taking into account what schools might put into place separate from your solution)

A: *Access through any modern browser using any tablet and any smart phone, laptop, pc, Mac etc.*

## **Staff Management**

Does your solution record and manage staff personal/demographic details?

A: Yes.

Does your solution contain all statutory fields required for Staff Workforce Census?

A: Yes.

Does your solution archive past staff records? How far back can a staff record be recovered/reviewed?

A: Yes. *There is no limit to the amount of historic data that can be stored and accessed.*

Does your solution record contractual details? If so, what security safeguards are available to prevent administrative but non-HR staff from viewing this information?

A: No.

Does your solution record financial/bank details? If so, what security safeguards are available to prevent administrative but non-HR staff from viewing this information?

A: No.

Does your solution manage and monitor staff checks and renewals for these (Checks being CRB, List 99, and Immigration).

A: Yes.

## **CPD**

Does your solution manage staff professional development?

A: Yes.

Does your solution allow staff to interact with their own CPD recording?

A: Yes.

Does your solution allow managers to review and evaluation CPD records?

A: Yes.

Does your solution allow training courses to be provides, signed up for and managed online?

A: Yes.

Does your solution interface with IfL for CPD recording?

A: *We have not yet been asked to inteface with the Institute for Learning*

## **Cover Management**

Does your solution provide cover management facilities?

A: *Yes*.

Can a staff member be covered for part day, full day, or for long periods of time (several days/weeks) in one step?

A: *Yes*

Can a room be covered for part day, full day, or for long periods of time (several days/weeks) in one step?

A: *No*.

Are cover statistics recorded against staff records?

A: *Yes*.

Does your solution provide analysis for staff absences/covers against pupil performance, attendance and behaviour? If so, please briefly describe. This is a free answer, but please keep to brief features.

A: *No*.

### **Transport/Bus Management**

Does your solution provide facility to manage school or LA sponsored transport (such as buses or taxies)?

A: *Yes.*

Does your solution provide route management and optimisation technology?

A: *Yes in so far as showing pupil locations on a Google map. No optimisation software exists.*

Does your solution provide alerting to staff/parents/student for changes in transport provision (such as bus cancelation for example)?

A: *No.*

### **Extra-Curricular Activities**

Does your solution provide facility to manage extra-curricular activities?

A: *Yes.*

Can fees be associated and charged through this facility?

A: *Yes.*

Can attendance be associated, recorded and reported on through this facility?

A: *Yes.*

Can progress (markbooks) be used and reported on through this facility?

A: *Yes.*

### **Reports**

Does your solution provide a reporting toolset? (This should be answered no if you connect to a third party solution to create the report, but this does not include the final output, such as Word or Excel or PDF).

A: *Yes.*

Are all data fields within your solution available to be reported on?

A: *Yes.*

What output formats are available for these reports?

A: *Any. Each school has its own variants. It can have any number of styles.*

Can charts be produced as reports?

A: *Yes.*

Can mail merges be produced as reports?

*A: There is no need. They are produced as documents for posting, e-mail or posting online.*

Can reports be sent or viewed online via portals?

*A: Yes.*

Can termly reports be sent or viewed online via parent interfaces, if available?

*A: Yes.*

Can termly reports be sent via email by facilities within the solution? (This should be answered no if a report or batch of reports would need to be produced, output, saved and then separately attached to emails, manually by staff).

*A: Yes.*

Does it allow importing\exporting of templates, for example provided by the LA?

*A: No.*

Can you integrate third party BI systems – such as Cognos, Microsoft Power BI or Business Objects?

*A: Our policy is to integrate with any third party we are asked to link to. We have not yet been asked to link to BI suppliers.*

Does your solution have a dedicated data warehouse for reporting to reduce load on the main transactional database

*A: No.*

## **Communications**

Does your solution provide text messaging facilities? (This should be answered no if you connect to a third party solution). Are responses able to be recorded against student records?

*A: From within the solution a school can send text messages. These are routed directly to a carrier for dispatch.*

Does your solution provide emailing facilities? (This should be answered no if you connect to a third party solution). Are responses able to be recorded against student records?

*A: Yes.*

Does your solution provide voice message facilities? (This should be answered no if you connect to a third party solution). Are responses able to be recorded against student records?

*A: No.*

## **VLE**

Does your solution have an integrated learning platform (This should be answered no if you connect to a third party solution).

*A: Lesson/Homework can be sent, online, to students. Results can be returned, online, to the appropriate member of staff. Other than that, we link to third party VLE providers like Firefly, Frog, Fronter and Moodle.*

If yes, please describe the basic characteristics of this platform. This is a free answer, but please keep to brief features.

*A: See above response.*

## **Library Management**

Does your solution have an integrated library management solution (This should be answered no if you connect to a third party solution).

*A: Yes but would also link to third party suppliers.*

## **Asset Management**

Does your solution have an integrated asset management solution (This should be answered no if you connect to a third party solution).

*A: No but we are developing a Fault Log Management solution.*

## **Facilities Management**

Does your solution have an integrated facilities management solution (This should be answered no if you connect to a third party solution).

*A: No.*

### **Helpdesk**

Does your solution have an integrated helpdesk management solution (This should be answered no if you connect to a third party solution). Helpdesk does not need to be specifically for IT support, although this is the common need.

A: *Yes.*

### **Room Booking/Facilities Booking**

Does your solution have an integrated room booking or facilities booking solution (This should be answered no if you connect to a third party solution).

A: *Yes.*

Can booking be managed by the customers, if yes?

A: *No only staff*

### **Parents Evening Management**

Does your solution have an integrated parents evening management solution (This should be answered no if you connect to a third party solution).

A: *Yes.*

Can booking be managed by the parents, if yes?

A: *Yes.*

### **AD Integration/Provisioning/Single Sign On**

Does your solution provide any form of provisioning of Active Directory accounts? Are these accounts synchronised with the MIS account?

A: *Yes*

Does your solution provide other forms of Active Directory integration?

A: *Yes*

Does your solution provide Single Sign On? What technology is used for this?

A: *No*

Is yes, what level of security policy is provided to mitigate data loss?

A: *n/a*

## Customisation/Workflows/Imports/Exports/Process Management/Database Management/UDFs/Validation Control

Please list any facilities within your solution that allow the creation and customisation of:

- Customise interface (over and above the colour of the interface and logos) *Yes. A school has its own images, naming conventions, structure. They can rename any fieldnames.*
- Workflows, to control data flow based on school requirements *No. An initial workflow was removed to enable more flexibility. Schools have not requested any workflow to be added since then.*
- Data imports *Yes. Schools can import scheduled timetables.*
- Data exports (this is different from general reports that output to Word or Excel formats) *Yes. Schools can export any data.*
- Custom processes (where a school might want to build a process of data specific to them, within the solution) *Yes. Schools can add any process they wish.*
- Database Management (Can the school manage the database tables directly or indirectly, create or remove base and user defined fields, assign complex data types and relationships, add data format and validation). *Yes. The database is ODBC and we welcome users linking their own data fields. They can access tables directly.*

Note that for these answers, a no answer with a valid positive reason for not offering this will be seen just as positively as a yes answer.

## Data Auditing & Data Migration

Does your solution audit data entry/change/delete and is that data audit reportable?

*A: Yes for Registers, Assessments and Pupil, Parent and Staff addresses.*

Please list what popular MIS solutions you are able to migrate a school from, in terms of the data transfer:

*A: We undertake to migrate data from any relational database and Excel. Currently this has included: SIMS; Facility (CMIS and Progresso); iSAMS; WCBS; Phoenix Gold and E1; School Manager.*

*We also endeavour to migrate data from other database sources if possible.*

What are your typical migration times from each MIS solution you have mentioned?

*A: 3 months.*

What is the typical data migration success rate (that is, how much data in breadth and history are you able to transfer) for each MIS solution you have mentioned?

*A: All current, past and prospective pupil data; staff information and adult records. All previous reports and assessments.*