

How to Log Cases and Search for Solutions using the SIMS.net and Star 7 modules

This document is intended to give further guidance on how to log new cases and search for solutions in the correct areas.

The key is to log cases or search for solution as accurately as possible from the perspective of where abouts in the software you are experiencing the problem or query. It is therefore important that full menu paths are logged as part of the case notes to assist us in analysing your problem:

e.g. **Focus | Student | Student Details.**

SIMS .net Academic

This area involves cases to do with Timetabling and Curriculum. Most cases will be issues relating to how data, exported from Nova-T, is viewed within SIMS .net. Typical examples could include:

- Students' timetables appearing incorrectly.
- Teachers/Students assigned to the wrong classes or rooms.

SIMS .net B2B and B2B Personnel

All issues to do with B2B data exchange in SIMS for either Students or Personnel as appropriate.

SIMS .net Data Management

This module is for cases relating to the transfer of data in and out of SIMS .net.

It includes ATF/CTF import and export and data exchanges. For the completion of the various statutory returns, the following products have also been added.

SIMS .net PLASC Wales
SIMS .net School Census
SIMS .net Post 16 Wales
SIMS .net DENI

SIMS .net Reporting

This area covers anything to do with creating or running Reports via the **Reports** menu route.

SIMS .net Installation and Upgrades

This module should only be used when you are experiencing problems during any part of the installation or upgrade of SIMS, or the application of patches.

This module replaces the old part of 'Common Platform' for the .net platform.

SIMS .net Setup and Permissions

This module is used when the installation of SIMS .net has been successfully completed but users are experiencing problems logging into SIMS .net or setting up system parameters or levels of access.

SIMS .net System Maintenance and Utilities

Areas covered in this module include creating and restoring SQL backups and running maintenance utilities such as database diagnostics, dbattach and similar.

In order to for us to better understand and record details of cases , the former part of SIMS .net Star 7 has been further broken down into the following areas.

Star 7 – Student Details

This will be the main part to do with viewing a student’s data, including entry of basic student details in the Focus |Student |Student Details menu route. It also covers all student performance, assessment and exam information, available within SIMS .net.

Star 7 – SEN and Behaviour

Includes SEN, exclusions and behaviour management issues.

Star 7 – Person and Agency

Includes all staff and agent activity in the Focus |Person menu route.

Star 7 – Registration and Admissions

Includes anything to do with admitting students including pre-admissions up until the October 2006 SIMS .net release (V 7.84). From November 2006 onwards (V 7.86) please use the Registration and Admissions 7 product.

Star 7 - Student Routines

This includes bulk update areas, such as the importing of photos, pupil deletion, making students leavers and other bulk updates.

Star 7 – School Routines

This will include any maintenance and set up routines to do with the school itself, such as pastoral setup, academic year procedures, school diary, rooms and lookups and housekeeping. It also covers the new Alerts feature in Star