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General Practice for logging a new case with the SIMS Service Desk

The role of our 1st Line Support team is to accurately take down as much detail about your issue exactly as you describe in order to ensure that the nature of your query is fully understood by our analysts.

The analyst will then initially attempt to try & find a resolution for your issue. If they are unable to find a resolution or feel the issue will need further investigation, they will log an incident and pass this to the relevant 2nd Line Support team.

Therefore, the following guidelines have been set out so that you the customer can help us achieve this. Our team will require the following details:

- 1) The postcode of your School
- 2) Your first and last name
- 3) The Module of SIMS affected, e.g. Examination, Lesson Monitor
- 4) The route within SIMS that the issue is occurring, e.g. Focus | Student | Student Details
- 5) A description of the issue occurring, including any error messages.
- 6) Any details of steps taken to remedy the issue, including Knowledge Base articles already followed
- 7) How many users\workstations are affected by the issue?
- 8) What SIMS\Module version you are currently running

Should you require to log a case with the SIMS Service Desk, you can contact us on 0844 893 8000, e-mail us at esd@capita.co.uk or use our online Web support feature available from our [My Account](#) site under the section "Web Support"

For Service Level Agreements please refer to your contract pack and for any additional information on the Service Desk processes please contact the Service Desk Manager at esd@capita.co.uk or contact your schools allocated Customer Service Manager.