

Capita



# Citizen Portal – Admissions In Year Refresher

Professional Services

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# Introduction

Managing In-Year requests to change school places is never an easy task, not least because the process can involve complex parental enquiries, where detailed knowledge of each application is crucial.

The volume of applications to relocate can be in region of 10% of the total school population, who want to move between schools including new incomers to your local authority.

The Citizen Portal for Admissions and Transfers is a powerful extension to the core A&T Module. A convenient online self-service portal for all school applications across your authority. It simplifies the whole process, empowering parents and carers, by giving them access to what they need. Typically, it is used for end of phase transfers, but it can be configured to manage In-Year applications.

Because the portal is accessed by families and the back-office elements of One Admissions & Transfers are fully integrated, there's no need for local authority admissions teams to manually add applications, streamlining the management of admissions. With a detailed, easily referenceable history to hand, teams also have all the information they need to manage admissions enquiries, validation and offers, more efficiently and freeing up resources to be invested where they will have the greatest impact.

# Benefits

This refresher provides your admissions team with a streamlined project to work to efficiently implement this powerful addition to the A&T Backoffice module.

We will support and guide you from beginning to your first offers being made to parents; sharing good practice from different Local Authorities: working in partnership so you get the most out of the module and can offer a good service to your parents.

- We will start by listening and understanding your local admissions challenges so we appreciate how you can get the best out of the software
- Scoping your requirements to configure your Test environment to suit your needs to support including, customisation of text, UAT testing, to going live with confidence
- Configure your test system to support training and your own user acceptance testing, so you have a smooth experience
- Provide training so you can confidently test, and build you experience of how the integration of this public facing application works with your admissions processes
- Help to set the live environment up so you are ready for parents to apply online, and feel confident that you can maintain and adapt to challenges parents present
- Finally, we don't abandon you once you go live, we follow up to review how you are managing importing applications and responses to applicants

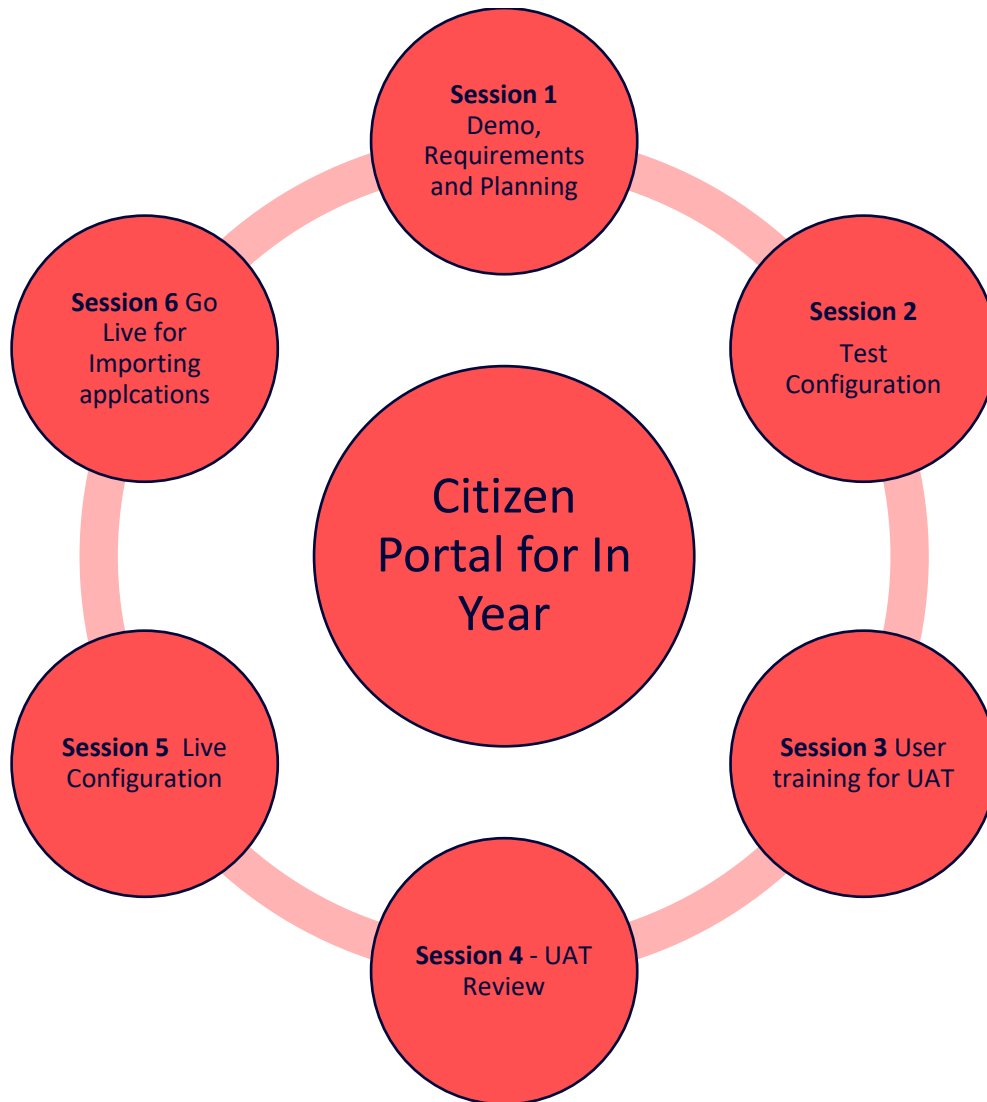
## Pre-Requisites

To enable us to provide a quality service, the following engagement be required from the Local Authority:

- Have the A&T Backoffice, and Bases module
- Install the licence key into test and do an Ilreset before Session 1, if you don't already use the module
- Remote access for One Technical to install and configure web components if necessary
- Access to participate in Microsoft Teams and or Webex sessions for support and configuration by the knowledge specialist
- One database at the current version or previous version
- Have a test environment that has been refreshed withing the last academic year
- Email service for One configured for One
- File upload configure for One
- Appropriate access to all One Clients for the Knowledge Specialist

## Service Overview

Capita will assist in the successful implementation of the Citizen Portal for Schools Admissions by providing the following:



Capita believe in a strong emphasis on a proactive partnership with the customer. The Capita Project Coordinator will work closely with the customer's appointed Project Lead throughout the project to achieve this. The Capita Project Coordinator is the coordinating Capita staff member assigned to the project and is therefore able to respond authoritatively to the needs of the project and will actively and continually monitor progress on all risks, issues, actions, and decision in order to ensure successful delivery.

## Service Details

### Session 1(On Site): Project Launch

<p><b>Key Prerequisites</b> (full list provided in RAID log)</p>	<ul style="list-style-type: none"> <li>• Location for a meeting with access to screen</li> <li>• Access to a workstation with full access to One Test, with system admin rights for V4 Client, A&amp;T Backoffice and the Citizen Portal</li> </ul>
<p><b>Objectives</b></p>	<ul style="list-style-type: none"> <li>• Review the scope of the functionality and for all parties to understand how they will benefit, and what the challenges maybe</li> <li>• Identify time and resources needed to support the implementation</li> </ul>
<p><b>Audience</b></p>	<ul style="list-style-type: none"> <li>• IT Support – to check and review Technical environment if this a new implantation of the Citizens Portal for School Places</li> <li>• Admissions Managers to understand their service needs</li> <li>• One Support – impact on One and reporting and support</li> </ul>
<p><b>Standard Agenda</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate the module for a Parent, and integration with the back-office</li> <li>• Review the RAID log and Technical Pre-requisites, allowing for IT support to understand how The Citizen Portal integrates if this is the first module to be used in the Citizen Portal</li> <li>• Review the requirements how the Admissions and Transfer Process In Year applications</li> <li>• Test access to the Test environment to check for any missing configuration that will delay successful set up of the Test environment.</li> </ul>
<p><b>Outcomes</b></p>	<ul style="list-style-type: none"> <li>• All parties have a mutual understanding of the scope of the software, the service requirements, and resources needed</li> <li>• Test environment is ready for setup and configuration</li> </ul>

## Session 2(Remote): Configuration of Test

<p><b>Key Prerequisites</b> (full list provided in RAID log)</p>	<ul style="list-style-type: none"> <li>• Key contact for the Knowledge Specialist to contact who has full systems access to the One V4 Client, Online Client, and access to Crystal or permissions to run reports</li> <li>• Key contact has can participate in MS Teams, and Webex meetings</li> </ul>
<p><b>Objectives</b></p>	<ul style="list-style-type: none"> <li>• Set up the Test Environment</li> <li>• Skim test it works form Parent application to import into the ONE</li> </ul>
<p><b>Audience</b></p>	<ul style="list-style-type: none"> <li>• One coordinator or Key contact with full access to One</li> <li>• Admissions team lead be available for any key questions</li> <li>• IT support be available to contact for Ilreset if required</li> </ul>
<p><b>Standard Agenda</b></p>	<ul style="list-style-type: none"> <li>• Configure A&amp;T Backoffice and Bases</li> <li>• Configure the Citizen Portal for School Places</li> <li>• Skim test – Registration, Application, Process in the Back Office</li> </ul>
<p><b>Outcomes</b></p>	<ul style="list-style-type: none"> <li>• Test system is working end to end, ready for training</li> </ul>



## Session 3(Onsite): User Training for UAT

<b>Key Prerequisites</b> (full list provided in RAID log)	<ul style="list-style-type: none"> <li>• Key contact for the Knowledge Specialist to contact who has full systems access to the One V4 Client, Online Client, and access to Crystal or permissions to run reports</li> <li>• Venue for session and users have access to Test for both the A&amp;T BackOffice, Citizen Portal and emails.</li> <li>• If emails are not active in test users will be required to register as parents prior to the session to allow for accounts to be activated, users may also prefer to use a non-work email account to test access from outside the office.</li> </ul>
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• Understand the parents experience</li> <li>• Know how to match and process applications</li> <li>• Have a clear view of what they want to Test during acceptance testing</li> </ul>
<b>Audience</b>	<ul style="list-style-type: none"> <li>• One coordinator or Key contact with full access to One</li> <li>• Admissions team</li> </ul>
<b>Standard Agenda</b>	<ul style="list-style-type: none"> <li>• Registration and orientation within the Citizen Portal</li> <li>• Making an application</li> <li>• Matching and importing – how it works and behaviours</li> <li>• Finding and managing parent enquires</li> <li>• Responses to parents</li> </ul>
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• The admissions team are confident to test</li> <li>• Feel confident to invite other colleagues to make parent applications</li> <li>• Commit to testing</li> </ul>

## Session 4(Remote): User acceptance review

<p><b>Key Prerequisites</b> (full list provided in RAID log)</p>	<ul style="list-style-type: none"> <li>• Key contact for the Knowledge Specialist to contact who has full systems access to the One V4 Client, Online Client, and access to Crystal or permissions to run reports</li> <li>• Able participate in MS Teams, and Webex meetings</li> <li>• Have a log of queries ready for the meeting</li> </ul>
<p><b>Objectives</b></p>	<ul style="list-style-type: none"> <li>• Review the UAT log</li> <li>• Confirm and agree text changes to the Live environment</li> </ul>
<p><b>Audience</b></p>	<ul style="list-style-type: none"> <li>• One coordinator or Key contact with full access to One</li> <li>• Admissions team</li> </ul>
<p><b>Standard Agenda</b></p>	<ul style="list-style-type: none"> <li>• Registration and orientation within the Citizen Portal</li> <li>• Making an application</li> <li>• Matching and importing – how it works and behaviours</li> <li>• Finding and manging parent enquires</li> <li>• Responses to parents</li> <li>• Check Technical Pre-requites for Live</li> </ul>
<p><b>Outcomes</b></p>	<ul style="list-style-type: none"> <li>• The admissions team are confident to go live</li> </ul>

## Session 5(Remote): Configuration of Live

<b>Key Prerequisites</b> (full list provided in RAID log)	<ul style="list-style-type: none"> <li>• Key contact for the Knowledge Specialist to contact who has full systems access to the One V4 Client, Online Client, and access to Crystal or permissions to run reports</li> <li>• Key contact has can participate in MS Teams, and Webex meetings</li> </ul>
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• Set up the Live Environment</li> <li>• Skim test it works form Parent application to import into the ONE</li> </ul>
<b>Audience</b>	<ul style="list-style-type: none"> <li>• One coordinator or Key contact with full access to One</li> <li>• Admissions team lead be available for any key questions</li> <li>• IT support be available to contact for Ilreset if required</li> </ul>
<b>Standard Agenda</b>	<ul style="list-style-type: none"> <li>• Configure A&amp;T Backoffice and Bases</li> <li>• Configure the Citizen Portal for School Places</li> <li>• Skim test – Registration, Application, Process in the Back Office</li> </ul>
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Live system is working end to end, ready for the public. Note once setup the Module can be switch off, until the official launch.</li> </ul>

## Session 6(Remote): Post Go Live Applications

<p><b>Key Prerequisites</b> (full list provided in RAID log)</p>	<ul style="list-style-type: none"> <li>• Key contact for the Knowledge Specialist to contact who has full systems access to the One V4 Client, Online Client, and access to Crystal or permissions to run reports</li> <li>• Able participate in MS Teams, and Webex meetings</li> </ul>
<p><b>Objectives</b></p>	<ul style="list-style-type: none"> <li>• Review applications made by the public</li> <li>• Answer any queries the Admissions team for supporting parents</li> </ul>
<p><b>Audience</b></p>	<ul style="list-style-type: none"> <li>• One coordinator or Key contact with full access to One</li> <li>• Admissions team</li> </ul>
<p><b>Standard Agenda</b></p>	<ul style="list-style-type: none"> <li>• E-applications and enquiries</li> <li>• Matching and processing conflicts</li> <li>• Checking for anomalies</li> <li>• Validation of E-applications</li> </ul>
<p><b>Outcomes</b></p>	<ul style="list-style-type: none"> <li>• The admissions team are confident they are handling applications correctly</li> </ul>

## Additional Service Options

Additional Elements (as required)	Sessions required	Resource Required
<p><b>Reporting (Off Site)</b> Adapting reports to support local needs</p> <p><b>Benefits</b> Importing data from the general public needs checking and review, we have extensive experience in this area, but every customer is different.</p> <p><b>In-Year</b> - offers new challenges for tracking applications made my parents and importing into the One. Based on good practice from other customers are template reports and letters for In-Year give you're the additional tools for monitoring, liaising with schools and production of management Information</p> <p>Working with the team we a quick provide a set of up to 10 reports that will underpin the implementation</p> <p><b>Cost:</b></p>	6	One Administrator Admission Manager
<p><b>Portal – Citizen Admissions and Transfers (Off Site &amp; Onsite)</b> Using the software to manage Transfer applications</p> <p><b>Benefits</b></p> <p><b>Cost:</b></p>		
<p><b>Portal – Citizen Late's (Off Site &amp; Onsite)</b> Adapting software to manage phase and In-year phase applications</p> <p><b>Benefits</b></p> <p><b>Cost:</b></p>		