

Capita



Professional Support Partnership (PSP Service)

Professional Services

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Service Description

The Professional Support Partnership Service (PSP) has been designed to help Local Authorities with internal Capita One operations, support and administration. Allowing Local Authority users and IT colleagues to concentrate on the strategic use and dissemination of information to improve outcomes.

PSP offers support for Local Authorities with the system administration and data management activity on their Capita One Education solution. This work is undertaken by our experienced Application Specialist team.

Benefits

With over 40 years of One experience within the PSP analyst team, we can offer you the reliability and peace of mind of having a One expert at your fingertips to assist in the day-to-day workings of your authority.

We understand that accurate reporting is key within a local authority and enables you to make faster and more informed decisions. The PSP analysts have extensive knowledge within SSRS and Crystal report writing. Allowing you to utilise their skills and knowledge to create accurate reports, so you can get the most out of your data as quickly as possible.

Also, by having a PSP analyst work with you, this automatically gives you access to our internal pre-written report repository, should you need it.

The PSP can also help with ensuring you have accurate data by assisting with your Address Tidy and Archive and Delete routines. Ensuring you only have the data you need in an accurate format. This in turn, not only keeps you GDPR compliant, it also reduces the database size for better performance and provides a better user experience for you and your citizens.

Sites who have a PSP analyst tend to log less cases with Capita, as the PSP analyst is on hand to help with any support related issues. The PSP analyst can be the first port of call and if they cannot resolve the issues, they can log the case on your behalf.

Service Outline

Service	Details
Address Management	Ongoing correction of address data, geocoding, deleting incorrect addresses and merging duplicates.
Alerts	Creation of system alerts used to notify users of data changes or triggering of automated reports.
Crystal Report Writing	Scoping and creation of new, or amendment of existing Crystal Reports for your users and managers.
Data Cleaning	Creating Archive and Delete reports based upon retention rules. Running of the Archive and Delete routines.
Data Quality Assessments and Action Plans	We can help review the quality of a range of One Education data. We will make recommendations for improvements and put together an action plan if required.
Importing Data	Importing data into One such as Attainment, AMPARK.
People and Student merges	Identifying and resolving duplicate records.
ServiceNow Case Logging	Cases and Service Requests will be logged and managed through our MyAccount customer portal.
SSRS Report Writing	Scoping and creation of new, or amendment of existing SSRS Reports for your users and managers.
System and Module Administration	General system configuration, scheduled tasks, end of year routines (such as National Curriculum Year Roll Over). Uploading and managing reports.
User Administration	Setting up new users and advising on / managing user access and security rights. User and Password Management. User Audits.
User Permissions	Defining and testing user permissions
User Support	Providing first line support to users, for all modules. Also progressing second line queries through to successful conclusion and assisting the Capita service desk with support queries on behalf of the Local Authority.

Support Hours

The PSP analyst will be provided as follows:

- Monday to Thursday 9:00am to 5:00pm
- Friday 9:00am to 4:30pm
- 1 hour lunch break to be taken between the hours of 12:00pm and 2:00pm
- Bank holiday support not included.
- Remote working.

Any change to these hours need to be discussed with either the Application Specialist or Capita One Account Manager.

Although we like to keep consistency and ensure you have the same analyst for all your bookings, this could change for various reasons.

Local Authority Pre-requisites

To enable us to provide a high quality service, the following engagement and facilities are required from the Local Authority:

- Engagement in planning and prioritisation. We want to work closely with you in planning the priorities for the Service and to ensure the annual and termly calendar of events accurately reflects the key tasks for each period. To do this, we need you to work with the Application Specialist to determine appropriate prioritisation of service requests.
- Use the [Capita Support Portal](#) to log all service requests.
- Provide a suitable working environment with system administration access to Test and Live Environments.
- Ensure the Local Authority has appropriate licenses to cover the use of ONE, Oracle and Crystal for the purposes to which they are employed.
- Allow training for the Capita Application Specialist whilst on site to support staff development and improve levels of customer support.

Excluded from the PSP Service

It is important to note that the service does not include the following:

- System Training
- Module Migration or Implementation
- Detailed system/module consultancy
- Technical infrastructure support
- Module upgrades, hot fixes or service packs
- Module testing and sign-off
- Provision of SQL scripts to edit data
- B2B Data Conflict Resolution