Capita

Capita One EXPO 2022

System Admin Training and Mentoring

Welcome & Introductions

Your speaker:

Karen Orman

Senior Knowledge Specialist

Agenda

1. System Admin - Where to start?
2. Our Solution
3. Next Steps

01

System Admin

Where to Start?

One Coordinator Role

- **New to the role?**

- **Looking to recruit?**

- **Reorganisation of responsibilities?**

- **Support for One is within a team who are already stretched too thinly across other systems?**

- **No resources to fill and recruit?**

Involvement from 0 - 25

Capita

We help parents get their children places in pre-school provision and monitor their development online
Early Years, Children Centres &

We maintain core information about schools and other education providers all available online
Bases, Governors and Training Manager

We help parents obtain financial support for their children's education and citizens can apply online
Free School Meals & Clothing

We help parents get their children places in formal schooling; they can apply online, and we can share data with schools online
**Admissions & GIS**

We help get children physically to their schools and parents can apply online
Transport, GIS & Route Optimisers

If there are issues, we support interventions designed to help address them with online access for citizens and professionals
SEN-ALN-IDP, Case Management , Equipment, Hearing & Vision (Hi-Vi), Exclusions & Inclusions

We monitor children's attendance and attainment at school and integrate with other complimentary systems
Data Sharing, Attainment, Attendance, out of area Attendance collection, ePEP, Music, Child Employment & Entertainment
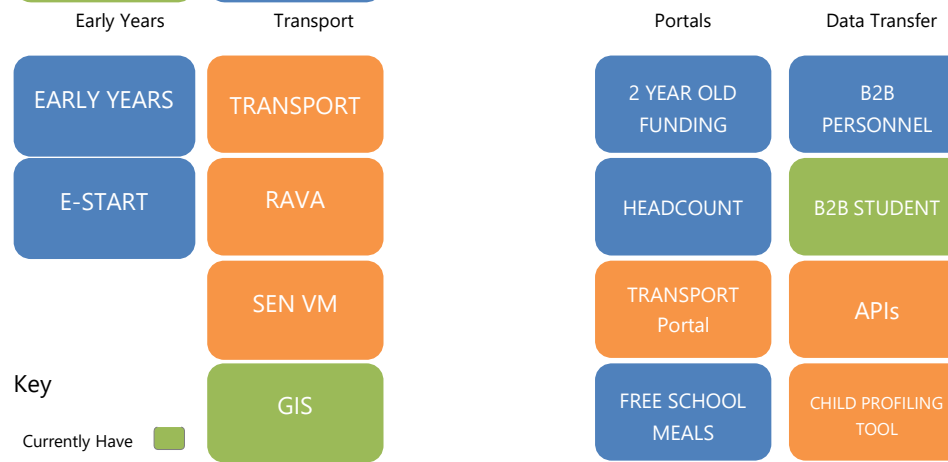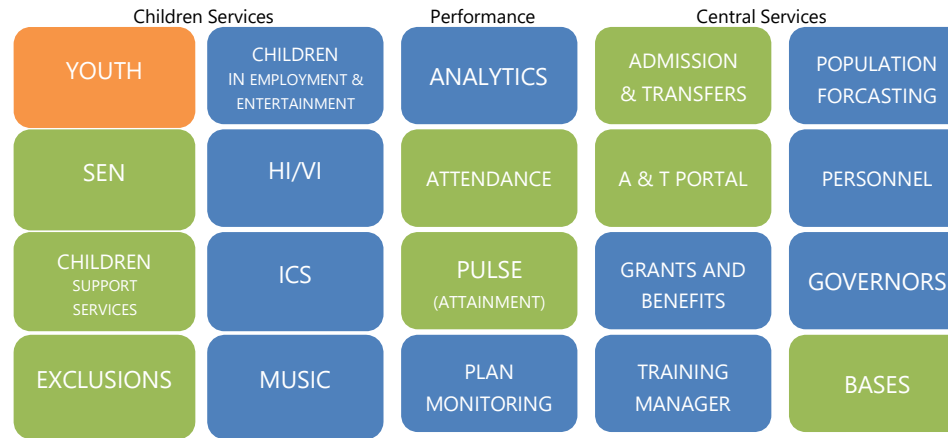
We support services working with young people to reduce and prevent anti-social and criminal behaviour
YJ - Youth Justice
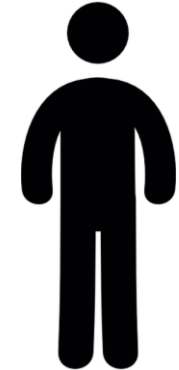
We explore interactions between all the decisions made previously to gain insights and help evaluate effectiveness, sharing SSRS reports securely with schools and other agencies
Single View Reporting & One Insight

We help identify children at risk of becoming NEET – not in Education, Employment or Training and monitor their activity
IYSS - Integrated Youth Support Services

CURRENT MODULES

Children Services

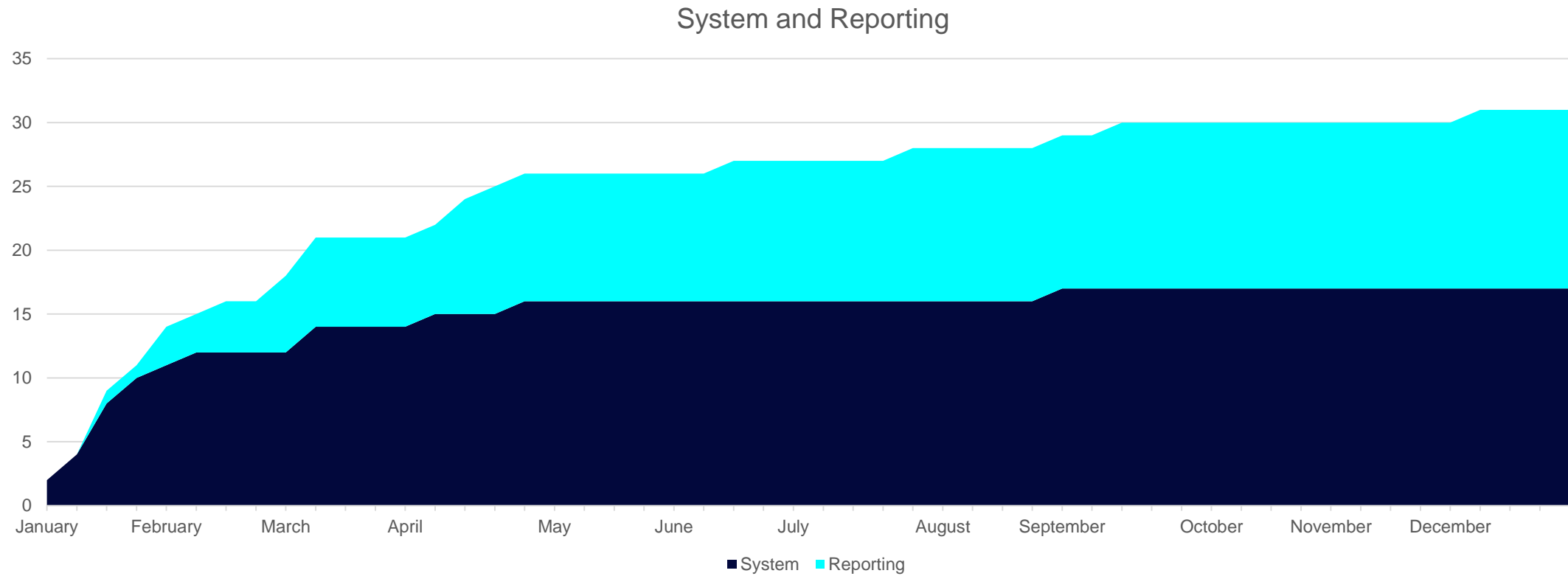|	
YOUTH	CHILDREN IN EMPLOYMENT & ENTERTAINMENT
SEN	HI/VI
CHILDREN SUPPORT SERVICES	ICS
EXCLUSIONS	MUSIC

Performance

- ANALYTICS
- ATTENDANCE
- PULSE (ATTAINMENT)
- PLAN MONITORING

Central Services

ADMISSION & TRANSFERS	POPULATION FORCASTING
A & T PORTAL	PERSONNEL
GRANTS AND BENEFITS	GOVERNORS
TRAINING MANAGER	BASES

Early Years

- EARLY YEARS
- E-START

Transport

- TRANSPORT
- RAVA
- SEN VM
- GIS
- CASEWORKER APP

Portals

- 2 YEAR OLD FUNDING
- HEADCOUNT
- TRANSPORT Portal
- FREE SCHOOL MEALS

Data Transfer

- B2B PERSONNEL
- B2B STUDENT
- APIs
- CHILD PROFILING TOOL

Key

Currently Have	(green)
Don't Have	(blue)
Aspire to have	(orange)

Technical

ORADS	OTAS	OTCSS	HOSTING	WEB-SERVER	WEB-SERVER 2	HOSTED eStart

Professional Services

REMOTE PSP	PSP	A&T	WEB-EX

Eng	Val	Linked Modul	Activity	January	February	March	April	May	June	July	August	September	October	November	December
		Holiday	England Public Holidays				F M	F M			M				F M
		Holiday	India Public Holidays												
		Incident	Incident raise rate												
		Release	One Main Release Committed Date												
		Release	Upgrade in Test												
		Release	Upgrade in Live												
Y		A&T	**Secondary School Applications**												
Y		A&T	Schools Admission Appeals Survey												
Y	Y1	A&T	Normal Round ADT Sec Phase to Other LA												
Y	Y1	A&T	Normal Round OA schools												
Y		A&T	PLR late application ADT 1st week dec												
Y	Y1	A&T	Ranking from schools January												
Y	Y1	A&T	ALT LA to LA (Secondary)												
Y	Y1	A&T	ALT to other online suppliers (Secondary)												
Y	Y1	A&T	ATF to schools												
Y	Y1	A&T	**Primary School Applications**												
Y	Y1	A&T	Normal Round Own Admission schools												
Y	Y1	A&T	Ranking from schools March												
Y	Y1	A&T	ALT (Primary)												
Y	Y1	A&T	May - July APT send to Other Las												
Y	Y1	A&T	IN YEAR												
Y	Y1	A&T	1st march Secondary offer date												
Y	Y1	A&T	16th April Primary offers												
Y	Y1	A&T	Prep for Online June - Aug												
Y	Y1	A&T	Offer routines Secondary												
Y	Y1	A&T	Offer routines Primary												
Y		ATT	Secondary school attendance return.												
Y		ATT	Parental Responsibility (Attendance & Behaviour - PRAP)												
Y	Y	EY	Add new Financial Year												
Y	Y	EY	Import Headcount Data												
		EY	Census Headcount Window												
Y		EXCL	Schools Exclusion Appeals Survey												
Y		EXCL	Exclusions return												
Y		EY	Free early eudcation for two year-olds												
Y		EY	Early Years Census (EYC)												
Y	Y1	GIS	GIS Batch Processes												
Y	Y	G&B	Claims for start of new year												
Y	Y	G&B	Roll Forward claims												
Y		PUL	Foundation Stage Profile												
Y	Y	PUL	Key StageTeacher Assessments												
Y		PUL	Phonics: Year 1 Roll-out												
Y	Y	PUL	Key Stage 2 Teacher Assessments												
Y	Y	PUL	Key Stage 3 Teacher Assessments												
Y		PUL	Statutory School Census												
	Y	PUL	PLASC Annual												
	Y	PUL	PLASC Attendance												
	Y	PUL	Post 16 PLASC												
Y		SEN	SEN2												
Y		SEN / CS	Alternative Provision Census												
Y	Y	SEN / CS	EOTAS												
	Y	SIMS / P	NDC Teacher assessments to WG												
Y	Y	SYS	Run NCY Roll forward routine												
Y	Y1	TRAN	Transport Batch assessmnet around offer date												
Y	Y1	TRAN	Transport Batch assessmnet around offer date												
Y		IYSS	NCCIS Run monthly through year												
Y		IYSS	Annual Release implementation												
Y		IYSS	Annual September Guarantee return												
Y		IYSS	Annual Activity Survey statutory submission												
Y		IYSS	Annual roll up of students NCY												
Y	Y	YJ	YJ Statutory Returns, runs Quarterly												
Y	Y	YJ	YJ Annual Return Submission												

System and Reporting
Knowledge required to maintain the system and support users

System and Reporting

Core Data
B2B, Address, Bases, Attendance

Strategic Data

Module Knowledge

Legend: A&T, Early Years, SEND, CSS, IYSS, Transport, Exclusions, Grants and Benefits

Learning Curve

Knowledge and Skills (vertical axis)

Time (horizontal axis)

= Monthly Care Session
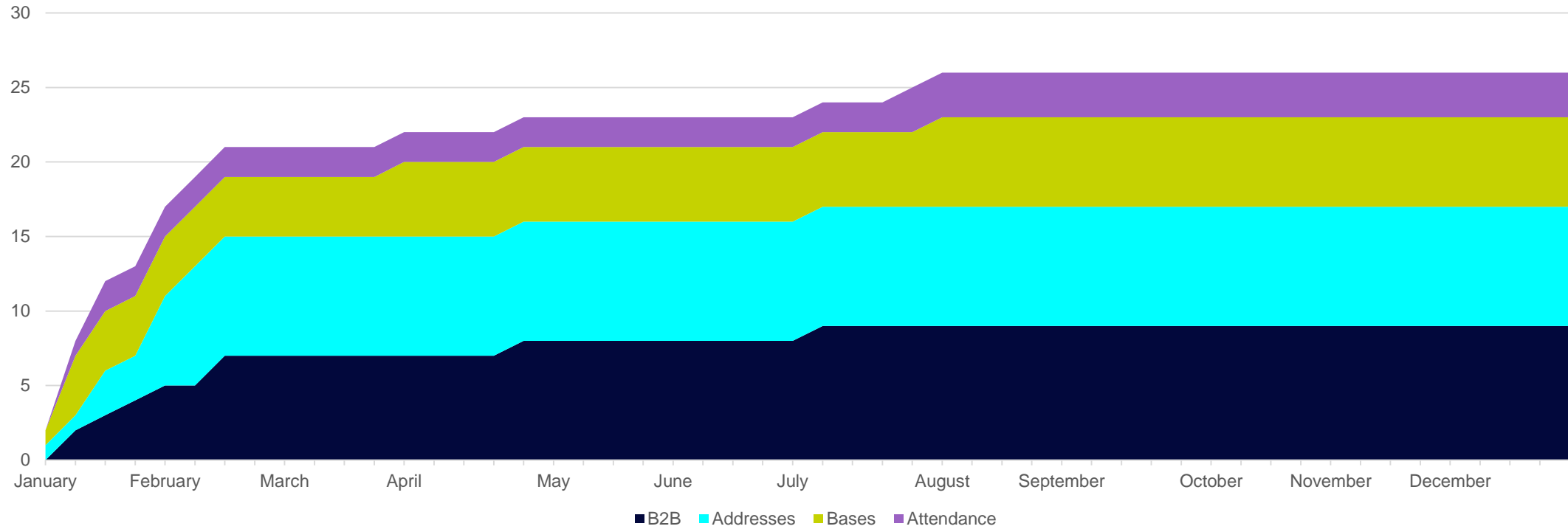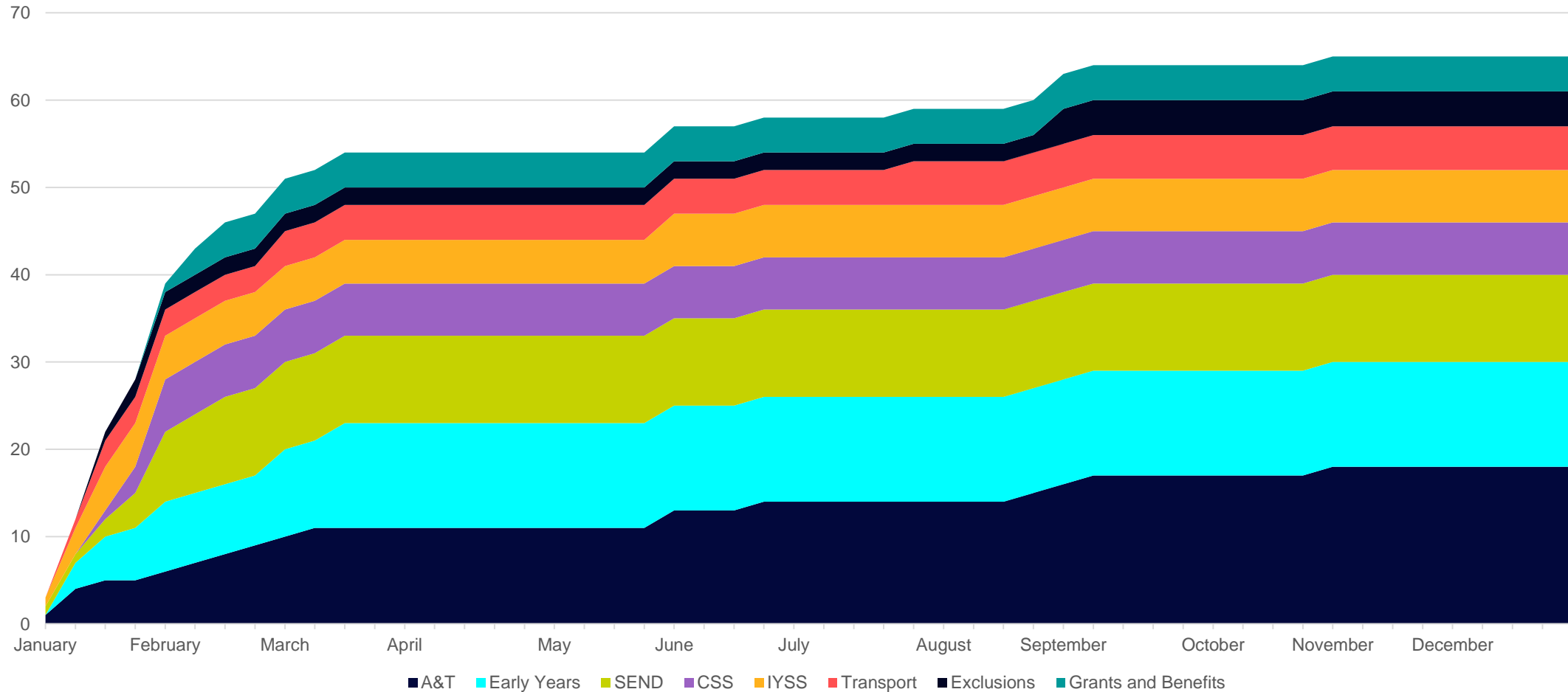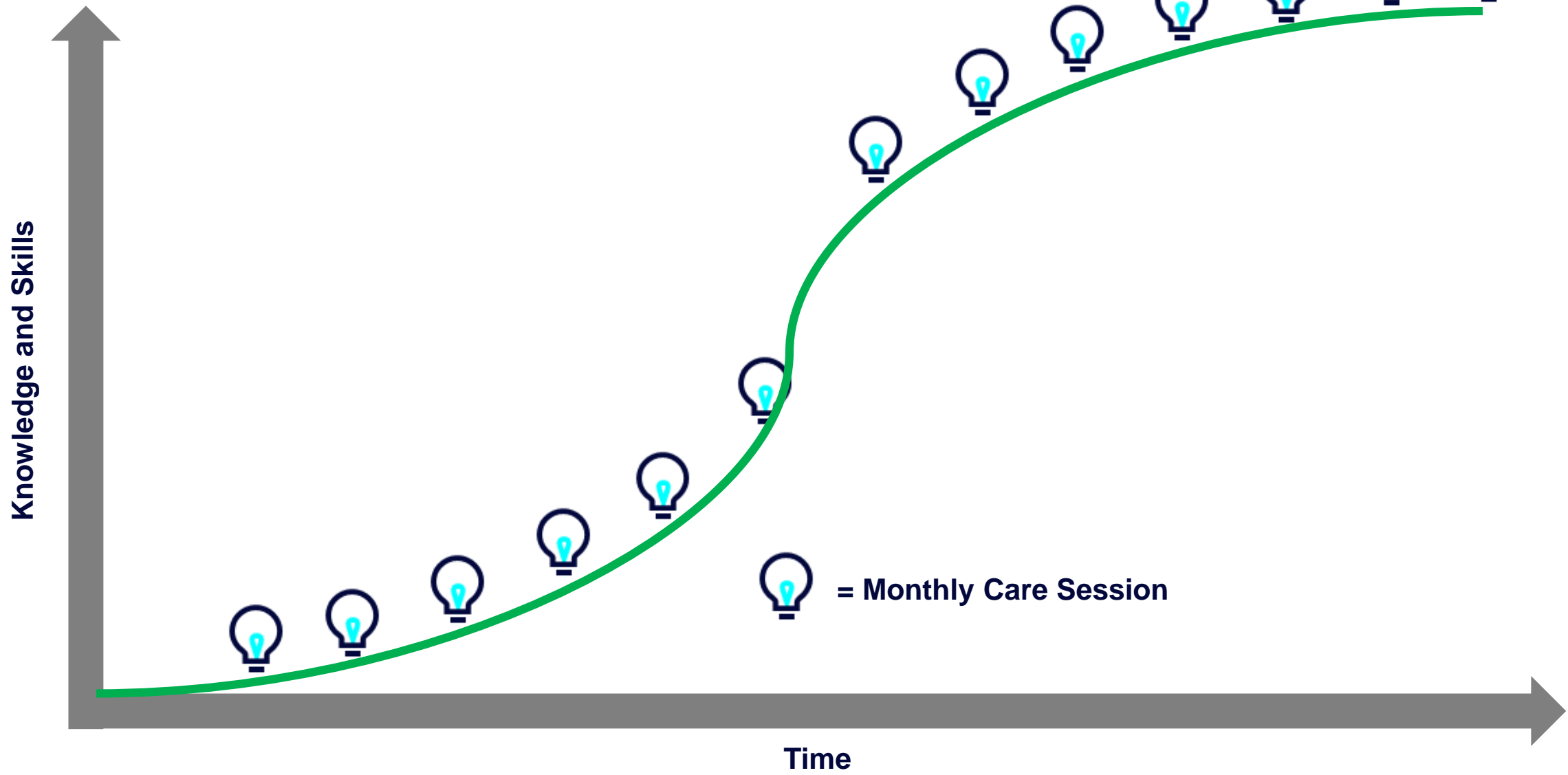
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Our Solution
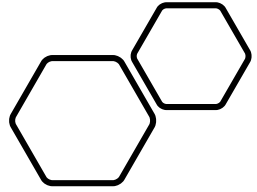
Annual Package

Support and guidance

System Admin Training and Mentoring

System Admin Training and Mentoring

- Advice and Support
- Planning
- Issue tracking

- System Admin Training
- House keeping
- Ask the expert sessions

Core Support

Skills

Module Review

Reporting

- Business process
- Health Check
- Navigation
- Challenge
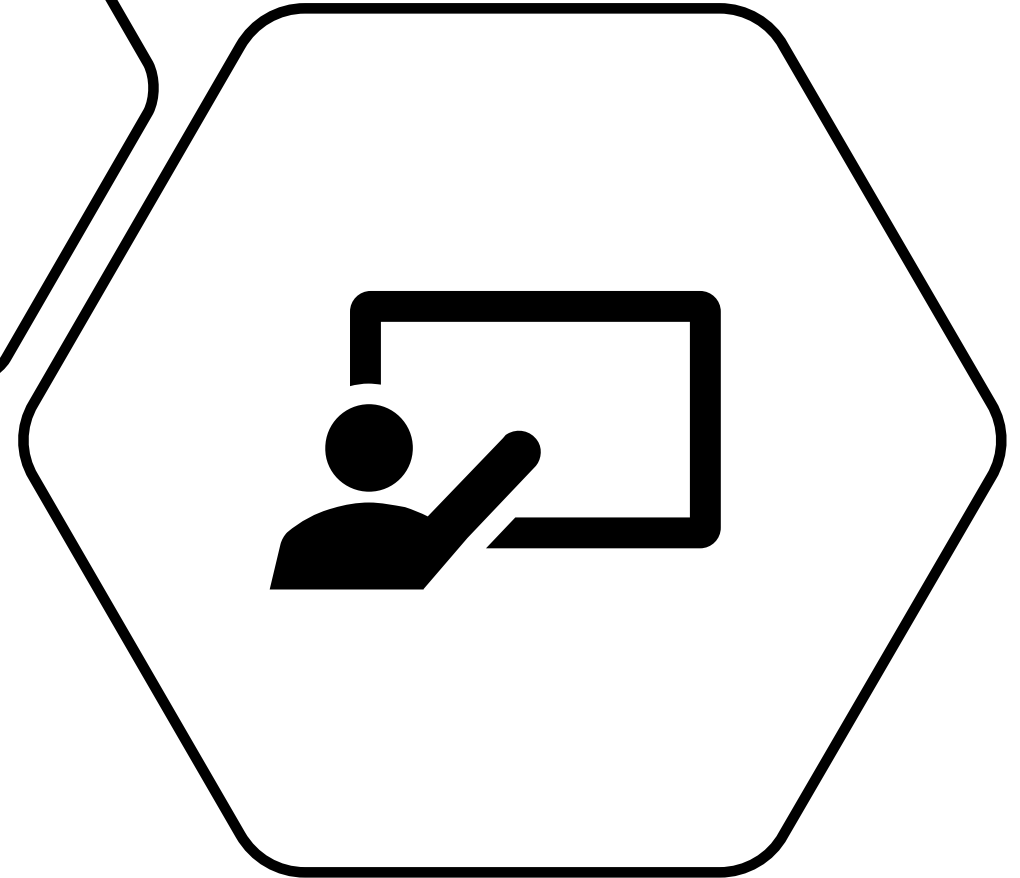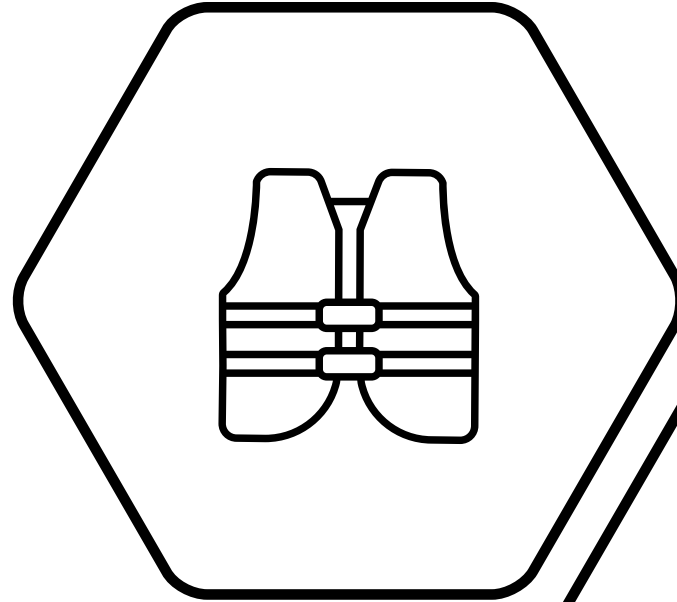
- Crystal Training
- Report Builder
- Module Reporting
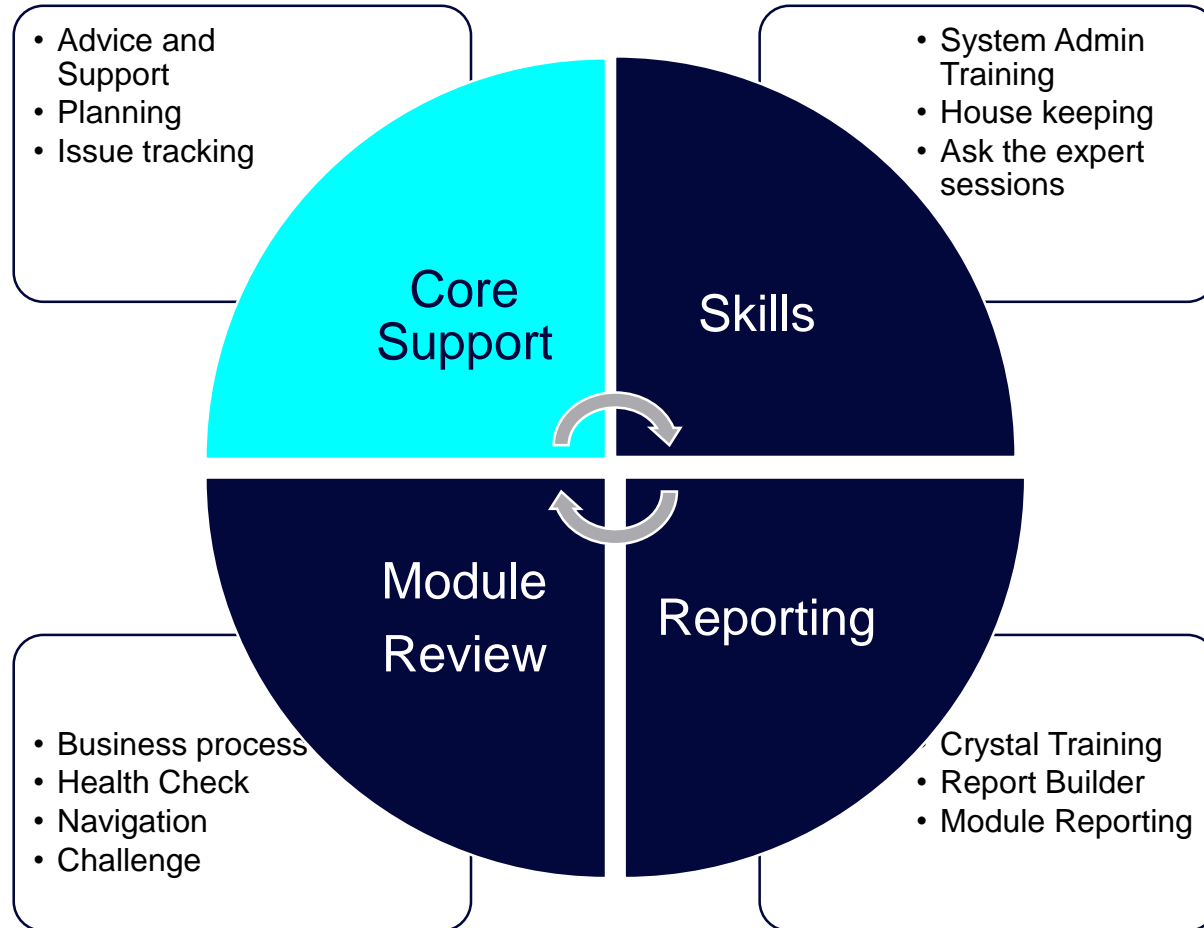
Core Support

- Direct contact with a knowledge expert, providing advice and support
- Email address dedicated to support
- Regular catch-up meetings throughout the year
- Issue triage
- Advice and support for this unique role

Core Support

Quick access to a knowledge expert who understands your One module process

Solutions for issues, circumstances change we will find and advise on how to work though challenges

You gain confidence on how to liaise with Capita

Support you to support your users

Skills

Training and development of skills

- System Admin, training in bite size 'ask the expert' sessions
- Module Administration training
- House Keeping of core strategic data

Skills

Quickly skill up on how to support your users

Understanding the many interfaces of One – so you can represent One within your Local Authority

Little and often training – slots in with your busy schedule

Training with sharing of best practice of use of the software

Sound foundation of what, why and how

Reports

Reporting with Crystal, SSRS and Power BI

- Crystal training for beginners and upwards
- How reporting works with the One suite
- Workshop approach to tweaking reports
- Report Builder - overview
- Integration with Power BI - overview

Reporting

Support you to support your users

Orientation around data tables and views

Introduce or adapt reports you have using SSRS which are quicker and integrate better with Excel

'Art of the possible' solutions for your users

Module Review

Module by Module

- Business Process it supports

- Overview of each module

- Review of how it is being used within your LA

- Health check

Module Review

We help you understand what each module can do and how your users are using them

Support your services day-to-day

Prioritise service needs

Understand your users and their challenges

Meet the team

Karen Orman

David Lloyd

Simon Misselbrook

Mark Gabriels

Adrian Alban

Victor Sanam

Kevin Turner

Andy Bushman
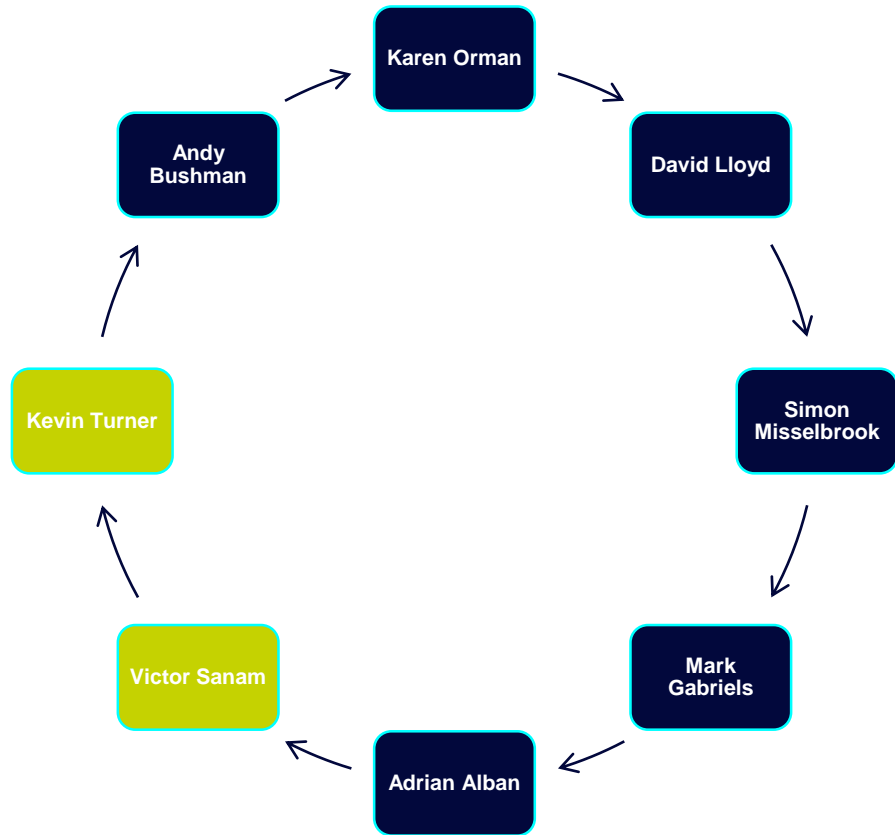
- **70+ Years of module knowledge**

- **No one person is an expert in all modules**

- **Some of us have supported / worked with one since the introduction of V3!**

- **Many of us have worked in local government and 'walked in your shoes'**

Our Solution

Core package - linked to the number of modules

Get the best value from your data

Develop a sound foundation of system knowledge

Get the best out of your investment

03

Next Steps

Next Steps

If you would like to hear more on availability and costs, then please contact your Account Manager.

Capita

Thank you