



# Family Information Directory (FID) - Implementation Package

Professional Services



## Copyright

© 2025 MRI Software LLC - All Rights Reserved. It is confidential and commercially sensitive and must not be distributed in any form without prior permission of a manager from MRI Software. If you do not have authorisation to receive this document, please return it to the author as soon as possible.

## Contact

Contact your account manager or [simon.pixley@mrisoftware.com](mailto:simon.pixley@mrisoftware.com) for further details relating to this.

# Contents

---

Contents.....	3
Introduction .....	4
Benefits .....	5
Pre-requisites .....	6
Service Overview.....	7
Service Details.....	8
<i>Session 1: Project Launch fit</i> .....	8
<i>Session 2: User Training for UAT</i> .....	9
<i>Session 4: User acceptance review</i> .....	10
<i>Session 6: Post Go Live Applications</i> .....	11
Additional Service Options.....	12

# Introduction

---

The Family Information Directory (FID) provides a single comprehensive directory of childcare information, facilities, and publications readily available to the local community. The software provides parents, carers, prospective parents, and other interested members of the public with convenient, easy to use information on local childcare provision.

The portal provides an interactive tool that highlights the location of provision and services in proximity to the enquirer's place of work or home. Providing a more efficient enquiry process, enabling real time responses to be provided.

If you are collecting data from providers via the Provider Portal Self Update, this data can feed the FID directory. In addition, you can maintain details for Early Years providers. Using Early Years to maintain details for services to the wider family and publish these details to the FIS site too.

Using the Export mechanism, you can import data from Ofsted into holding tables in MRI Education. This means you can monitor changes to registration and create new provider based on their official registration process.

# Benefits

---

Because the FID portal is accessed by families, we support you to setup, test and finally launch to parents. This package provides your Grants and Benefits team with a streamlined project, to efficiently implement both modules as a single project.

- We will start by listening and understanding your local 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 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 readiness to publish offers.

# Pre-requisites

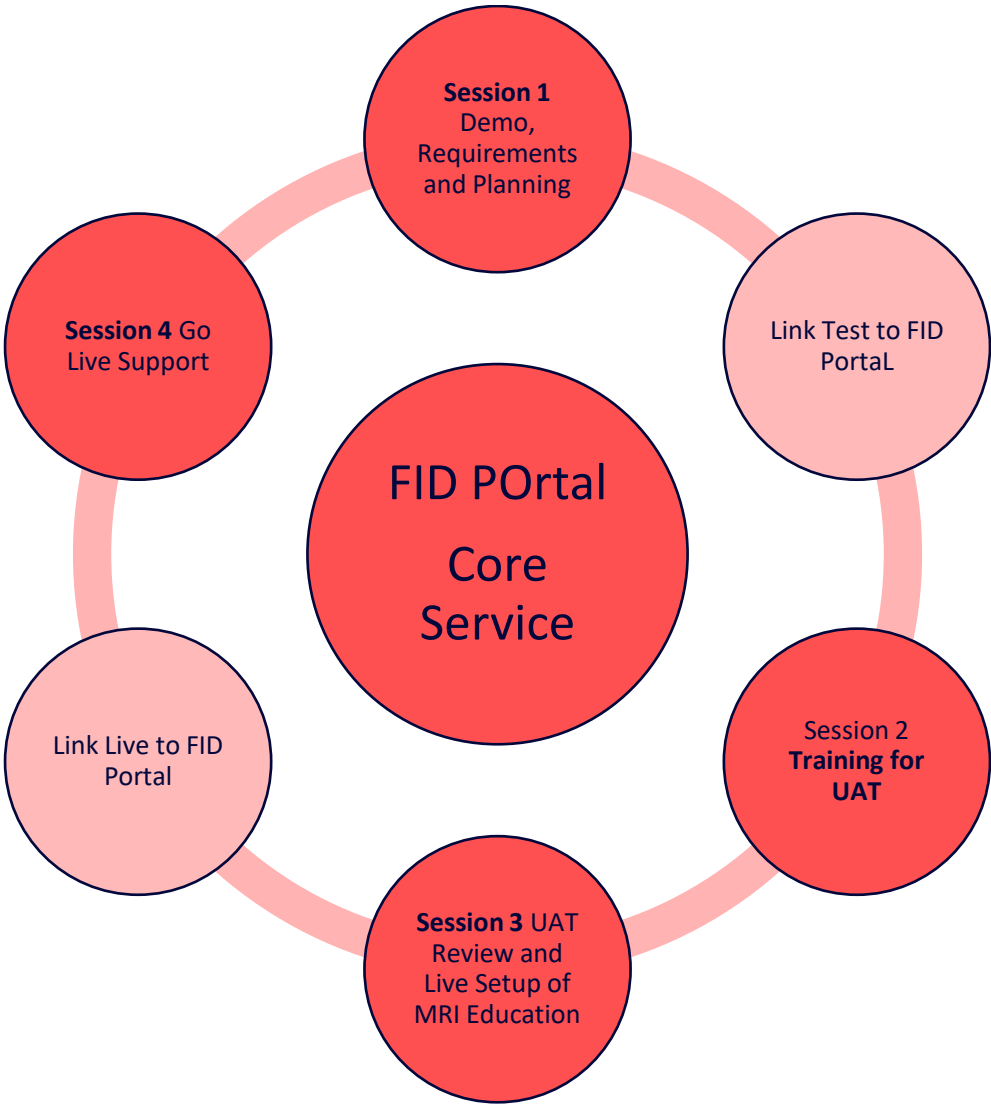
---

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

- Early Years module
- Purchase a domain name and SSL certificate for their hosted FID portal
- Ofsted accreditation to import data if required
- Install the licence keys into test and do an Ilreset before Session 1
- Remote access for MRI Education Technical to install and configure web components and windows scheduled tasks that manage the export of data
- Access to participate in Microsoft Teams and or Webex sessions for support and configuration by the knowledge specialist
- MRI Education database at the current version or previous version
- Have a test environment that has been refreshed within the last academic year
- Appropriate access to all Clients for the Knowledge Specialist

# Service Overview

We will assist in the successful implementation of the FID Portal by providing the following:



We believe in a strong emphasis on a proactive partnership with the customer. The MRI Education Project Coordinator will work closely with the customer’s appointed Project Lead throughout the project to achieve this. The MRI Education Project Coordinator is the coordinating MRI 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: Project Launch fit

<b>Key Prerequisites</b> (full list provided in RAID log)	<ul style="list-style-type: none"><li>• Access to a workstation with full access to MRI Education Test, with system admin rights for V4 Client, V4 Online for Early Years</li></ul>
<b>Objectives</b>	<ul style="list-style-type: none"><li>• Review the scope of the software 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>
<b>Audience</b>	<ul style="list-style-type: none"><li>• IT Support – to check and review Technical environment</li><li>• Family Information Managers to understand their service needs</li><li>• Support – impact on MRI Education and reporting and support</li></ul>
<b>Standard Agenda</b>	<ul style="list-style-type: none"><li>• Demonstrate the FID Portal for a Parent</li><li>• Ofsted Import – how it imports</li><li>• Export of data from MRI Education</li><li>• Enquiries for family support</li><li>• FID Hosted site</li><li>• Legacy data in MRI Education</li><li>• Review the RAID log and Technical Pre-requisites, allowing for IT support to understand how The FID Portal integrates</li><li>• Review the requirements for the business process to support applications, parents and providers</li><li>• Test access to the Test environment to check for any missing configuration that will delay successful set up of the link to the hosted FID site by MRI Education Technical.</li></ul>
<b>Outcomes</b>	<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 by the MRI Education Technical Team</li></ul>



## Session 2: 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 V4 Client, Online Client, and access to Crystal or permissions to run reports</li> <li>• Access to the Internet</li> </ul>
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• Understand the parents experience – how they navigate navigation</li> <li>• FID Administration of the hosted site – what can be amended</li> <li>• Ofsted Imports – how they import</li> <li>• Overview of how the Exports work – how they work</li> <li>• Mapping of fields that export</li> <li>• Data Management Console</li> <li>• Enquiries for recording parent contact</li> </ul>
<b>Audience</b>	<ul style="list-style-type: none"> <li>• MRI Education coordinator or Key contact with full access to MRI Education</li> <li>• Family information team</li> </ul>
<b>Standard Agenda</b>	<ul style="list-style-type: none"> <li>• FID Hosted</li> <li>• FID Site Administration</li> <li>• Ofsted Data – How to find and use</li> <li>• Overview of how the Exports work – how they work</li> <li>• Mapping of fields that export</li> <li>• Data Management Console – review and troubleshooting</li> <li>• Enquiries for recording parent contact</li> </ul>
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• The Family Services are ready to UAT</li> <li>• Feel confident to invite other colleagues review the FID hosted site</li> <li>• Commit to testing</li> </ul>

## Session 4: User acceptance review

<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 V4 Client</li><li>• Able participate in MS Teams meetings</li><li>• Have a log of queries ready for the meeting</li></ul>
<b>Objectives</b>	<ul style="list-style-type: none"><li>• Review the UAT log</li><li>• Check the knowledge gained from Training</li><li>• Setup MRI Education Live ready for commissioning change of Data feeds by MRI Education Technical</li></ul>
<b>Audience</b>	<ul style="list-style-type: none"><li>• MRI Education coordinator or Key contact with full access to MRI Education</li><li>• Family Services team</li></ul>
<b>Standard Agenda</b>	<ul style="list-style-type: none"><li>• FID Site</li><li>• FID Administration</li><li>• Ofsted</li><li>• Data Console</li><li>• Enquiries</li><li>• Live Setup of lookups and configuration ready for Test</li><li>• Unpublishing data from Test prior to going live</li></ul>
<b>Outcomes</b>	<ul style="list-style-type: none"><li>• Confidence to go live</li></ul>

## Session 6: Post Go Live Applications

<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 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>
<b>Objectives</b>	<ul style="list-style-type: none"><li>• Review applications made by the public</li><li>• Answer any queries the Family Information team for supporting parents</li></ul>
<b>Audience</b>	<ul style="list-style-type: none"><li>• MRI Education coordinator or Key contact with full access to MRI Education</li><li>• Family Information team</li></ul>
<b>Standard Agenda</b>	<ul style="list-style-type: none"><li>• FID Site</li><li>• Data feed queries</li><li>• Checking for anomalies</li><li>• Ofsted data</li></ul>
<b>Outcomes</b>	<ul style="list-style-type: none"><li>• The team are confident they are managing the new FID solution</li></ul>

## Additional Service Options

---

Additional Elements (as required)	Sessions required	Resource Required
<b>Provider Self Update (On site / Off Site)</b>  <b>Benefits</b> Providers update their own details  <b>Cost:</b>	1	LIST CUSTOMER AUDIENCE