Bromcom MIS Support Service

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Service Overview and Benefits

The ICT & Digital Systems Team at Coventry City Council is delighted to be able to provide Bromcom Support, alongside the support for other management information systems.

The team has been supporting school management information products for well over 20 years, this means we have a substantial knowledge of the management information requirements that schools have both from a system and a statutory point of view. This means we can fully appreciate the pressures that those working in schools face daily, and we know that it is essential that you receive a prompt and efficient response to your Bromcom MIS queries. We provide our support services via telephone & remote access, face to face through training sessions, workshops, and conferences, and through videos posted to our YouTube channel. We also provide online training sessions and guidance documentation.

Coventry CC take an active part in the Bromcom community, we use this community to share good practice, learn from the experiences of others and to keep our skills up to date, this enables us to ensure that we are constantly improving the service we provide to you.

This service is complimented by our Training and Events service which provides full training and support for these products.

Service Description

The following is a description of the services provided as part of this service element.

We provide this service via: -

- Telephone and remote support
- On site visits where necessary
- Documentation and videos on our website
- Face to Face Training, Webinars, Online Courses, and Events

Support for Bromcom MIS Functions

We provide, support, advice, and guidance for the following areas of Bromcom.

- Core MIS – including Admissions, Curriculum management, document management, GDPR, HR and SCR, Interventions and Provision Mapping, Lesson Dashboard, Student and Staff Profiles, Student Report Cards, Student Support and SEN Management & Teacher App
- Attendance
- Assessment
- Reporting
- Dinner
- Clubs and Trips
- Analysis
- Classroom Management
- Student Portal
- Communications
- Primary Tracker and Analytics

- Parent Portal (MyChildAtSchool)
- Parent Portal Plus (MyChildAtSchool)
- Safeguarding
- CPD
- Google/Office 365 Integration
- User account management – roles and permissions

For secondary schools

- Exams*
- Timetabling*

Data Imports

- Pay related definitions

Note: Any area not specifically included is excluded.

Support for Bromcom Finance Functions

We provide, support, advice, and guidance for the following areas of Bromcom. Support is provided for the software functions only; financial support and guidance should be obtained from your usual financial support service.

- Accounts Payable
- Accounts Receivable
- Salary Projections and Budget Planning

- General Ledger
- Reporting
- Asset Management

Support for Statutory Processes and Crucial School Processes

We provide, support, advice, workshops and guidance for the following activities:

- School Admissions
- School Census
- School Workforce Census

- End of Academic Year / Start of Academic Year
- End of Key Stage

- Exam Seasons (management, entries, and results analysis)
- Consistent Financial Reporting **
- End of Year for Academy Schools**

- Catholic Schools Census *
- Better Financial Reporting Return to ESFA (Academy Schools)**
- End of Year for Maintained Schools**

*The Catholic School Census is supported by the Catholic Education Service, and they will provide guidance and advice, however, we will provide support in relation to Bromcom, as necessary.

**Finance Processes are supported by Education Finance Officers, but ICT & Digital will support the process within the application.

Liaison with Third Party Software Provider

Where we identify that a problem exists within the Bromcom MIS that requires further investigation to resolve, we will liaise with the software vendor on your behalf.

Integrations into other products

This service supports the integration of Bromcom data into third party products as purchased by the school. Examples of these integrations are SchoolComms, ParentPay, Teachers2Parents, CPOMS, Inventory etc.

We will work with yourselves and the third-party supplier to support, setup and configure the data transfer between the systems.

We will only support the third-party integration where the third-party support provider provides an automated tool/API to enable the data transfer between the two systems. Our support does not extend to supporting the third-party system unless otherwise stated.

How to access the service

You can access this service to raise incidents or service requests via the ICT & Digital User Support Team (previously known as Service Desk).

Getting the Best out of Bromcom

Your Bromcom System is one of the most complex and expensive systems within your school not to mention it contains the data that is the very life blood of your school. This means getting the best out of it is essential to improve the outcomes of your school along with getting the most out of your investment. Improving the use of Bromcom may also enable your school to save money by reducing the need for third party products or through efficiency savings.

As part of the Bromcom MIS Support service, we can offer a free of charge visit to school to discuss your individual challenges and offer product demonstrations. As part of this visit, we will discuss with you the areas of Bromcom which you are underutilising and work with you to put in place an improvement plan.

Please contact us to arrange a free meeting.

We also offer training, workshops, webinars, and seminars to help you get the most of out of the service.

Training, Seminars, Webinars and Workshops

Training is provided in various areas of Bromcom. Please see the ICT Training and Events service description for further details.

Exclusions

The following exclusions apply:

Area	Item Excluded
Data Restore	▪ We will work with Bromcom where necessary to restore data following a disaster – however, Bromcom is responsible for the data backup of your system and its data. ▪ Re-entry of lost is available at an additional charge.
Data Returns	▪ Catholic School Census – Support is provided by the Catholic Education Service. We will support Bromcom queries which may arise as you complete your return.
DfE Services	▪ Support for the DfE systems such as s2s, Get Information about pupils, Collect, Get information about schools (GIAS) etc is provided by the DfE.
Hardware & Operating Systems	▪ Support for device software (e.g. operating systems & productivity software) and hardware issues (e.g. workstation, server or printers); it may be covered by another service.
BACS files	▪ Transmission of BACS files to receiving bank – except where a network or software issue is preventing transmission.
Equipment Register	▪ Import of Equipment Data ▪ Inventory Inspections
Financial Advice	The following activities are not provided as part of this agreement; however, this support may be available from your school finance officer. ▪ Advice of a financial nature ▪ Chart of accounts advice ▪ Budget planning advice ▪ BCR Report content
Salary Download	▪ Salary Download where the school does not use Coventry City Council's payroll service.

Requirements and Assumptions

To provide this service, we make the following assumptions.

- Schools are licenced for the supported products.
- Remote access will be granted by school where necessary to allow ICT & Digital staff to support the products.
- Supported schools allow ICT & Digital Staff to log in to their Bromcom service to provide support.
- Staff have been adequately trained in the use of products.

Supporting Services and Dependencies

The following services support the operation of this service, please see the separate service description document:

Service	Description
ICT Training and Events Service	Training is provided using a variety of different approaches such as face to face training, self-directed online training, trainer led online training, webinars, workshops, and attendance at our ICT conference. **You can buy training as you go, or you can purchase a package of training hours each year to suit your needs.**

Additional Services available for a charge

To compliment this service, we can offer the following additional services, which are available for a charge. The below services will be charged on a per hour basis. Please contact us for a quote for any of the below.

Area	Description
Consultancy	- Onsite training and bespoke advice on use of specific Bromcom areas. - Bespoke Staff training - Setup and Configuration of new products - Bromcom Audit
General	- Preparation of Data for School Merges (where two or more schools join to become a new establishment). - Entering and updating school data.
Premium Bromcom Support Service	For a small charge you can purchase hours for a member of ICT & Digital staff to complete work relating to Bromcom as set by yourselves. This work can be done remotely or via an on-site visit.
Report Writing	Writing specific reports to obtain data from the Bromcom system.

Document Control

The table below shows the changes to this document.

Version	Date Released	Change Notice	Pages Affected	Remarks
1.0	January 2023	New Document	All	New Service.