

Capita



Family Information Directory (FID) – Implementation Package

Professional Services

Copyright

Copyright © 2023 Capita Business Services Limited. All rights reserved. No part of this publication may be reproduced, photocopied, stored on a retrieval system, translated, or transmitted without the express written consent of the publisher. Microsoft® and Windows® are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Contact Capita

Contact your account manager or simon.pixley@capita.com for further details relating to this.

Contents

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

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 One. 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.

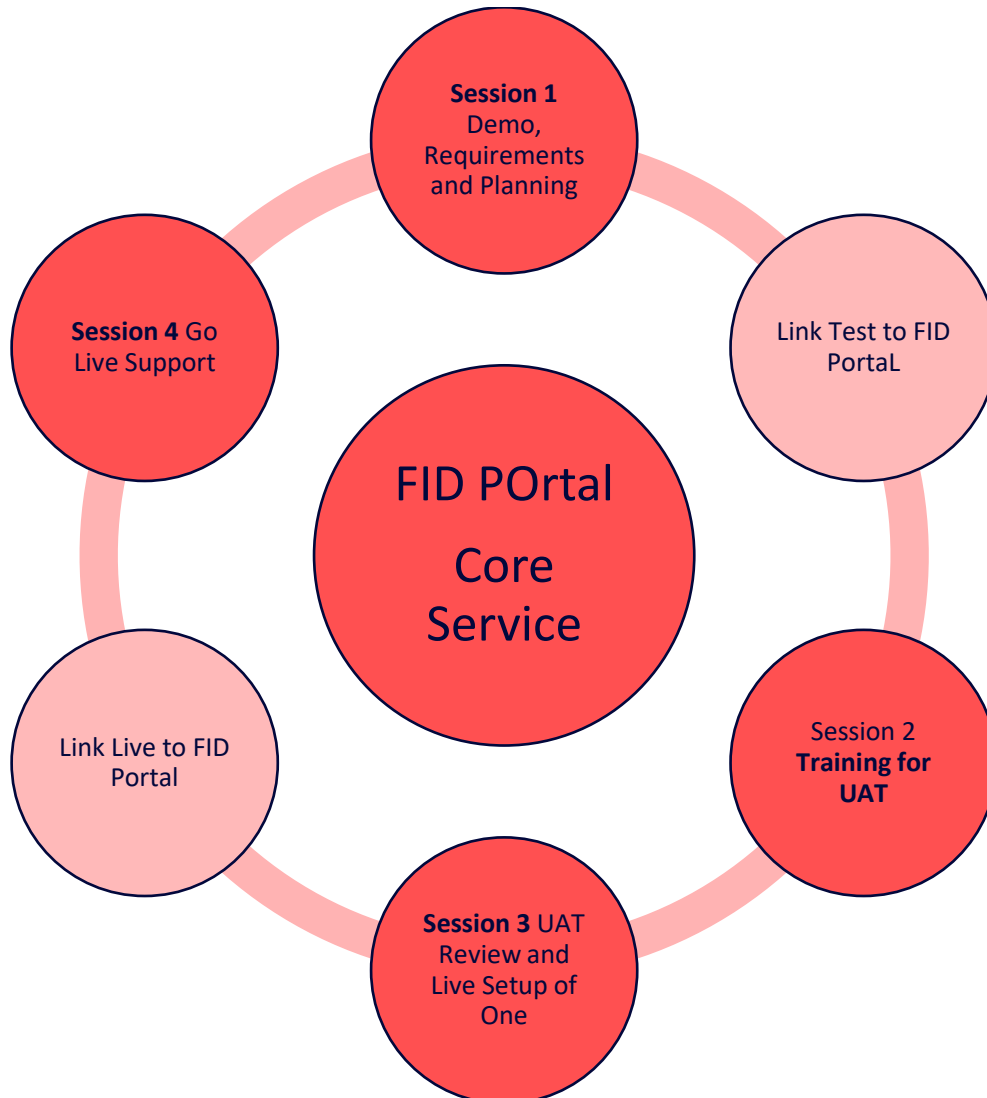
Pre-requisites

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 One 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
- One database at the current version or previous version
- Have a test environment that has been refreshed withing the last academic year
- Appropriate access to all One Clients for the Knowledge Specialist

Service Overview

Capita will assist in the successful implementation of the FID Portal 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: Project Launch fit

Key Prerequisites (full list provided in RAID log)	<ul style="list-style-type: none"> • Access to a workstation with full access to One Test, with system admin rights for V4 Client, V4 Online for Early Years
Objectives	<ul style="list-style-type: none"> • Review the scope of the software and for all parties to understand how they will benefit, and what the challenges maybe • Identify time and resources needed to support the implementation
Audience	<ul style="list-style-type: none"> • IT Support – to check and review Technical environment • Family Information Managers to understand their service needs • One Support – impact on One and reporting and support
Standard Agenda	<ul style="list-style-type: none"> • Demonstrate the FID Portal for a Parent • Ofsted Import – how it imports • Export of data from One • Enquiries for family support • FID Hosted site • Legacy data in One • Review the RAID log and Technical Pre-requisites, allowing for IT support to understand how The FID Portal integrates • Review the requirements for the business process to support applications, parents and providers • 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 One Technical.
Outcomes	<ul style="list-style-type: none"> • All parties have a mutual understanding of the scope of the software, the service requirements, and resources needed • Test environment is ready for setup and configuration by the One Technical Team

Session 2: User Training for UAT

Key Prerequisites (full list provided in RAID log)	<ul style="list-style-type: none"> • 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 • Access to the Internet
Objectives	<ul style="list-style-type: none"> • Understand the parents experience – how they navigate navigation • FID Administration of the hosted site – what can be amended • Ofsted Imports – how they import • Overview of how the Exports work – how they work • Mapping of fields that export • Data Management Console • Enquiries for recording parent contact
Audience	<ul style="list-style-type: none"> • One coordinator or Key contact with full access to One • Family information team
Standard Agenda	<ul style="list-style-type: none"> • FID Hosted • FID Site Administration • Ofsted Data – How to find and use • Overview of how the Exports work – how they work • Mapping of fields that export • Data Management Console – review and troubleshooting • Enquiries for recording parent contact
Outcomes	<ul style="list-style-type: none"> • The Family Services are ready to UAT • Feel confident to invite other colleagues review the FID hosted site • Commit to testing

Session 4: User acceptance review

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

Session 6: Post Go Live Applications

Key Prerequisites (full list provided in RAID log)	<ul style="list-style-type: none"> • 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 • Able participate in MS Teams, and Webex meetings
Objectives	<ul style="list-style-type: none"> • Review applications made by the public • Answer any queries the Family Information team for supporting parents
Audience	<ul style="list-style-type: none"> • One coordinator or Key contact with full access to One • Family Information team
Standard Agenda	<ul style="list-style-type: none"> • FID Site • Data feed queries • Checking for anomalies • Ofsted data
Outcomes	<ul style="list-style-type: none"> • The team are confident they are managing the new FID solution

Additional Service Options

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