

Capita



SATMASS

Professional Services

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Introduction

System Administration Training Mentoring and Support Service - SATMSS

This service from the Professional Services Team is a year's package of training and support for the ONE system. It is training and support for the challenging role of supporting the One database.

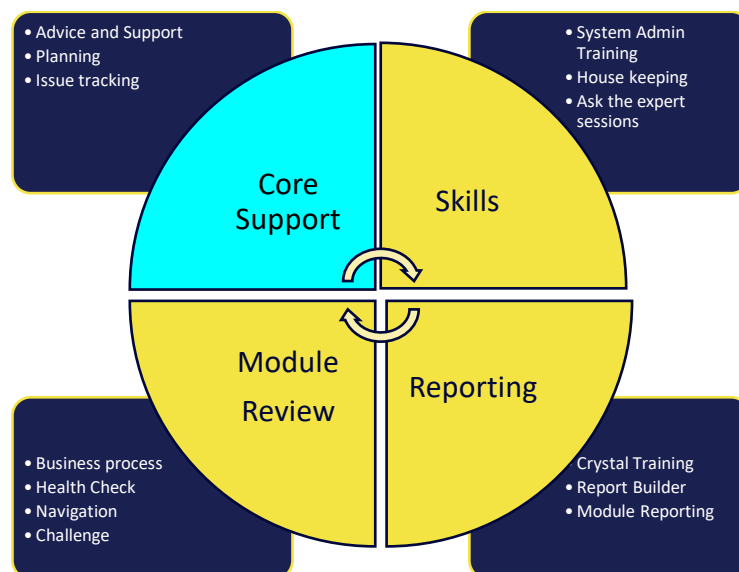
The sustainability and success of the ONE system is dependent on having key people trained locally to support users and be a champion for the system.

The role of the One Coordinator is broad and challenging over the course of the year, you need to provide a service to your users as they work to their own needs and deadlines. When you take stock of all the modules and interactions the data in ONE may need to make with other solutions in a local authority, placing a new starter or reorganising the support there is a steep learning curve to climb.

Maybe one of these scenarios applies?

- **The ONE coordinator is new to the role?**
- **Looking to recruit, and need a mentoring package?**
- **Reorganisation of responsibilities, and existing IT support must stretch to support ONE?**
- **Support for One is within a team who are already stretched too thinly across other systems?**
- **Your One Coordinator is leaving or retiring?**

This package includes the following.



Core Support

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

Your new support arrangements have quick access to a knowledge expert who understands your ONE module process. Sharing knowledge to support issues, deciding if the issue can it be solved with mentoring, or raising a ticket on Service Now.

Over the time picking knowledge and confidence on how best to liaise with One Support

Your users of ONE are supported during the transition.

Skills

Training and development of skills for:

- System Admin, training in bite size 'ask the expert' sessions.
- Module Administration training.
- Training for housekeeping of core strategic data.

System Administration training normally takes 2 days with an intensive agenda covering all aspects and some of the content may never be needed. During the SATMASS programme we split the training up into half day blocks starting with day-to-day support, then timely units to fit in around the annual calendar.

The training covers all the interfaces for ONE, and share best practice, giving a sound foundation for what why and how.

Report Training

Training and development of skills for:

- Crystal training
- How reporting integrates with the One suite
- Workshop approach to tweaking reports
- Report Builder (SSRS) – overview.
- Integration for Power BI – overview

Your ONE support team will inherit reports in Crystal, SSRS. The support package includes training for reporting to edit and develop reports to integrate with the ONE software.

Module Overview and Module Administration Training

Module by Module overview and key features for that Modules administration

- The business processes the module it supports.
- Overview of each module – the art of the possible
- Review of how it is being used within your local authority.

Understanding what your users are using ONE for means day-to-day support is maintained and understood. This will strengthen your understanding of issues and how to prioritise support. We will cover the scope of the modules and the art of the possible, which will empower them to challenge users getting the best out of the investment made in the module.

Benefits of the service

This service is a mentoring service to provide development and confidence to a new appointee or new support arrangements.

Planning out a programme of training and regular contact will embed skills development to get the best out of your investment in ONE and support the transition of support for ONE over the course of the program.

You may find a recruit with excellent transferable skills and knowledge, but unless they were previously supporting ONE will have a very steep learning curve, this service will give them the confidence to take on their new role and support your users.