

## How will e<sup>1</sup> benefit me?

The Phoenix Gold system in Highland schools was dependent on the provision of a Fujitsu PC and the number of licences was restricted. Staff without this could not access the data. This meant that many management tasks in a school depended on collection of data (on paper) followed by the data on Phoenix being edited/updated by office staff. With e<sup>1</sup>, users will be able to access the software from any PC with internet access providing they have the relevant permissions. This will include access from classrooms and from staff workbases.

- **Principal Teachers** - access to summaries, course plans, behaviour management information, assessment records for year groups, teacher and pupil timetables.
- **Guidance Teachers** - access to data on all aspects of a pupil.
- **Senior Management** - access to monitoring and analysis tools within pupil tracking and pupil attendance, implement the school development plan and measure the benefits
- **Office Staff** - easier pupil record keeping, letters and reports, greater flexibility of reporting, more standard reports, improved information flow with rest of ECS, no local software updates, helpline and online support.
- **Class Teachers** – access to teaching set details including attendance and assessment records, teaching plans, pupil support information.
- **Teachers running extracurricular activities** – e.g. school excursions – access to emergency contact details, ability to log payments, check-lists of pupils involved.

## What difference will e<sup>1</sup> make in my school?

The major impact will be on the availability of important information. Significant data on pupils will more easily be available to those for whom it is relevant. For example, a class teacher will be able to check if a pupil they have seen in school earlier has a genuine reason for absence from their class. Medical alerts and support for learning information will be easy to access. The fact that all relevant data will be held in a single system and not in a variety of databases and third-party software products will increase accessibility, reduce duplication and wastage of effort. In addition to the twice-daily statutory registration of pupils, e<sup>1</sup> provides a simple means of recording the presence or absence of pupils in every period. This could have a significant impact on occasional truancy. The provision of a comprehensive system of tracking pupil attainment and achievement for all schools will make a significant impact across Highland schools. The inclusion of a well designed system of reporting (to parents) on pupil progress may also help improve the ability of schools to serve their communities.

**Project Board** The Project Sponsor is Hugh Fraser, Director of ECS. Other key members are Tony McCulloch (Quality Development Manager), Ron Mackenzie (Head of Support Services), Bill Alexander (Head of Children's Services) and Graham Watson (Learning and Leisure Manager). Ken Fox, from IS Client, monitors the project objectively for the Council.

## Project Team

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Please provide feedback as to how useful the information in this newsletter is for you.

## What is e<sup>1</sup>?

e<sup>1</sup> is a web-based system that delivers the information and the functionality to manage all areas of school operations, administration, resources and activities efficiently.

e<sup>1</sup> is not only for admin but has been designed to be used across the whole school community. It retains all the key user capabilities of Gold but with additional features. Although it will look a little different to Gold, it is intuitive to use.

## What is the benefit of a single pupil record?

e<sup>1</sup> has a single record for each pupil so that there is no need to update information for each pupil in various parts of the system as there is with Phoenix Gold. Since it is an integrated system, it also makes it far easier to transfer pupils between schools (Primary-Secondary transition, new entrants, leavers).



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## When is e<sup>1</sup> going to be introduced?

After a successful pilot, approximately 40 primary schools will have been trained on e<sup>1</sup> and have “gone live” by the end of this session. Two schools (Charleston Academy and Dingwall Academy) are now involved in a short Secondary School pilot of the software.

As with the schools in the Primary pilot this involves them in making use of the software to carry out many of the processes which they carry out in Phoenix Gold. In order that they can “make mistakes” and try out unfamiliar tasks they are doing this in a copy of their school's data and continue to use Phoenix Gold as normal. The Secondary roll-out is a more complicated affair and, partly because of the work required in August/September for the ScotXed “census”, will not begin until October 2009. We are currently on course to complete implementation by end of June 2010.

## What happens during roll-out?

During the weeks leading up to training on e<sup>1</sup> each school has to go through a process of “data cleansing”.

This process improves the quality of their data by removing problematic items such as spurious characters and redundant links between items of data.

One week before e<sup>1</sup> training, a copy of the school's data is sent to Pearson who migrate it from Phoenix Gold to Phoenix e<sup>1</sup>. During that week the school will not be able to update any information held in Phoenix Gold.

After training, the school begins using e<sup>1</sup> for all normal tasks. Thereafter each school management team will plan and manage access to and wider use of e<sup>1</sup> within the school.

## What does training involve?

Training involves two days of intensive training for clerical staff and at least one member of the Senior Management Team. For secondaries, about a week later there are two further days of training which are devoted to areas such as Curriculum, Timetable and Performance. Plans for training relevant staff in areas such as SQA will be confirmed.

## Why do we need a new system?

The information needs of all schools and of Highland Council have become increasingly more complex. We need a management information system that can support our requirements into the future. e<sup>1</sup> is web-based rather than being run on each school's local system. This enables anywhere, anytime secure access from outside school – from any device that can access the internet via a true browser, by anyone who is given permission. Within the school, it can also be accessed from any computer connected to the internet. This now means that users can get information that is as up-to-date as possible (in real time).

## Project Objectives

Education, Culture and Sport are implementing e<sup>1</sup> in all schools in order to meet as much of our information requirements as possible.

The ultimate aim is to ensure that all schools are able to use all aspects of the system. By providing a fully functional and powerful system which meets the needs of schools it will be possible to remove the current reliance on third-party products.



## How is the project being implemented?

In order to manage implementation more effectively, there will be two consecutive projects.

**Project 1** will upgrade all current users in Primary, Secondary and Special Schools to e<sup>1</sup>. The objective is to implement the system in a standardised way in order to improve the information that can be obtained from it across all schools. This means standard codes, reports and ways of using the system. Project 1 will also specify and develop the requirements for pupil tracking within e<sup>1</sup>. Another key area is meeting the requirements of Getting it Right for Every Child (GIRFEC) in terms of electronic data sharing and records. This will include named individuals such as Head Teachers being able to access secure data from Social Work in relation to vulnerable children where there is joint involvement. **Project 2** will produce full implementation of the pupil tracking and GIRFEC requirements. It will involve developing and adapting the system to meet Service needs.

It will also extend secure, controlled access to the system, beyond current Phoenix Gold users, to class teachers, pupils and other learners, parents/carers and all other potential users within the Service. The business case for this ambitious project is being developed at present. **What will e<sup>1</sup> cost my school?** The costs of Phoenix e<sup>1</sup> will be covered by the ECS Service. Unlike the licensing system for Gold, the e<sup>1</sup> contract will provide full access to all of the software for all schools. Previously, this was not affordable for ECS in relation to primary schools. In order to provide access to Phoenix Gold for all teaching staff, ECS would have needed to purchase a Fujitsu machine for them under the current corporate ICT contract. Since e<sup>1</sup> is web-based, it can

be accessed from curriculum PCs without this extra cost. It will also enable data to be available for “central users” in ECS Area and pan-Highland Offices. This is necessary for key statutory functions and returns. **Will e<sup>1</sup> save money?** e<sup>1</sup> is being developed constantly and can cover all kinds of agreed functions for schools. By developing “functional requirements” in the e<sup>1</sup> Project it is planned that schools will be able to move away from the “third-party” products that they have developed or purchased e.g. PiSYS. These savings can be redirected to support other aspects of the school as a consequence. There is also a saving for the Service because there will be no need to provide and maintain the Phoenix server system in each school or school group.



## How Secure will e<sup>1</sup> be?

The system is administered in a secure way with different levels of permissions being allowed to various users. Each user of e<sup>1</sup> will have a username, a strong password and a six-figure PIN. Security standards will be provided which you will be expected to adhere to. Phoenix Gold required secondary schools to have secure storage and backup of data within the school premises. With e<sup>1</sup> these functions are all taken care of centrally. Data in e<sup>1</sup> will not be held on local school servers

but will be stored (hosted) centrally. The backing-up of all data will be carried out by Pearson Phoenix who will assist schools in the event of there being any need to restore data. No data needs to be held by the school as all updates are handled centrally. Secondary School staff will no longer have to cope with updating software and daily backups. In e<sup>1</sup> data is stored in secure premises on servers which are accessed via 128 bit encryption and Secure Socket Layer - in other words, a

similar level of security and encryption to that used by banks, government institutions and even 10 Downing Street. Data is replicated in an identical way at a second secure site which is over 100 miles distant from the main site. If anything happens to the main site hosting will switch to the second site as soon as possible. This removes the danger of data being lost through fire, malfunction, theft or even natural disasters such as flooding. It provides significantly greater security for the data held in schools.

## Project Benefits

There are potential benefits for both schools and for the Education, Culture and Sport Service as a whole in terms of reduced cost, reduced duplication of effort and increased efficiency and integration. We realise that we have to work hard in terms of on-going support to ensure we get the most out of the full functionality of the system.

### Key Benefits

- Improved information management within Schools
- Reduced double-handling of information
- Created electronic data-sharing with Social Work and other agencies to enhance support and intervention for vulnerable children.
- Delivery of the required training and
- Increased standardisation in managing information which will result in improved management information for all
- Increased quality of reporting
- Increased security for sensitive data
- Increased compliance with all appropriate data/sharing/security standards

## This Month's Q&A

[www.highland.gov.uk/e1](http://www.highland.gov.uk/e1)

### Q: How can I get involved in the project?

A: Your contribution to the project is very necessary to ensure that we implement a system which meets your needs. Please contact the team with any queries or suggestions. Various groups have been established in order to gather and specify all relevant requirements for tailoring e<sup>1</sup> in Highland.



Many staff have had a demonstration of the e<sup>1</sup> system already. This may have prompted some thoughts as to how the system might improve things for you. It would be very useful to discuss this with you. It is also essential that you discuss the introduction of the system and your expectations with colleagues so that you are well prepared to take advantage of the benefits that e<sup>1</sup> offers.