Hosted Applications Migration

This documentation will guide you through a successful implementation of the Scomis Hosted Application Service from your current school hosted environment. It is intended for the Schools SIMS Data Manager (Or similar role) to use and will require input from other members of staff such as the Network Manager & Exams Officer to ensure the transition is as smooth as possible.

An online up-to-date version of this document is available on the Scomis Frequently Asked Questions website – *http://faq.scomis.org/kb8719/*

- **Service evaluation: Is this suitable for your school -** *http://faq.scomis.org/kb8721/*
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Using these step by step guides will ensure that you and your users have the best experience possible before, during and after migration to our service.

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Service Evaluation

A. Connectivity Requirements

The Scomis Hosted Application Service uses Microsoft Remote Desktop Services / Terminal Services which is a very efficient network protocol and is reliant on a fast internet connection. If your internet connection is heavily used there will be a noticeable impact on the user experience. Schools should use ISP provided tools such as Netmap to monitor internet usage and ensure that the schools connection does not exceed 80% of your connection capacity. If you require help with this stage, contact the Scomis Service Desk on 01392 385300.

Firewall requirements for schools connecting within the South West Grid for Learning (SWGfL)
Note: Devon, Plymouth & Torbay schools should be preconfigured at the SWGfL level but these rules can sometimes be dropped if network ranges or other change controls are applied by the SWGfL.

	Destination Port	Destination Network
Hosted Applications	TCP 3389	10.224.104.0/24
External Connector	TCP 32411 TCP 8080 UDP 1434	10.224.104.0/24

Firewall requirements for schools connecting from a NON SWGfL network

	Destination Port	Destination Network
Hosted Applications	TCP 80 TCP 443 TCP 3389	All Destinations
External Connector	TCP 32441 TCP 8080 UDP 1434	All Destinations

For the service evaluation, the school will be provided with a Hosted Applications demo account to evaluate the Scomis Hosted Applications Service. The test environment has a demo version of SIMS using the same live platform that the school would be connected to. It is the schools responsibility to ensure that the Scomis Hosted Application Service meets the needs of the school prior to the migration process.

To connect to the hosted applications environment, download the appropriate client installers from: *http://faq.scomis.org/kb6271* - both clients are MSI packages and can be deployed manually or through Group Policy or other Network Management software. Please note the clients requirements detailed on the download page.

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B. Connectivity Checks

The Scomis Hosted Applications client is a wrapper for the Microsoft Remote Desktop client and provides a quick method of accessing the service without needing to understand how to configure the Remote Desktop client. Your local network policies may need to be altered to allow users access to the Microsoft Remote Desktop Client (MSTSC.EXE)

1. Launch the SIMS Terminal Server application from the Desktop icon, choose any options in the client, then click the Connect button
2. A logon screen will appear – see *http://faq.scomis.org/kb3106/*
3. Login using your test credentials

If you did not see the logon screen or receive an error, it is likely to be due to connectivity issues. Further advice is available through the Scomis Service Desk, or our FAQ Site - *http://faq.scomis.org/categories/services/terminal-server-tech/*

C. Printer Checks

Scomis use a third party printer management tool called ScrewDrivers. Using ScrewDrivers means that we can support 99% of printers that may be used in the school and eliminate many of the problems commonly associated with remote printing – Please check our FAQ articles for further information - *http://faq.scomis.org/categories/services/terminal-server-tech/driverless-printing/*.

It is important to note that only 2 printers will be connected to the Hosted Applications Service, one of which will be your computers default printer. To access alternative printers, ScrewDrivers detects a change of local default printer within 30 seconds or a user can configure preferred printers using the ScrewDrivers control panel. Your local network policies may need to be altered to allow users access to this functionality.

1. Log into SIMS
2. Click Reports > Run Report > Birthday Report
3. Choose all selections and run the report
4. Word will open the report (you may need to ALT+TAB to bring the window to the front)
5. Print the Birthday report, using the File, Print menu route in Word
6. Check that your default printer, plus one other are available to select
7. Print the report

D. Functionality Checks

We advise that you locally install our client and ScrewDrivers printing software on a few typical workstations and print a birthday report or similar from within the Scomis Hosted Applications Service demo data.

If you share the demo account please be aware only one person can use it at a time so if you are disconnected it is likely someone else has connected to the same session.

Allow key members of staff to use the Hosted Applications Service demo, ranging from casual users to intensive SIMS, FMS and Exams Officers. This will give users an idea of what to expect - the migration to Hosted Applications Service will change the way of working with SIMS and FMS.

E. Remote Access Checks

If your school will be purchasing the VPN Gateway, please see *http://faq.scomis.org/kb3264/* for instructions on how to use.

Service Evaluation Conclusion

- Were you able to connect?
- Were the printers that you were expecting to see available in the Hosted Applications Window?
- Were you able to print the document printed double sided, stapled and in colour?
- Was the performance of the service acceptable?
- Do your staff have any concerns about switching?
- Does the Hosted Applications Service meet your requirements?
- Do you need additional onsite support to assist with transition?

If the Hosted Applications Service meets your requirements, please complete the first section of the Hosted Applications Sign Off sheet at the back of this document or download separately. Please contact Scomis to arrange a provisional migration date. You may now start the Pre-Migration preparation tasks.

Hosted Applications Sign Off sheet – *http://www.scomis.org/go/hostedappssignoff*

Pre-Migration Preparation

SIMS database health checks, data and Docstorage cleansing

There are a number of housekeeping routines within SIMS .net to keep the database performing at its best which users may not have carried out recently. Prior to migrating onto the service we ask that the following housekeeping tasks are completed. You will need to be a SIMS System Manager to complete these tasks.

A. Database Health Checks

- In SIMS .net **> Tools > "Validate Memberships"**
  This is a very intensive process that should be run whilst SIMS .net is not being heavily used.

- In SIMS .net **>Tools > System Diagnostics > "Database Diagnostics"**
  Tidy up the schools SIMS .net database by using Database Diagnostics to carry out some automatic fixes and identify other problem areas. Not all of the issues found need to be fixed and some are for information only, contact the Scomis Service Desk or your local support team if you need assistance

- Update your Hosted Applications Sign Off sheet

B. Document Management Tidy

- In SIMS .net **> Tools > Housekeeping > Document Management Server > "Maintain Orphaned Documents"**
  The initial run of this routine will take a significant amount of time if it has not been run before. We recommend deleting all orphaned and unlinked documents which are basically temporary documents or previous versions of reports cluttering up the Document Management Service.

- Update your Hosted Applications Sign Off sheet

C. SIMS Data Tidy

- In SIMS .net **> Tools > House Keeping > Archive Attendance Marks > "Archive"**
  We recommend archiving all years up to the previous academic year. Archiving the Attendance years will improve the overall performance of SIMS .net, but it means that the school will not be able to "Edit" the years that have been archived, although the information is available for reporting.

- Update your Hosted Applications Sign Off sheet

- In SIMS .net **> Focus > System Manager > Manage Users**
  We recommend removing any SIMS .net Users who have left the school and update staff details. At this point it is also a good idea to review staff SIMS .net permissions.

- Update your Hosted Applications Sign Off sheet

D. SIMS Folder Tidy

- Locate your SIMS Folder
  Check through the SIMS folders for any files and folders that can be deleted. You may find multiple copies of folders from old backups and support calls. The EXAMIN, EXAMOUT and EXAMHOLD folders should be tidied. You should archive files which are older than 12 months as this will improve the speed of the A2C transfer application.

- Update your Hosted Applications Sign Off sheet

There is a lot of housekeeping and some of this work may require the SIMS Manager needing assistance from the Scomis Service Desk or your local support team. Completing these steps could save up to several gigabytes of data transfer which will improve performance.

E. Identify Users

Each member of staff will require a unique user account on the Scomis Hosted Applications service.

Scomis will need a list of First Name, Surname, current SIMS username, school email address and role. The following spread sheet and SIMS reports will help with gather this information. From this information, Scomis will generate Hosted Applications Service user accounts.

The hosted applications username will be in the form of firstname.lastnameXX (Were XX is a randomly generated 2 digit number)

Note: It is the responsibility of the school to change passwords after the migration. At the first time of logging in, users will be asked to change the provided password to a new one. See *http://faq.scomis.org/kb635/* for information on our password policy.

Migration Users spread sheet *http://www.scomis.org/go/migrationspreadsheet*
Migration SIMS .net Report *http://www.scomis.org/go/migrationreport*

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F. Identify Key Users requiring User Management Rights

Scomis give schools the ability to reset a user password, assign shortcuts or request new Hosted Applications users. Typically the role would be given to the schools SIMS Manager and/or Network management teams. It is the schools choice who will be assigned user management rights, please indicate this on the Migration Users spread sheet.

G. Identify SIMS Modules

Please indicate on the spread sheet which staff use specific modules such as Exams, Options, Nova.

H. Identify Third Party Applications

The school must provide a list of any 3rd party applications (in use within your school) which integrate with SIMS – ie Truancy Call, Cashless Catering, Teachers2Parents, Schoolcomms, SIMS Learning Gateway. A list of compatible applications can be found on the following FAQ *http://faq.scomis.org/kb2170/*

An External Connector will need to be configured for software not currently configured on the Hosted Applications Service. In order to support the External Connector the school will need to identify a dedicated workstation or server with a static IP address and provide the IP address details to Scomis prior to the migration. Scomis will provide step by step instructions on how to install the External Connector. The network manager will be responsible for installing this.

I. SIMS Manager Passwords

Scomis will require the following details at least 3 days before the migration to allow testing and configuration.

- SIMS .net username / password with System Manager rights
- FMS username / password with System Manager rights
- SIMS .net username/password for accounts used with 3rd party applications
- Username/password for 3rd party applications (e.g TruancyCall)

J. Scomis Software Installation

Using the MSI installers available from *http://faq.scomis.org/kb6271/*, your network manager will need to roll out the Driverless Printing Client and Scomis Hosted Applications Connector to the relevant workstations around the school if this has not already been done

Pre-Migration Conclusion

Once you have completed these steps, and you are happy to proceed with the Migration,
please either fax a copy of your updated Hosted Applications Sign Off sheet to Scomis on 01392 385302 or send it via email to Scomis@devon.gov.uk
Scomis will then arrange and confirm your Migration date.

Migration

The Migration Process

A. During Migration

School staff can use computers in the school for email, Internet, MS Office access but must not use SIMS, FMS, SLG or related applications on the days of the migration until Scomis confirm completion of the migration to the hosted environment.

The migration to Scomis Hosted Applications Service will normally take up to 2 days to complete assuming all pre-requisites are complete and no Internet downtime or other unforeseen technical issues arise. Scomis will advise the school of any delays which arise during the migration process. Scomis will require exclusive remote access to the server containing the SIMS data.

Scomis will encrypt and upload the following data to our servers:

- SIMS, FMS, other relevant SQL databases
- SIMS folder, DOCSTORAGE folder, Exams data
- Any other data which integrates with SIMS ie 3rd party software databases / folders

On the schools original SIMS server, folders / databases that have been migrated will be moved to a folder named *MOVED TO SIMS TS* in a suitable server location.

Scomis will create 2 User accounts* in SIMS .net for testing, user management, backup, patching and upgrade purposes. The technical account must have complete access to SIMS .net modules at all times.

Scomis will create a User account* in each of the FMS databases for backup, patching and upgrade purposes. This account will require the highest level of access in FMS.

* The Scomis user accounts will have a secure password and control and usage of these accounts are limited to the Hosted Applications technical team only.

B. Third Party Applications Configuration

Scomis will provide an External Connector set up for any 3rd party applications which integrate with SIMS .net such as Teachers2Parents, ParentPay, KeepKidsSafe. Configuration/Connection details will be provided at this stage.

A list of SIMS Terminal Server – Supported VLE's and Third Party Applications can be found here *http://faq.scomis.org/kb2170/*

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Post Migration

Data Checking

Scomis will complete a basic data checking and acceptance exercise, testing known elements of SIMS .net and FMS to ensure that configuration is correct before releasing to the customer. The school will need to complete their own acceptance testing within 2 days of migration.

A. Distribute Logon Information

It is the responsibility of the school to change passwords after migration. At the first time of logging in, users will be asked to change the randomly generated password to a new secure password – See *http://faq.scomis.org/kb635/* for advice of the password requirements. Hosted Applications Service usernames will be in the form of firstname.lastnameXX (Where XX is a 2 digit number). E.g. joe.bloggs24

Scomis will return the Usernames and Passwords to be distributed by the school.

B. Train Staff

The Scomis Hosted Applications Service is an intuitive system, however some familiarisation may be required for school staff. Most schools prefer the "in-house Champion" (usually the SIMS Manager) who will already have had some exposure to the hosted environment through either experience or the test account from previous sections.

Scomis will provide a brief overview to the named contact only. It is then the schools responsibility to train the remaining staff. Scomis will also provide a self help guide and Frequently Asked Questions.

Should your school require onsite assistance then Scomis can provide a floor walking service at an additional cost. Please contact the Service Desk on 01392 385300.

C. Allocate Shortcuts

The Scomis Hosted Applications Service uses SIMS .net to provide links to other applications that are available in the Hosted Applications Service. These links can be managed by the SIMS Manager or requested for a user via the Scomis Service desk or local support. Only a basic set of Shortcuts will be allocated to users. Additional shortcuts such as A2C Exams will be allocated to the Exams users who the school identify during the pre-migration process.

D. Configure external third party applications

This section covers applications that are run from within the Hosted Applications Service and those which are not suitable for the Hosted Applications Service but will use the External Connector.

Applications such as TruancyCall, GroupCall Messenger, GroupCall Emerge will be configured at time of migration, since these run within the Terminal Server.

External Connector applications will be connected at the earliest convenient time. In many cases these applications can be configured by the school using our Automated Setup routines and following our F.A.Q. pages.

Completion Sign Off

The school will need to check all migrated databases are correct (acceptance testing), all users able to access the service and are able to print to a compatible printer.

The completed sign off sheet must be returned to Scomis within one week of migration to confirm acceptance testing.

The initial pre-migration data set uploaded to Scomis will be kept for 6 months before it is deleted. Your "live" data is backed up daily between 6pm and 6 am in accordance with our documented procedures: *http://faq.scomis.org/kb4499*

We are confident that your migration will have been completed smoothly and that the Scomis Hosted Applications Service suits your needs. We are very proud of our Hosted Applications Service and work to maximise the resources that we provide you. If you have any comments or suggestions of how we could improve the migration process or if you have any suggestions with the service itself, we would like to hear from you. *http://www.devon.gov.uk/scomis-feedback.htm*

If for any reason you would like to discuss the service, please contact your account manager, Scomis Service Desk Manager or local support unit, who will be happy to assist. If you are unsure who you should contact, please call our Service Desk on 01392 385300 or email *scomis@devon.gov.uk*.

Hosted Applications Migration Sign Off

School Name			
Time period	**Task**	**Pass/Fail?**	**Date Completed**
3 or 4 weeks before migration	**Hosted Applications Service Evaluation**		
	Connectivity Requirements		
	Connectivity Checks		
	Printer Checks		
	Functionality Checks		
	Remote Access Checks		
	Contact Scomis to book provisional migration date		
Approximately 2 weeks prior to migration	**Pre-Migration Preparation**		
3 days before	Database Health Checks		
	Document Management Tidy		
	SIMS Data Tidy		
	SIMS Folder Tidy		
	Identify Users		
	Identify Key Users Requiring Management Rights		
	Identify SIMS Modules		
	Identify Third Party Applications		
	SIMS Manager Passwords		
	Install Scomis Software (Client, External Connector, ScrewDrivers)		
****Important**	**Please now fax this form to Scomis 01392 385302 or by email to *scomis@devon.gov.uk* in order to confirm migration date.**		
Migration	**Post Migration**		
	Distribute Logon Information		
	Train Staff		
	Allocate Shortcuts		
	Configure external third party applications		
Within 1 Week	**Completion / Signoff**		
Sign and date in this box to confirm that the school are satisfied with the migration to the Hosted Applications Service.			

Fax this form back to Scomis 01392 385302 or email to scomis@devon.gov.uk