

Guidance on Chargeable Fixes

Introduction

In some circumstances there may be additional financial charges to customers for certain types of SIMS data fixes. Individual cases will be considered in conjunction with the guidance below for customer support cases that are escalated to the SIMS Escalation Team from the SIMS Service Desk. The charges are currently £725+VAT for each full day of quoted work, and £400+VAT for half day periods of work. These charges are reviewed annually.

Examples of Chargeable Fixes

Each customer support case is analysed and judged on an individual basis. However, some typical examples of where data fixes will be chargeable are where:

- the SIMS data structure (schema), security or data content within the SIMS database has been modified without using SIMS software, e.g. where an application such as SQL Server Management Studio has been used to add or change database objects, or add or change data in the database.
- databases need to be fixed as a consequence of poor user maintenance or neglect.
- data corruption has occurred due to a power or hardware failure, and no suitable backups are available.
- specific advice or warnings given by CAPITA staff, software or documentation (e.g. user guides, handbooks, release notes, on-line help, etc) have been disregarded by the customer, or where CAPITA guidelines have not been adhered to, and which subsequently result in an adverse effect on a dataset.
- data changes that are not currently available or easily achievable in SIMS are requested by a customer – e.g. all Year 8 contacts to be deleted from the system because the customer does not want to do this manually.
- an issue caused by the customer due to a lack of appropriate caution or training has occurred in the SIMS database and they would like CAPITA to fix it, e.g. they have created duplicate records of a particular data element and would like them merged.
- the customer has incorrectly entered or changed a data item in their SIMS database (e.g. the School Name, Establishment Number, etc) that adversely impacts other areas of SIMS.
- the customer has missed the deadline for an upgrade, migration or conversion, and they want CAPITA to assist them in an 'old' environment.
- CAPITA advises the customer to restore their data but the customer either does not have a backup at all, or does not have a suitable recent backup. CAPITA will give careful consideration to scenarios where even if backups are kept, they may still not be suitable for restoring and resolving a particular issue or situation.