

First Nations BCeSIS Implementation Guide

Version 1.0

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I. BCeSIS for First Nations schools

Background

Student information is all the information in a student's school profile, together with his or her personal information which impacts on the student's education. Student information includes records of attendance, academic performance, school achievements, grade transition, special needs, medical information, contact information, and relevant family information. First Nations schools in British Columbia have managed student information in a variety of ways, depending on the size of the school and the administrative and technical capacity of the school.

In 2003, the BC Ministry of Education selected eSIS (Electronic Student Information System), developed by Administrative Assistants Ltd. in Ontario, to be the common student information system for the province's public and private school systems. The Ministry contracted Fujitsu Consulting to support implementation of eSIS, renamed BCeSIS, in schools across the province on behalf of the Ministry. BCeSIS implementation began in 2004.

BCeSIS is a web-based central student registry, permanent student record database, and information management system. In many different implementations, the eSIS system is in use today in public and private school systems across North America. In BC, each school district is responsible for implementation of BCeSIS within the district, supported by the province's BCeSIS implementation team.

BCeSIS has been developed and is operated within strict privacy protection and security disciplines. All student and school data is encrypted at financial industry encryption standards. BCeSIS data is stored on servers housed in facilities specially constructed to provide every protection from unauthorized access and from natural disaster. Access to any BCeSIS data is limited by specific authorizations set out in BCeSIS access protocols.

Having a strong belief in the ability of data to inform and prioritize educational activities and influence educational policy, the FNSEA at its 2005 Annual General Meeting agreed that it would be extremely beneficial to implement the BCeSIS system in First Nations schools. This decision was made in part due to the expectation that BCeSIS could assist First Nations schools in the more efficient transfer of information pertaining to students moving between First Nations schools and other schools in the province.

Benefits from implementing BCeSIS

BCeSIS provides a significant enhancement to many school administrative procedures and provides in-depth reporting capability. Benefits for your school and for your students following implementation of BCeSIS may include:

- **BCeSIS replaces school administration and student information software packages.** BCeSIS also allows for easy integration of any administration software that your school still requires.
- **BCeSIS is an always-available, web-based system.** Your school does not have to be concerned with any technical support for the BCeSIS database or application components. Your school only has to ensure that BCeSIS users have adequate Internet connectivity and an appropriate web browser, such as Internet Explorer.

- **BCeSIS seamlessly manages all software and system upgrades.** Training for new features, functionality, and other upgrades will be consistent for all schools and will be delivered directly to your school.
- **BCeSIS provides users with extensive online training.** Your staff will also have access to helpful hints, tutorials, and other user support on a continuous basis.
- **BCeSIS allows for extensive standard and informal reporting.** This reporting capability will allow your school to produce a variety of reports which will lead to better and more detailed student performance information. This capability will also assist your school to more easily report to stakeholders such as INAC, FNSA, Chief and Council, students, and parents.
- **BCeSIS provides a common information platform throughout the province.** This will allow for appropriate comparison and analysis of educational trends on a province-wide basis as well as the more efficient tracking of First Nations students as they move between the First Nations schools and other provincial education systems.
- **BCeSIS user training and knowledge is transportable.** With BCeSIS broadly in use in First Nations schools, staff moving between First Nations schools and from non-First Nations schools will likely have already been trained on BCeSIS. This will reduce the amount of training necessary for new staff joining your school.
- **BCeSIS is cost effective.** The annual license and maintenance fee is charged per student FTE, which is measured on a monthly basis and therefore adjusts automatically as enrolment numbers change. This means that your school will not be continuously charged for a student if he or she is enrolled in September but leaves school in December.

Impacts from implementing BCeSIS

Implementing and using BCeSIS will deliver important benefits for your school, for your faculty and staff, and, most importantly, for your students. Beyond these important benefits, implementing and using BCeSIS will impact your school in a number of other ways. Anticipating and responding to these possible impacts helps ensure that the impacts are positive, not negative, and do not cause dissatisfaction with BCeSIS.

Here are some possible impacts from using BCeSIS that your school may experience:

- BCeSIS users in your school are going to find that data to be entered on a daily basis, such as attendance, cannot easily be carried forward for entering at a later date. Late and missing data will impact your school's ability to report accurately and may impact your ability to effectively use other system modules.
- Similar to remaining current in regular data entry, it will be necessary to both register and withdraw students as soon as their status has changed. Carrying this work forward for entry on a later date will have a ripple effect impacting many other system modules.
- BCeSIS will be a new student data management system for your faculty and staff to learn. There will most likely be some members of your faculty and staff who will be uninterested in learning a new system for managing student and other school data. BCeSIS is an integrated platform; all school data for the BCeSIS modules implemented for the school must be entered into BCeSIS. Missing, incomplete, or erroneous data will negatively impact all BCeSIS users in the school.

- BCeSIS has the ability to manage all data associated with students and student-related activities. In the past, your faculty and staff likely have had a range of individual methods of capturing and storing various pieces of data, particularly data other than core student data. For your school to derive full benefit from BCeSIS, all data qualified for entry into BCeSIS needs to be entered. There may be a short-term negative impact as faculty and staff struggle with giving up their previous, shortcut methods of managing secondary student data.

As your faculty and administrative staff become more comfortable using BCeSIS, your school will begin to enjoy increasing efficiency in timely, accurate, and complete data entry. The potential for any negative impacts from using BCeSIS is going to evaporate.

Faculty and staff will begin to experience the many positive impacts in their daily activities from using BCeSIS. All the student information they need will be all in one place, immediately accessible, and assembled in a consistent, user-friendly presentation. They will save time and effort in managing student data, and will have better, more current information available with a few clicks of a computer mouse.

Joining BCeSIS

BCeSIS is a robust information system. To implement BCeSIS, your school needs to have adequate Internet connectivity and one or more computer terminals that are capable of processing BCeSIS data. Your school needs to be able to free up one or more staff or faculty members to complete the training necessary to successfully implement BCeSIS.

From a practical perspective, your school needs to have a large enough student population to make worthwhile your school's investment in time and effort to implement BCeSIS. Based on the criteria above, we believe that more than 50% of the First Nations schools in BC, serving approximately 80% of the First Nations schools student population, are ready to participate in implementing BCeSIS.

To help manage the implementation of BCeSIS in participating First Nations schools, we have prepared an implementation roll-out schedule. A copy of the schedule is included as an appendix to this Guide. The schedule has been organized by groups of schools where the schools are in geographic proximity or have some other helpful affiliation.

This small-group approach to implementation will make it easier for our BCeSIS implementation team to give schools in the implementation process the support they need to successfully complete implementation. We expect that geographic or other affiliation of the schools in each group will create opportunities for the schools to also support one another through the implementation process.

The choice to join BCeSIS is for your school and community to decide.

As a practical matter, we have included in our planning all First Nations schools that we believe are ready to implement BCeSIS. This does not mean that your school must join BCeSIS or that your school is already enrolled in BCeSIS. Your school must decide to join BCeSIS. We are available to assist your school administration and community leaders as you review the BCeSIS opportunity. As well, we will be working with First Nations schools that don't currently meet the criteria for BCeSIS implementation to prepare the schools for implementation in the coming years.

II. Getting started

Tripartite BCeSIS agreement

A tripartite agreement is still being worked out between the Ministry of Education, FNESC, and the individual First Nations schools. This agreement would outline the roles and responsibilities of each party and terms and conditions of the agreement. While the fine details of the agreement are still being determined, the general principals are already in place and as such the Ministry has allowed the schools to start the implementation of BCeSIS.

Implementation rollout schedule

To help us in planning for the implementation of BCeSIS, we have prepared a preliminary implementation rollout schedule. The schedule is structured based on eight groups of schools. Each group has five or six schools. The groups of schools will be implemented one group at a time. We have assembled the groups based on natural and practical affiliations. These affiliations include FNSA region, size of student population, grade levels taught, and geographic proximity. We have assembled school groups in this way, in part, to make it easier for the schools in a group to be supportive of each other through the implementation process.

The order in which the groups will actually be implemented, and the schools that will be included in each group, will be finalized as participating schools confirm their readiness to being implementation.

The BCeSIS Implementation Rollout Schedule is attached as Appendix A to this Guide.

We expect that we will need about four months to move each group of schools through the implementation process, from the start of formal training through the “Go-Live” launch of BCeSIS in each school. We plan to work with one group at a time. This will ensure that each school in each group receives the support it needs to successfully launch BCeSIS. While we are in the final stages of launching one group of schools, we will begin the formal training of the next group.

We plan to coordinate our four month schedule and the implementation of each group of schools with the mid-year and year-end milestones of the school calendar. Groups implementing in the September – December period are planned to be ready to Go-Live with BCeSIS prior to start of the spring term. Groups implementing in the January – April and May – August periods are both planned to be ready to Go-Live with BCeSIS prior to the beginning of the school year in September.

Our rollout schedule and the timing for Go-Live launches may be adjusted as we gain more experience at implementing BCeSIS in the schools. To remain well-organized, efficient, and successful in managing implementation, we will stay away from doing the implementation of individual schools outside our rollout schedule. Schools that miss their scheduled implementation start will be invited to join the next group whose implementation will start within a few short months.

Independent Schools option

First Nations schools that are also registered as Independent Schools have the option of implementing BCeSIS through the implementation program sponsored by the Independent Schools Association. The Independent Schools Association has formed an implementation

team called the iGroup. The iGroup team provides both training and support during implementation and provides help desk support following implementation.

Independent schools implementing BCeSIS through iGroup have a different BCeSIS cost structure than schools implementing through the First Nations BCeSIS program. In the iGroup program, all implementation costs at the school level are paid by the school. Usage fees are a combination of annual per-student FTE fees plus a share of the operating costs of the iGroup team. Funding contributions from FNSA and FNESC for BCeSIS implementation are not available to First Nations schools implementing through iGroup.

If your school is eligible to implement BCeSIS through the iGroup program, we recommend that you contact iGroup to discuss your Independent Schools BCeSIS option. For more information and to contact the iGroup, please visit: www.bcesisigroup.ca.

School implementation planning

No matter how large or small your school is, the implementation of BCeSIS will be a major project for your school administration and faculty to tackle. The following are planning elements that we recommend you incorporate in planning for the implementation of BCeSIS in your school.

School BCeSIS steering committee: To begin the process, we strongly recommend that your school forms a BCeSIS steering committee. Your steering committee can include members from both school administration and faculty, as your school chooses. The steering committee should be given the mandate and the authority to prepare both a BCeSIS implementation plan and implementation budget for your school.

The steering committee can assist in the selection of the individuals who will take the lead in managing the implementation process for the school. The steering committee should also be given an oversight role, providing advice and support to your school's BCeSIS implementation team through the implementation process.

Implementation team: The implementation lead person together with one or two alternates will form the implementation team for your school's BCeSIS implementation project. We recommend having at least two people from among the school's faculty and staff participate in the full BCeSIS training program. This greatly reduces the risk of the school suddenly finding itself without an adequately trained BCeSIS implementation person, if your implementation lead person leaves the school. For your implementation team, try to select individuals who offer the following:

- Interest in and willingness to learn the BCeSIS program and platform;
- Good ability to train others in your school to become BCeSIS users;
- Good familiarity with your school's protocols and practices;
- Good familiarity with your school's student population;
- Some flexibility in his or her work schedule;
- Commitment to remain a member of the school's faculty and staff.

Picking the right people to be your school's implementation lead and alternate will make a big difference in the ease with which BCeSIS gets implemented by your school.

Implementation plan: Developing a BCeSIS implementation plan is an essential part of the BCeSIS implementation process. Your school's BCeSIS steering committee should take the lead in creating an implementation plan. The plan should define the school's approach to completing the various tasks in the BCeSIS implementation process and who

is responsible for each task. The plan should also set out the school's approach to managing privacy and security of student and school data. The school's implementation plan should be developed in conjunction with the school's implementation budget, discussed below.

The following is an outline of important topics that your school will need to manage as part of the BCeSIS implementation process, and that should be addressed in an implementation plan. For each item, the implementation plan should explain who will be responsible for completing the item and what the timeline is for completion. Further information on each of these topics can be found in this Guide.

- Confirming who will be the school's BCeSIS implementation lead person and who will be the other member or members of the school's implementation team;
- Reviewing and signing the First Nations BCeSIS tripartite agreement;
- Confirming the school's preferred start date and timelines for BCeSIS implementation;
- Preparing an implementation budget;
- Defining the implementation lead person's responsibilities and authority to initiate BCeSIS activities;
- Completing a technical audit of the school's computers based on required BCeSIS technical standards;
- Identifying the computers that will be used for BCeSIS work; and upgrading these computers to BCeSIS technical standards, if needed;
- Establishing general levels of BCeSIS authority and access to BCeSIS and system data by categories of school staff, e.g. teachers, senior administrators, administration staff;
- Confirming the school's approach to informing the community and school faculty and staff members about BCeSIS;
- Completing and submitting to the First Nations BCeSIS team the School Set-up Questionnaire;
- Preparing and submitting to the First Nations BCeSIS team secure files of student data records for loading into BCeSIS;
- Establishing a process for selecting BCeSIS modules for implementation, after implementation of the Primary Modules;
- Defining the school's BCeSIS problem management protocols, and in particular for level-three problems;
- Establishing a process for determining the school's readiness to complete the Go-Live launch of BCeSIS for the school;
- Confirming the timing, process, and any individual priorities for training faculty and staff members to become BCeSIS users;
- Confirming the frequency and process for backing up student and school data and storing data back-ups;
- Defining a process to archive and maintain legacy student data;

- Confirming a schedule for status review meetings on the school's BCeSIS implementation project and project budget, occurring at key junctures in the implementation process.

Incorporating the above list of BCeSIS implementation topics into the planning process will get you started on developing a school implementation plan. To this list, you will need to add other items that may be unique to your school or your school's operating circumstances. Your implementation plan does not need to be a long or wordy document. Setting out each activity, task, and responsibility in point form will give everyone involved in your school's BCeSIS implementation project the direction and guidance they need to help ensure that your school has a well-organized and successful implementation.

Implementation workplan

We have prepared an implementation workplan template that lays out the full first year of a typical school implementation. The workplan may be helpful for your school's BCeSIS steering committee as they develop your school's implementation plan. The workplan may be helpful for your implementation team in organizing and completing each step of the implementation process.

The Implementation Workplan is attached as [Appendix C](#) to this Guide.

Our workplan template breaks down the implementation process into four phases of activity, from earliest preparatory work through the Go-Live launch and initial use of BCeSIS for managing student and school data. We have included an estimated timeframe for each phase. These timeframes are only a guide. Your school may move more quickly through each of the implementation steps or your school may prefer to move more slowly.

Within each phase, we have broken out individual tasks by type of activity. We have defined four types of activity: Administration, Training, Implementation, and Using BCeSIS. Your school's implementation team may find our grouping of tasks to be helpful in staying on track through your school's implementation project. Remember our implementation workplan template is only intended as a guide to help in planning and completing the implementation of BCeSIS in your school. We invite you to modify the template so that it better fits the circumstances of your school and your approach to BCeSIS implementation.

Implementation costs

Your school will have four principal areas of cost from implementing and using BCeSIS. They are:

1. Upgrading your student data computer's operating system, web-browser, and Java media-viewer, and Adobe-reader software, where necessary, to BCeSIS technical standards; and providing for sufficient high-capacity broadband Internet connectivity for your school to be able to access BCeSIS for data submission and report generation. Be sure to read the discussion concerning BCeSIS technical standards presented later in this Guide.
2. Wage costs for staff members during BCeSIS training. While BCeSIS training for your school staff is planned to be done entirely at your school to eliminate travel costs, the training will be intensive. Staff members training as BCeSIS users will need to be given time to complete online training sessions and will need to be scheduled off regular duties when the First Nations BCeSIS team visits your school.

3. All schools using BCeSIS are charged a license fee of \$20 per year per student FTE (full-time equivalent). Each year, your school will be invoiced in ten monthly installments at the rate of \$2 per month per student FTE for the month. Your school will only be charged for students enrolled in school during the month being invoiced.
4. Once BCeSIS is implemented in your school, outside of license fees, your school can expect to experience similar costs for maintaining school data on BCeSIS as you had using your previous student data management system. While providing for more and better student data to be recorded and reported, you will find BCeSIS is a very efficient system. Your school's BCeSIS users should not need any more time to manage student data with BCeSIS than with your previous system.

In the next section, we help you to prepare a BCeSIS implementation project budget which will include budgeting amounts for items in each of the areas of cost discussed above.

We know that school budgets are tight and funds for special projects like BCeSIS can be scarce. It is important to us that BCeSIS not be a financial burden for First Nations schools participating in BCeSIS. Through funding contributions from INAC, FNSA and FNEESC will provide funding to schools implementing BCeSIS. Funding will be available for all participating schools. These funding contributions are designed to offset a sizable portion of your school's costs for BCeSIS that are additional to the costs your school currently has for maintaining student data.

Budgeting for BCeSIS implementation

We recommend your BCeSIS implementation team prepare a BCeSIS project budget before starting the implementation process. Your budget should cover at least the full first year of BCeSIS implementation and regular use of BCeSIS in your school. It should include costs for each of the major items in the four areas of cost discussed above.

We know that your school is experienced at building operating and project budgets. To assist your school in assembling a BCeSIS implementation budget, we have prepared an implementation budget template. The template identifies and organizes the significant cost items that your school may have during BCeSIS implementation.

A copy of the Implementation Budget Template is attached as [Appendix B](#) to this Guide.

The Implementation Budget Template is also available as an Excel worksheet form. Let us know if you would like a copy of the Template in Excel, and we will email a copy to you.

The budget template has been organized by cost item within each area of cost and by month for one full year. This will help you to plan when your school needs to arrange for the funds needed to pay BCeSIS implementation costs. In the template, we have also provided space to budget for funding, by funding source. You can include funding contributions that will be provided through FNSA and FNEESC.

The template provides space to budget your school's regular, ongoing costs for maintaining student data. Usual costs for First Nations schools to maintain student data include staff time for recording and managing the data, licenses for software used in recording and managing the data, and the purchase and maintenance of equipment and supplies used in the process. Your school will need to continue to budget for these types of cost. You can expect that annual costs for your school to maintain student data after implementing BCeSIS will be similar to costs experienced in previous years.

It is important to note that all travel and other costs for the First Nations BCeSIS team while visiting your school will be paid by FNSA and FNEESC. All costs for the First Nations

BCeSIS help desk and all costs for maintaining the First Nations BCeSIS website are also fully paid by FNSA and FNEC. Your school's implementation costs will only be costs occurring at your school, based on the BCeSIS implementation plan prepared by your school's BCeSIS steering committee and implementation team.

Technical requirements

In order for your school to implement and use BCeSIS, you will need to have one or more computers capable of supporting BCeSIS user sessions. Your school will need at least one computer capable of supporting interactive webinar (web seminar) training sessions. If most or all of your faculty and staff are going to be BCeSIS users, then most or all of the computers in your school will need to be capable of supporting BCeSIS sessions.

A table of BCeSIS Technical Requirements is attached as Appendix D to this Guide

The table includes the minimum requirements for a BCeSIS-ready computer operating system, web browser, JVM (Java virtual machine), and Adobe PDF document reader. With the exception of the operating system, the other three pieces of software can be downloaded from the Internet. Just follow the web links provided in the table.

We have also provided more detailed requirements for a computer to support interactive online training. Your school needs to have at least one computer that meets or exceeds these specifications so that your implementation team will be able to participate in the training webinars we will be hosting during your school's BCeSIS implementation project.

In addition to upgrading computers in your school to BCeSIS technical standards, if upgrading is needed, you will need to ensure that your school has sufficient high-speed broadband connectivity to handle BCeSIS user sessions and to handle BCeSIS online training videos and interactive training sessions. In the Technical Requirements table, we have included a list of standard high-speed broadband services. Your school will want to be connected through one of these formats.

If your school is accessing the Internet through a dial-up service, we recommend you contact the First Nations SchoolNet help desk for information on arranging to bring high-speed broadband service to your school. There are a number of initiatives underway currently in British Columbia focused on bringing high-speed broadband to every unserved and underserved First Nations community in the province. If your community and school do not yet have high-speed broadband service, your school needs to know when and how your community will be connected.

To complete the steps necessary to ensure that your school's BCeSIS computers meet BCeSIS technical requirements, you will first need to do a basic audit of your school's computers. The audit needs to identify the operating system that each computer has and what version of each of the three required applications each computer has. This information can be found by checking the computer's program file directory.

We suggest checking every computer currently in use in the school. This will ensure that you have identified every computer that is already BCeSIS ready. You may be able to switch computers in the school so that BCeSIS-ready computers are convenient to expected BCeSIS users.

The First Nations SchoolNet office has assisted many schools in completing school technical plans. If your school has recently done a technical plan, the information you need to determine if your computers are BCeSIS ready will likely be found in the plan. This will save you the task of doing an audit.

If you have any questions concerning BCeSIS technical requirements or upgrading your school's computers, we invite you to call the First Nations BCeSIS help desk. We will be pleased to assist you. You can contact the First Nations BCeSIS help desk at <http://www.fnesc.ca/bcesis/>.

Informing the community

Like all First Nations schools, we know your school is closely connected to the local First Nations community. Implementing and using BCeSIS is a significant change for your school. Members of your community, and in particular parents and other members of student families, will want to know about BCeSIS and may have questions about the system.

One area of concern, again particularly for parents, is sure to be about the level and strength of the privacy protection provided in the BCeSIS platform and web interface. There are sure to be other questions from community members concerning issues like the costs of implementing and using BCeSIS, increased workload for school staff, and uses of BCeSIS data.

To assist you to inform the community about BCeSIS, the reasons for implementing BCeSIS, and the benefits to be gained for the students and the school from BCeSIS, we have prepared a template for a community information handout. We invite you to use all or some of the handout content in a letter or handout sent to parents, community leaders, and other members of your community. If we can help you inform community members about BCeSIS or answer questions from the community, please contact us.

A Community Information Hand-out Template is attached as *Appendix L* to this Guide.

III. BCeSIS training

To prepare you to implement and successfully use BCeSIS, we have developed a five-component BCeSIS training program. The program will follow a familiar blended training model. Some of the training is available online in a self-paced format. Some training will be delivered in interactive online sessions. Some training will be delivered in your school by the First Nations BCeSIS team. Whether your school has 30 students or 300 students, the amount of BCeSIS training needed will be the same for you as for implementation teams in other schools.

You should expect to complete about 25-hours of training before and during the BCeSIS implementation process. The distribution of these training hours is included in the following discussion of the training components. The amount of training you will need after you have completed implementation and launched BCeSIS will depend on how many additional BCeSIS modules your school chooses to implement. At minimum, your school should implement the six Supplementary Modules once you have launched BCeSIS and the BCeSIS users in your school are comfortable with the system. You should plan for four to six hours of self-paced training for each Supplementary Module, and for each further module your school implements.

Introductory online training

To begin BCeSIS training, your school's implementation team will want to visit the First Nations BCeSIS website and carefully review the BCeSIS training materials provided there. These materials are intended to introduce your team to the BCeSIS platform. This includes

an introduction to using the system and an introduction to the Primary Modules on BCeSIS. The website will also provide you with information on the BCeSIS implementation process, some of which is also included in this Guide.

We are not expecting you to learn the details of how to work in BCeSIS from this introduction. We ask only that you familiarize yourself with BCeSIS – what it is, what it does, and how it works. Having a general understanding of BCeSIS will be helpful for you when you get into hands-on BCeSIS training.

Estimated time required to complete introductory online training: 3 hours.

Interactive webinar training sessions

Your formal training to prepare for implementing BCeSIS will begin with two interactive online webinar (web seminar) sessions. Each session will be approximately one-hour in length and will be presented during lunch-hour or at some other convenient time for the audience of participants in the session. The dates, times, and web address for the sessions planned for the group of schools to which your school has been assigned for BCeSIS implementation will be announced well in advance. We hope this advance notice will give your implementation team a chance to free up personal schedules so that your team can join each of the two sessions.

The webinars will be hosted using Elluminate or a similar web-casting system. You will be able to both hear and see session presenters. If you have a microphone installed on your computer, you will be able to speak to the presenters during the sessions. The sessions will be hosted by members of the First Nations BCeSIS team.

The first session will provide a broad overview of the BCeSIS program. The session will clarify and reinforce the information you gathered while exploring the First Nations BCeSIS website. The second session will review in detail the steps necessary to fully and accurately complete the School Set-up Questionnaire. The second session will also review the agenda for the visit the First Nations BCeSIS team will make to your school.

There will be opportunity in both sessions to ask questions. You will be able to hear questions from other session participants and all answers given by our implementation team. If you will not be able to attend a session, the sessions will be recorded and will be available for you to view at your convenience. Subject to demand, there may also be recordings from the sessions hosted for earlier groups of schools. It is very important that you make the time to attend these sessions, either live or recorded. The information provided during the sessions will help greatly in a successful BCeSIS implementation.

Estimated time required to attend both interactive webinar training sessions: 2 hours.

Implementation team visit to your school

The major component of your training for BCeSIS implementation will be provided during the visit to your school by the First Nations BCeSIS team. One or two members of our team will visit your school. Visits are scheduled for 2½ - 3 days, allowing for travel connections for our implementation team traveling to and departing from your school and community. The visit to your school will be planned for the second or third month of the implementation process.

The First Nations BCeSIS team visit to your school will be scheduled at a time convenient to your school's implementation lead person and other members of the school's BCeSIS implementation team. We ask that your team be as flexible as possible in working with us

to set the dates for the visit to your school. We realize that the members of your implementation team have busy school-day schedules. For this reason, we ask that you make the necessary arrangements to free up their time for the duration of the First Nations BCeSIS team visit. This will ensure that you get the greatest possible value from the team's visit.

While visiting your school, the First Nations BCeSIS team will complete the following implementation activities with your implementation team:

- Reviewing the BCeSIS program with a focus on the steps to BCeSIS implementation;
- Reviewing the information your school provided to us in the School Set-up Questionnaire, collecting any missing or incomplete information;
- Confirming access and authority levels for BCeSIS users in your school; working with your team to set up user IDs and passwords;
- Providing hands-on training for your implementation lead person and other members of your school's implementation team on each of the seven Primary Modules in BCeSIS;
- Practicing module set-up and test data entry with all members of your implementation team;
- Training your implementation lead person to train others on how to use BCeSIS for routine student data entry;
- Introducing your implementation team to the BCeSIS online training resources that will be most useful for your team in preparing, launching, and using BCeSIS in your school;
- Resolving any issues or concerns that your school may have about the implementation and use of BCeSIS;
- If time permits, providing an overview of BCeSIS Supplementary Modules.

Following our visit to your school, your school's BCeSIS implementation team will have the necessary skills and knowledge to be able to implement the Primary Modules. You will be able to enter all types of standard data into BCeSIS. You will be able to manage basic reporting from BCeSIS. You will be able to train other members of school faculty and staff on the fundamentals of using BCeSIS. With this solid foundation in BCeSIS, your school's implementation team will be ready to launch BCeSIS and begin using the system to manage your school's student data.

Estimated time required to complete in-school training delivered by the First Nations BCeSIS team: 15 hours.

Ongoing training

There is a lot to learn to become skilled at implementing and using BCeSIS. Our approach to BCeSIS training is to assist your school's implementation team to become capable and comfortable with the basics of using BCeSIS. The more practice your team gets, the more skilled and confident your team will become. To also grow your BCeSIS knowledge and skills, there is a large online library of BCeSIS training materials, quick reference materials, and helpful hints. These are available for you to use whenever you need.

During our visit to your school, the First Nations BCeSIS team will give your implementation team an introduction to the BCeSIS training and other resource materials that will be useful to you through the process of implementing and beginning to use BCeSIS. We recommend

reviewing these online materials whenever you have a question or concern about a BCeSIS process. If the online materials do not answer your question or concern, we invite you to contact the First Nations BCeSIS help desk at <http://www.fnesc.ca/bcesis/>.

Estimated time required to review online training materials during implementation and initial use of BCeSIS: 5 hours.

Once you have launched BCeSIS and the BCeSIS users in your school are comfortable working with Primary Modules in BCeSIS, your school will be ready to implement the Supplementary Modules. Training to prepare your team for implementing and using Supplementary Modules will be provided online and will be self-paced. You will find that the knowledge and skills your team has gained from your training and your experience in launching BCeSIS will make training for the implementation of additional modules straightforward and familiar. The First Nations BCeSIS help desk will be there to assist your school through the implementation of supplementary and other additional modules.

From time to time, you will find it helpful to get a refresher on certain aspects of managing student data in BCeSIS. One example is the procedures around closing off a school year on BCeSIS and starting a new school year. To support this need for refresher training, we will offer training reviews on general interest topics when the need arises. Refresher training will include both interactive webinar sessions scheduled by topic and online training recordings that you will be able to review at your convenience.

For more information on BCeSIS online training and reference materials, see “BCeSIS resource materials” in Section V of this Guide.

Training BCeSIS users in your school

While your first focus is going to be learning the system and implementing BCeSIS in your school, over time a big part of your work with BCeSIS will be training BCeSIS users in your school. User training will be at two levels. You will need to train faculty and staff in data entry and other standard BCeSIS processes. You will also need to do whatever amount of advanced training is necessary to always have one or more BCeSIS “super-users” (individuals trained on all aspects of BCeSIS in your school other than your implementation lead person).

Additional BCeSIS super-users in the school will help ensure that there will be someone on hand to help with BCeSIS issues and problems as they arise. Super-users will be available to manage implementation of additional modules and module upgrades. As well, in the event that you or another implementation lead person leaves the school, there will be others at the school ready and capable to take over responsibility for managing BCeSIS for the school.

During the visit of the First Nations BCeSIS team to your school, you will receive instruction on how to train BCeSIS users. The key in training BCeSIS users is to focus on the tasks that the users need to do as part of their regular school duties. Avoid flooding new users with large amounts of additional information about BCeSIS beyond what they need to know to complete their tasks. Users who are interested in learning more about BCeSIS can review BCeSIS online resource materials at their convenience. You should expect more time will be required to support BCeSIS users during the first year of use of the system than in subsequent years, as faculty and staff members become comfortable with using BCeSIS.

As part of your school’s implementation plan, we recommend that your school prepare a BCeSIS users training plan. The training plan should identify the computer workstation or workstations in the school where training will take place. The plan should have a training

schedule that shows which users are being trained when and what modules will be trained. The plan should provide direction on arranging for on-call coverage for both the trainer and the faculty and staff being trained.

It will be helpful to have a general information session at the start of training for faculty and staff members scheduled to receive BCeSIS user training. However you will find that one-to-one training and support of individual users will be a big part of training BCeSIS users in your school. Be sure your BCeSIS training plan allows for one-to-one support, some of it scheduled and some on an as-needed basis. As new faculty and staff members join your school, you will need to arrange for BCeSIS user training for new arrivals, if they are scheduled to be BCeSIS users.

IV. BCeSIS implementation

Standard BCeSIS set up for First Nations schools

For BCeSIS management purposes, the First Nations schools participating in BCeSIS through the First Nations BCeSIS project are identified as being members of a single school district. This is only a BCeSIS operations designation. Your school has full autonomy to implement as much of the BCeSIS platform as you choose. In this Guide, we are presenting a well thought-out and proven approach to successfully completing the implementation of BCeSIS, and then building on the success of the initial implementation to implement additional system modules that your school wants and needs.

To begin this section on BCeSIS implementation, there are a few things you need to know:

- **PEN (Personal Education Numbers):** BCeSIS uses the provincial PEN system as part of its system of managing student data. FNSA and FNEC have made arrangements with the Ministry of Education to provide PENs to the students in all First Nations schools participating in BCeSIS and to students in other First Nations schools that request PENs. PEN will automatically be created and assigned to students on first time admission into BCeSIS.
- **BCeSIS configuration for First Nations schools:** FNSA and FNEC have worked closely with the BC Ministry of Education and the provincial BCeSIS project team to incorporate system features specific to First Nations requirements. These features include increasing the First Nations designations and first languages in BCeSIS menu directories, enhancing student name fields to accept traditional First Nations names, and enhancing address information fields to accept First Nations community addresses.
- **Further modifications to BCeSIS:** BCeSIS is a large and complex information management system. Our success in having BCeSIS modified to incorporate culturally appropriate First Nations community and demographic data was achieved in part because these improvements benefit all schools and school districts using BCeSIS. Your school may discover in the course of implementing BCeSIS other opportunities to modify the BCeSIS platform to better serve your school's needs and preferences.

We welcome your input with respect to further modifications to BCeSIS. However, in recommending any further modifications, two factors must be considered. Firstly, BCeSIS is a universal system. Any modifications to the system affect all schools and all BCeSIS users. Secondly, modifications are expensive to document, develop, test,

and install. Any modification to the system must offer sufficient value to all users to justify the effort and cost of completing the modification.

In certain circumstances, instead of modifying the BCeSIS platform to better serve your needs, it may be possible to make changes to the procedures for using BCeSIS. In this way, we may accomplish your objectives without impacting other schools' use of the system. The First Nations BCeSIS team will be pleased to work with you to improve the processes and procedures, and increase the benefits of using BCeSIS.

Primary modules

The complete BCeSIS platform includes more than 20 separate modules. Within this catalog of modules, there are seven modules that together will provide the basic set-up of BCeSIS for your school. This group we have identified as the Primary Modules. The Primary Modules provide the functionality that allows you to load standard student demographic data, other registration data, and student performance data. Once your school has implemented the seven Primary Modules and your school's student data has been loaded and checked for accuracy, you will be ready to Go Live with BCeSIS.

The seven Primary Modules are:

- **Module One: Overview of BCeSIS Processes and FOIPPA** (Freedom of Information and Protection of Privacy Act). The Overview of BCeSIS Processes and FOIPPA Module performs two critical functions at the start of the BCeSIS implementation process. Firstly, you will receive a general introduction to BCeSIS, including how the system works and what are significant benefits to be gained by your school from implementing BCeSIS.

The second purpose of this module is to provide you with a clear and complete understanding of the responsibilities of your school and all BCeSIS users in your school with respect to preserving and protecting the personal and private information of all students and their families and all other confidential information entered into BCeSIS, stored in BCeSIS, and reported from BCeSIS.
- **Module Four: School Planning and Management**. The School Planning and Management Module sits at the core of your school's BCeSIS implementation. It is within the School Planning and Management Module that you, assisted by the First Nations BCeSIS team, will set up the basic structure of BCeSIS as the system will be used by your school.
- **Module Six: Registration Management**. The Registration Management Module provides the structure and enables the process of registering your students, including all their demographic data, in BCeSIS. All student data entered into BCeSIS will remain fully protected in compliance with FOIPPA requirements.
- **Module Seven: Course Management**. The Course Management Module uses the standard provincial system codes and procedures related to courses to allow you to establish and maintain courses at the school level. Once set in the module, you can schedule courses and link them to teachers, rooms, semesters, etc.
- **Module Nine: Attendance**. The Attendance Module is separate from the core of BCeSIS. However, it is completely integrated with all pertinent aspects of BCeSIS. The different attendance orientations (Daily, Period, and more) at different school levels are easily accommodated, since your school can set your individual preference. A range of attendance procedures can be supported.

- **Module Ten: Curriculum Standards Management.** The Curriculum Standards Management Module enables you to enter student performance and effort results into the selected curriculum standards model and produce a curriculum-based report card for a student.
- **Module Eleven: Grades and Mark Reporting.** The Grade and Mark Reporting Module enables you to perform set-up for mark entry, enter secondary marks for students, enter elementary marks by class, view status of mark entry by teacher, and import grades into BCeSIS.

Supplementary modules

Once your school has implemented the Primary Modules and faculty and staff members using BCeSIS are comfortable with BCeSIS routines, your team will be ready to implement modules in a group we have identified as Supplementary Modules. The Supplementary Modules will allow your school to expand your ability to manage school data, to retrieve information from BCeSIS using a broader array of data, and to produce a wide variety of administrative reports.

The six Supplementary Modules that complete the standard First Nations BCeSIS are:

- **Module 19: Teacher Assistant.** Implementing the Teacher Assistant Module will provide faculty members in your school with the appropriate level of BCeSIS access. This will enable faculty members to view selected student data and to add specific data to BCeSIS such as daily attendance and course marks.
- **Module 16: Administrative Reporting.** Implementing the Administrative Reporting Module will give authorized BCeSIS users in your school the ability to define, create, modify, print, and export reports drawn from BCeSIS data, while remaining compliant with FOIPPA requirements.
- **Module 14: Incident Management.** Implementing the Incident Management Module will allow authorized BCeSIS users in your school to create factual school, student, and accident or injury incident reports in BCeSIS following school incident reporting protocols, and while remaining compliant with FOIPPA requirements.
- **Module 12: Testing Management.** Implementing the Testing Management Module will give your school the ability to manage within BCeSIS all aspects of standard testing and other standard assessment programs carried out in your school. This includes the ability to import test results, store test results by student, and produce reports using test result information. All test results information and all reporting will remain compliant with FOIPPA requirements.
- **Module 20: Fee Management.** Implementing the Fee Management Module will give your school the ability to manage within BCeSIS any compulsory and incidental student fee assessments, fee collections, and other information with respect to student fees charged by your school. All student fee information including information regarding fee payment assistance will remain fully protected in compliance with FOIPPA requirements.
- **Module 17: Year-End Transition.** Implementing the Year-End Transition Module is a mandatory component of implementing BCeSIS. The Year-End Transition Module will guide the process of closing out a current school year and preparing records for the upcoming school year. This will include archiving the current year records and setting up the next year to be the new current school year.

The Year-End Transition Module is best implemented in the weeks prior to a school year-end, and not at some other point in the school year. It is likely that you will need refresher training on the Year-End Transition process prior to each school year-end, and we will provide both scheduled webinar sessions and other online resources to help you refresh your skills for completing a year-end transition in BCeSIS.

Implementing other BCeSIS modules

The Primary and Supplementary Modules included in the “standard” BCeSIS implementation for First Nations schools represent thirteen of the more than twenty BCeSIS modules that are currently available in the system. As well, new and typically more specialized modules may be added to the system in the coming months and years.

Once your school has implemented the thirteen standard modules and you are comfortable in their use, your BCeSIS implementation team may want to review the other more specialized modules that are included in the BCeSIS platform. Use criteria provided by your school’s BCeSIS steering committee and other BCeSIS project stakeholders to identify any modules that will be of benefit to your school administration, faculty, and students.

All the remaining modules not included in the standard First Nations BCeSIS implementation are connected to and utilize data stored in BCeSIS through your use of the Primary and Secondary Modules. With the skills and experience developed through implementing and regularly using the thirteen standard modules, your implementation team will be able to confidently undertake the implementation of one or more of the other BCeSIS modules.

We strongly recommend that your team implement only one additional module at a time. This will ensure that the time and resources planned for additional module implementation work are not stretched too thin, and that your team is not overburdened or distracted to the point where missteps occur during the implementation process.

Implementation checklist

To assist your BCeSIS steering committee in planning your school’s implementation project and to provide detailed guidance to your implementation team throughout the implementation, launch, and initial use of BCeSIS, we have developed an Implementation Checklist for your use. The Checklist has been organized in a generally chronological order. It sets out the task, the person or team to whom the task has been assigned, and a completion deadline. The Checklist should help guide your implementation team through the implementation process dealing with tasks by priority, building toward the launch of BCeSIS for your school.

The Implementation Checklist is attached as [Appendix E](#) to this Guide.

Privacy and security protocols

BCeSIS has been developed and operates as an exceptionally secure information management system. BCeSIS data encryption standards are equal to or surpass financial industry encryption standards. BCeSIS level of authority, access, privacy protection, and security protocols have been very carefully developed and are fully compliant with Freedom of Information and Protection of Privacy Act standards. All privacy and security protocols are fully documented and diligently maintained.

BCeSIS database servers are located in concrete bunkers, continually monitored and fully protected from physical intrusion, fire, flood, and power disruption. All data is maintained in

duplicate, in two separate server farms geographically separated to protect against disruption from earthquake or other disaster beyond the protection capacity of the server farm bunkers. All BCeSIS data is and will remain private, secure, and carefully protected.

BCeSIS privacy protection protocols include fixed standards for access to BCeSIS data and the authority to set access levels. These standards include the following data access authorities:

At a system level

- All data entered into BCeSIS is owned by the school that enters the data;
- No individual or agency outside the school owning the data has any rights or access to the school's BCeSIS data;
- All personnel having access to BCeSIS servers and databases are required to complete extensive and detailed professional and personal background and criminal record checks;
- No BC Ministry of Education employee or other government employee has access to BCeSIS data and neither the provincial or federal government has any right to access BCeSIS data;
- All reports produced using BCeSIS data can only be produced by the school that owns the data;
- The First Nations BCeSIS program manager will appoint one individual to act as BCeSIS privacy and security administrator. This person will be responsible for managing system-level privacy and security protocols for First Nations schools.

At a school level

- BCeSIS privacy and security protocols at system level cannot be modified by a school;
- The senior most administrator in the school has the authority to set BCeSIS access privileges for faculty and staff members working in the school;
- Only faculty and staff members currently working in the school will have BCeSIS access privileges;
- The responsible school administrator will keep the First Nations BCeSIS privacy and security administrator advised of all school-level access privilege assignments;
- Individual BCeSIS access privileges are limited to data and other information that the individual faculty or staff member must have to fulfill his or her job duties;
- Individual BCeSIS access privileges are not to be shared or transferred;
- No BCeSIS access privileges will be granted on a "want to know" basis;
- System-level and school-level BCeSIS access privilege information will be kept confidential at all times.

As an element of the BCeSIS implementation process, your school's BCeSIS steering committee will need to work with your school's senior administrator to assign BCeSIS access privileges. Access privileges must be assigned by the name of the person being given access and by the segments of student and school data to which the person will be given access. BCeSIS user ID and password protocols will be managed through the First Nations BCeSIS privacy and security administrator both during your school's BCeSIS implementation process and on a regular basis.

School set-up questionnaire

The greatest amount of work for any school when implementing BCeSIS is doing the routine system set-ups and entering current student and school data into BCeSIS. We are pleased to confirm that the First Nations BCeSIS team will do this work for your school, saving your school many hours of work. However, we will need your help in pulling together the information that we will need to set up your school's BCeSIS profile and load your school's current data.

We have prepared a School Set-up Questionnaire to gather the information our team needs to do your school's set-up in BCeSIS. The questionnaire asks for very precise information concerning your school's operations including:

- Academic divisions or levels within your school;
- Timetables, schedules, reporting periods, and curriculum for each division;
- Attendance taking procedures
- Demographic data by student
- Special data collection, entry, and reporting requirements currently in place or needed by your school.

Sample pages of the School Set-up Questionnaire are attached as Appendix F to this Guide.

For a complete School Set-up Questionnaire package, please contact the First Nations BCeSIS help desk at <http://www.fnesc.ca/bcesis/>

It will take a half-day or less to complete the School Set-up Questionnaire. We ask that the questionnaire be completed by someone who is very knowledgeable about how your school is organized and how your school operates. It will be a frustration for both your school and for the First Nations BCeSIS team if inaccurate or incomplete information is used in setting up your school's BCeSIS profile.

The School Set-up Questionnaire must be completed and submitted to the First Nations BCeSIS team no less than 40-days prior to our team's visit to your school. Delay in receiving your school's completed questionnaire may result in a delay in scheduling your school for BCeSIS implementation.

Entering current data into BCeSIS

As part of doing an initial BCeSIS set-up for your school, the First Nations BCeSIS team will also manage the initial loading of your school's current student and school data into BCeSIS. Our team has the tools and automated processes in place to complete the data load for your school. We will need your help in organizing current student data so that our team will be able to load your automatically.

There are 22 fields of student data that need to be loaded into BCeSIS. Page one of the School Set-up Questionnaire lists the 22 fields. Please note that the fields are only for student demographic data. There are six fields associated with student name and eight fields associated with student address. The remaining eight fields include gender, age, grade, telephone number, and other basic demographic information. Please also note that four of the fields are optional. Your school does not need to provide data for these four fields if the data is not available or cannot be easily gathered.

Sample pages of the School Set-up Questionnaire are attached as Appendix F to this Guide.

For a complete School Set-up Questionnaire package, please contact the First Nations BCeSIS help desk at <http://www.fnesc.ca/bcesis/>

For our team to be able to load your student and school data, we need the data submitted to us in Microsoft Excel or a similarly structured data format. Your school's current student data management system is likely to have a reporting utility that allows you to create reports drawing data from any or all the fields of data maintained in the system. Once you have created the report, save the report structure for future use. Run the report and export it to Excel, if Excel is not the default reporting format for your current system.

We ask that you carefully review this student data report to ensure that all the data is complete and correct. If you find errors, we recommend that you first correct the data in your current system and then re-run the report. This will ensure that both your current system and BCeSIS have exactly the same student demographic data at the start of the BCeSIS implementation process.

To maintain consistent data between your current system and BCeSIS, you will need to enter changes into each system. Your current system likely tracks changes by date. During the visit of the First Nations BCeSIS team to your school, we will ask you to run a report of changes in student demographic data since the date your school ran the student demographic data report and submitted the report to us. Entering these recent changes in your school's student data records will be part of the BCeSIS training your implementation team will receive during our visit.

If your school's current student data management system does not record data for one or more of the fields required for BCeSIS, you will need to supply these additional pieces of data to us added to the report generated by your system or provided as a separate report. You may need to enter these additional pieces of data manually into a separate Excel spreadsheet. If your school uses a secondary student data system, check to see if some or all of the additional required data is available and can be exported from the secondary system.

Each separate student data report that you produce and submit to us must include the student's legal last and first name connected to the pieces of demographic data being provided for the student. Once you are satisfied that the student demographic data report or reports you have produced are complete and accurate, and include all the fields of data required for BCeSIS, we ask that you submit the report or reports to us preferably via email or mailed in CD or floppy disc. Send the reports by courier or express post, marked confidential, to the attention of First Nations BCeSIS Project Manager, at andrews@fnesc.ca

Do not delete any data from your current student data management system.

Your school is responsible to maintain current and legacy student data. This will continue to be necessary even after launching BCeSIS. Once BCeSIS is launched and your school has completed both a school year-end and a new school year set-up, your school's historic student data records can be archived, preferably on either CD or digital tape. Do not use a school computer as a primary data archive site. We recommend that two copies of your school's historic data be made, with at least one stored offsite in a permanent and secure location.

V. BCeSIS support

We know First Nations schools are very busy providing a quality educational experience for First Nations students. We realize that implementing BCeSIS will create challenges in making time available for your implementation team and other school faculty and staff to take BCeSIS user training. There are sure to be glitches in getting BCeSIS properly implemented and operating smoothly. Your school and your implementation team are going to need support.

To assist you every step of the way during implementation, FNSA and FNESC have put in place an extensive BCeSIS implementation service and support program. Our program includes five distinct service, support, and information delivery initiatives. Working together, these five parts of our program will help ensure the smoothest possible transition for your school from your current student data management system to using BCeSIS.

Resource materials

Implementation of BCeSIS began in 2004. Since then, a large volume of reference materials, training materials, and other helpful BCeSIS implementation and user resource materials have been produced. Many of these materials are presented on the BCeSIS Integrated Services Website (ISW-BC) at www.isw-bc.ca. We encourage you to visit the ISW-BC website and familiarize yourself with its content.

To assist you in quickly navigating through the ISW-BC website, and to provide you with a desktop “ready-reference,” we have assembled a selection of key BCeSIS resource materials. These materials are attached as appendices to this Guide.

These ready-reference materials include:

- A glossary of words and phrases particular to BCeSIS;
- An index of more than 200 Quick Reference Guides available on the ISW-BC website;
- An index of recordings available on the ISW-BC website for BCeSIS training and training refreshers;
- A set of Quick Query instructions;
- A set of Quick Key instructions.

New and updated BCeSIS resource materials are being published as the need arises. You will want to visit both the ISW-BC website and the First Nations BCeSIS website on a regular basis to see what’s new and what can be helpful for you and for other BCeSIS users in your school.

Help desk

FNSA and FNESC have established a BCeSIS help desk. The role of the First Nations BCeSIS help desk is to provide second-level support for all First Nations schools that are participating in the BCeSIS program. Help desk support services will be available to participating schools at all stages in the process of implementing and using BCeSIS.

The First Nations BCeSIS help desk is open Monday to Friday, from 9AM to 4:30PM during the school year and from 9AM to 1PM during the summer. The help desk is closed on public holidays and from December 24 through January 1. Requests for support received when the help desk is closed will be processed on the next business day.

As a second-level support service, we ask that you and other BCeSIS users in your school contact the First Nations BCeSIS help desk only after you have attempted to resolve the problem or concern you have using BCeSIS online resource materials. BCeSIS users in your school should first contact you or whoever in your school has been given responsibility for school-level BCeSIS support before contacting our help desk.

The preferred method of contacting the First Nations BCeSIS help desk is to submit a request for support using the web-based helpdesk application provided on the First Nations BCeSIS website. The helpdesk can be accessed at <http://www.fnesc.ca/bcesis/>. If you are unable to adequately or fully explain your problem or concern using the request for support form, you can call our help desk at (778)-786-1277. The First Nations BCeSIS help desk is committed to customer service excellence. We will reply to all requests for support within one business day except during our December 24 - January 1 shutdown.

The First Nations BCeSIS help desk has a working relationship with the provincial BCeSIS help desk. If our help desk is unable to resolve your problem or concern, we will contact the provincial BCeSIS help desk on your behalf. We will work with the provincial help desk until we have found a satisfactory solution to your problem or concern. We ask that you do not directly contact the provincial BCeSIS help desk. Queries from First Nations schools to the provincial help desk will be returned to the First Nations BCeSIS help desk for processing.

Technical support

The First Nations BCeSIS help desk is designed to assist with BCeSIS implementation and user issues. This includes any problem related to accessing BCeSIS, BCeSIS security, BCeSIS programming, user interfaces, the BCeSIS platform and databases. The First Nations BCeSIS help desk is not a technical support help desk.

We recommend four alternative sources for assistance if you are having technical problems with the computer you are using to enter data into BCeSIS or with the Internet service that you are using to connect to the BCeSIS platform.

- For computer problems, and in particular computer software problems, you can contact the FNESC SchoolNet help desk at 1-888-878-6644 or helpdesk@fnesc.ca. FNESC SchoolNet help desk services are available at no cost to your school.
- For computer or school network problems, and in particular computer hardware problems and network performance problems, you can contact your school's technical service provider, if your school has an arrangement with a local service provider. Your school will be charged for a service call if you use an outside technical service provider. Be sure you have school approval before contacting a technical service provider.
- For Internet access problems and slow online performance (below promised speeds uploading and downloading files over the Internet), you can contact your school's Internet service provider. This may or may not be the same company that provides your school's email service and other web services. Check before you call.
- Most schools have at least one, or more, faculty and staff members who have a higher level of technical know-how. If you are unsure how to proceed when you encounter a technical problem that is impacting your ability to use BCeSIS, you can first check with whoever in your school has a higher level of technical skill. He or she may be able to solve your problem without you needing to get outside help. If outside help is needed, he or she may be able to advise you on who best to call.

First Nations BCeSIS website

FNSA and FNEsc maintain the First Nations BCeSIS website as a first point of contact for First Nations schools and community members wanting information about BCeSIS and the First Nations BCeSIS project. The First Nations BCeSIS website is available at <http://www.fnesc.ca/bcesis/> BCeSIS information and resource materials posted on the website include:

- Bulletins and other communications on current BCeSIS program developments, updates on new and refurbished modules;
- Sections of this First Nations BCeSIS Implementation Guide;
- Selected training materials and other reference materials developed by the provincial BCeSIS implementation group and published on the ISW-BC website;
- First Nations BCeSIS newsletters and other publications of general interest to First Nations schools participating in the BCeSIS project
- Helpful hints, best practices, and other advice and comments from BCeSIS implementation leaders and BCeSIS users;
- Telephone, email, and other contact information for the First Nations BCeSIS team, our help desk, and other key First Nation BCeSIS project stakeholders.

We suggest you visit the First Nations BCeSIS website regularly. Website content is continually being updated and new content added. The First Nations BCeSIS website will be valuable as an information and support resource centre for your school and for you at every stage of the process of implementing and using BCeSIS to manage student and school data.

Project communications

The First Nations BCeSIS team has a communications plan in place, designed to keep your school and you informed about the First Nations BCeSIS project. Many aspects of our communications plan are presented in this section on BCeSIS support. In addition to our many formal information and resource materials, we also distribute a general interest newsletter and periodic updates by email to members of the implementation teams in all the participating First Nations schools, other First Nations BCeSIS project stakeholders, and First Nations schools not yet scheduled for BCeSIS implementation who have registered to receive our email communications.

These informal communications pieces allow all readers to remain current on the BCeSIS project without having to search for a current update. These communications pieces also provide reminder notices on important BCeSIS project developments and directions on where to find detailed information concerning the development. Where appropriate, we include BCeSIS helpful hints and advice provided by our BCeSIS users and by system users in other school districts in the province.

Problem management protocols

We recommend that, as part of your school's BCeSIS implementation plan, you establish a set of problem management protocols to guide your school in responding to any significant BCeSIS problems. For easy identification and response, we suggest that you classify problems and their response protocols using the following three-level structure.

- **Level one:** Most problems that your implementation team and BCeSIS users will encounter while implementing and using BCeSIS can be resolved through a collaborative effort within your school, using the broad array of BCeSIS resource materials available to you.

We strongly encourage you to make a reasonable effort to find a solution to your problem or concern before contacting the First Nations BCeSIS help desk. There are exceptions to this suggestion that you first look for solutions within your resources and skill set. These important exceptions are discussed below.

- **Level two:** When you have been unable to find an appropriate or effective solution to your problem or concern, you need to contact a service and support provider. Before contacting a service and support provider, you must first know and be able to explain the type of problem or concern you have. Is it a user-interface problem or a data entry or report creation problem with the BCeSIS website? If yes, you need to contact the BCeSIS help desk.

Is it some form of technical problem – for example your computer is not working, the school network is not working, or you do not have Internet access? In the section above, we list four technical service and support options. Using our list as a basis, your school needs to publish a set of guidelines for who you contact depending on the type of technical problem you are having. With these guidelines, you will know who to call and when to call.

- **Level three:** There are specific BCeSIS platform and BCeSIS user problems that we classify as level three, requiring urgent response.
 1. Student data records or back-up data archives in your school appear to have been accessed without proper authority;
 2. BCeSIS data records or other confidential information that you are not authorized to see is visible to you when you log onto the BCeSIS website;
 3. The BCeSIS website has been vandalized or some other form of security breach has occurred;
 4. You are unable to access the BCeSIS website, having checked that your Internet connection is operating normally.

Your school needs to establish your protocol for responding to the first level-three problem on our list. Any compromise of confidential student data records at your school requires immediate action. All access to records must be disabled until the nature and cause of the problem can be determined and permanent corrective measures put in place.

The level three problems occurring or believed to be occurring on the BCeSIS website or inside the BCeSIS platform needs to be reported immediately. For reporting a BCeSIS level three problem, call (778)-786-1277 (Andrew Smit – Project Manager). This number is monitored 24-hours a day, seven days a week. If you are asked to leave a message, be sure to include your name, the name of your school, the nature of the problem or security breach you have observed, and a telephone number where you can be contacted if additional information about the problem or breach is needed.