

Provision of MIS Support

SERVICE SPECIFICATION

OSMIS
EDUCATION

2024/2025

Version 5.1

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1 Introduction

OSMIS Education is an ESS, Bromcom and Arbor approved support provider for MIS systems and is responsible for the delivery of MIS support, consultancy, training and development services to more than 600 schools, Local Authorities and Trusts located across the United Kingdom. The accreditation processes closely examined systems and approaches used, skills within the team and a survey of all supported schools and certified that OSMIS Education is amongst the very best support organisations in the country.

Our comprehensive support services means that you will benefit from our expertise and guidance in ensuring that you get the most out of your chosen MIS; allowing you to focus on teaching and learning.

The support delivered by the organisation benefits from high order awareness of the needs of schools and from highly developed links with the solution providers. The organisation is ideally positioned to support your school in the achievement of its aims through the delivery of a complete and coordinated range of MIS support and development services which complement those to be offered through other mechanisms.

We will take the details of your issue and create a ticket which is logged in our system with a unique reference number. All Tickets are prioritised according to severity. Our Helpdesk analysts will make every effort to resolve your Ticket during first contact. Where your ticket cannot be resolved immediately, our 2nd and 3rd tier analysts will own and manage it through to resolution, providing you with regular updates throughout the lifecycle of the call.

Schools changing their Management Information System

It is acknowledged that increasing numbers of schools are [reviewing their choice of Management Information Systems](#) and many are choosing to move to an alternative provider. We recognise the significant benefits that many schools find in retaining their existing support provider during this change and can offer schools uninterrupted services and support throughout the move.

OSMIS Education has excellent links with the three major MIS providers, and a proven track record in supporting schools through successful migrations – helping to ensure that the move is as trouble free as possible and that schools are able to achieve benefits quickly.

Where schools move to an alternative supported MIS and nominate OSMIS as their support partner, this agreement will be novated to the support of the replacement MIS without penalty and at no additional charge. Schools are advised to get in touch at an early stage if they are considering switching MIS for further detail – we are here to help.

Where schools elect to use more than one supported solution provider (for example where a school continues to make use of SIMS FMS but switches the MIS to an alternative) support described within this proposal will be provided at no extra cost.

2 Scope of Service

2.1 Supported Software and Systems

The scope of the helpdesk service will encompass support for the full suite of licensed products for which OSMIS is the support partner nominated with the software provider. As solutions increasingly move online and are subject to frequent change the schedule of supported functionality is [maintained on the OSMIS website](#).

Where agreed, software delivering similar functionality from alternative providers will be added to this schedule (for example where the school migrates to an alternative solutions provider).

2.2 Service Desk

All staff across the school are invited to place requests for service and support, specifically including management, technical, administration and classroom-based staff.

The OSMIS Education Service Desk will be staffed between 8am and 5pm Monday to Friday, excluding public holidays. These hours will be extended from time to time by agreement – for example to support key out of hours processes and the management of examination results. Outside of normal service hours, calls may be logged via web form, e-mail or an automated telephone answer machine service – each of these routes will generate a new call on our service desk system and will be responded to the next working day.

Requests for Support and Services will be dealt with in accordance with the process described at <http://www.osmis.co.uk/accessing-the-service-desk> and in the flow chart attached as Appendix C. In accordance with these processes, callers will be kept updated on every step towards resolution by email and other means as best suits the particular circumstance.

Calls will be assigned priority in accordance with information provided at the time of logging. Target resolution times (as detailed as Appendix D) are necessarily limited by those provided by the software vendor, but these are routinely exceeded with all calls receiving an initial response within one hour of the request being received.

Where OSMIS Education deems it necessary, reactive support visits will be undertaken using all reasonable endeavours to resolve incidents encountered by service users.

Feedback is sought on closure of every call and all feedback received will be shared with the school to support service monitoring and improvement.

Support calls and requests for service may be submitted by any user within the school via any of the following channels:

- By email to support@osmis.co.uk
- By completion of the web form at <http://www.osmis.co.uk/log-a-call>

- By telephone on 01618831290 (staffed by dedicated experts who aim to resolve more than 90% of calls at first contact)

Each of the above routes will raise a ticket on our CRM system (Zendesk) and will be dealt with in accordance with the process published at <http://www.osmis.co.uk/accessing-the-service-desk>

3 Support for Key Processes

OSMIS Education will provide clear, tailored documentation and offer a series of webinars and remote support sessions to ensure:

- that staff in schools are aware of changes in supported systems and remain best positioned to make the most of them
- that staff in school are aware of changes in statutory returns and able efficiently to meet statutory requirements (for example, school census, school workforce census and end of key stage returns)
- that staff in schools are able to carry out cyclical tasks required to maintain systems and the quality of data they hold (for example, routine data audits and end of year processing).

4 Change Management

OSMIS Education will monitor the communications of the software provider and will, from time to time, provide users across the school with advice and information on changes to system requirements and functionality.

A change is defined as the addition, modification or removal of anything that could have an effect on the Systems. Change control will be managed by schools in accordance with their own documented processes.

In line with the software provider's release schedule and the particular circumstance of schools (including for example where action may be required in order to address an incident) schools will arrange for the application of necessary upgrades to supported systems as advised by the OSMIS Education Service Desk.

5 Call incident and Request Volumes

This specification has been produced based on estimated volumes using available data. OSMIS Education will review call volumes quarterly and, through service management meetings, will agree with the school any additional charges or potential charges for future periods. Call volumes increasing by above 20% of the estimated volume over the period of this contract will trigger a review of the arrangement.

6 Service Options

To support best value comparison, our service offerings are now structured to mirror those offered by other support providers and include the following.

6.1 Foundation Service

<p>Service Desk – case logging and resolution</p>	<p>Get expert help for all school staff when you need it with direct access to 1st and 2nd Line support via email, customer portal and telephone during office hours. Underpinned by a market leading Service Level Agreement (SLA) with specific response and resolution times.</p> <p>In the event that your issue cannot be resolved via email or over the telephone, your support agent will lead a remote access session.</p> <p>If an issue, software bug or the availability/performance of cannot be resolved by our 1st/2nd line teams, your case will be escalated to the software vendor on your behalf.</p>
<p>Online Case Visibility and Knowledge Base</p>	<p>Search for a solution to your issue on our web site and see your case history, tracked updates, identified owners and clearly defined next steps in our Case Management Portal. All cases are managed through our enterprise leading Zendesk platform.</p>
<p>Online Resources</p>	<p>Get the most out of your MIS with expert tips, best practice guidance, videos, webinars and other useful content via the OSMIS website.</p>
<p>Key Guides and Information sent to you</p>	<p>Reduce the time taken to complete key activities such as the School Census with guides and key educational updates proactively provided for you at the appropriate time by the OSMIS team.</p>
<p>Online Training (ESS Products Only – other solutions provide online training within the license charge)</p>	<p>Free access to a complete range of ESS content tailored to meet the development needs of all staff in school. Please see the range of material available at osmis.teachable.com</p>
<p>Webinars and Update Sessions</p>	<p>Free access to webinars to ensure that schools are aware of developments to software and are aware of the requirements of key processes including school census, school workforce census, end of key stage processing and end of year procedures.</p>

6.2 Advanced

<p>A popular option for any school looking to get more out of the MIS . All elements of the foundation package plus:</p>	
<p>Termly best practice sessions</p>	<p>Drive best practice and use of your MIS with guidance provided by an appropriately skilled and experienced member of the OSMIS team. Up to 1 hour session per term.</p>
<p>Termly school improvement sessions</p>	<p>Align your use of MIS to support delivery of your School Improvement Plan. An appropriately skilled and experienced member of the OSMIS team will work with your school leaders to identify how you can support your School Improvement initiatives. One 2 hour session per term.</p>
<p>Task Completion</p>	<p>Access to remote support sessions to assist with End of Year, Keys Stage, Census and School Workforce Census plus one one hour session per term to assist with tasks such as report writing, housekeeping and technical health checks.</p>

6.3 Complete

Ideal for schools looking to take their use of their MIS to new levels. All elements of the advanced package plus:	
Inductions for New Staff	Get new users up and running with welcome sessions providing a high-level overview of MIS functionality, tailored to specific job roles. Up to 1 hour session per half term.
Task Completion	A product expert will support key tasks remotely. For example, these sessions could be used to carry out key procedures such as carrying out technical health checks and data audit and housekeeping. Up to 1 half day session per term.
Consultancy	Maximise your investment in your MIS. Book the time of a skilled and experienced product expert to deliver remote or on-site consultancy or training to meet your school's requirements. Up to a combination of 4 half day remote sessions or 2 full day on site sessions included.

6.4 Training

It is assumed that all users of the service access provided documentation and are trained to make best use of supported systems appropriate to their role.

Free of charge access to a wide range of ESS content training courses is available to all staff in supported schools at www.osmis.teachable.com; training for other MIS is available online from the software vendors.

Training in certain areas of functionality (for example timetabling) do not lend themselves well to online delivery and in-centre training on these areas will made available from time to time.

Schools may choose to meet their own identified training and development needs by accessing on-site consultancy (see below).

6.5 On-site Consultancy

It may be anticipated that the school will have a requirement for training, development and consultancy services during the life of this arrangement in order efficiently to use systems in meeting business needs and priorities. We are pleased to offer to provide bespoke training and consultancy services to support the school in meeting these aims and objectives at our published rates.

Schools are encouraged to consider their anticipated needs in advance of signing up to the service and pre-purchase days.

6.6 Remote Backup Service

It is necessary to have a secure backup of your data so that if information held in systems is subject to malicious attack or is accidentally lost, altered or destroyed it can be restored. We offer an ICO compliant and ESS approved service which can back up your MIS , FMS and other key data stored across school systems. [Please see here for more information on this service.](#)

6.7 Remote Upgrade Service (SIMS & FMS Users Only)

There are 3 scheduled upgrades to supported systems per year in addition to interim patches to address problems as they arise. Whilst many schools have their own staff maintain these systems, we are pleased to offer a remote upgrade service which ensures that your software is maintained and running as well as possible. [Please see here for more information on this service.](#)

6.8 Server Migration Service (SIMS & FMS Users Only)

Schools will have hardware replacement plans in place and will, from time to time, need to move their MIS to new hardware. Having performed many hundreds of installations, we can offer schools a server migration service so that schools can be confident that systems will perform optimally as they move data to new hardware with minimal disruption to staff. [Please see here for more information on the service.](#)

7 Charging

The charges for the services described in this document are provided separately.

Should you wish to discuss your particular requirements, please mail support@osmis.co.uk and we will be in touch by return.

Please note that all prices quoted are subject to VAT at the standard rate.

8 Assumptions

Assumptions made in the preparation of this proposal:

- Schools will ensure that the OSMIS Education remote support tool (currently [TeamViewer](#)) is available for use to desktop level to support efficient service delivery.
- Users of services described in this specification will be trained appropriate to their role and will access and act upon supporting documentation maintained at www.osmis.co.uk.
- Schools will consider and act as required on advice and information published at www.osmis.co.uk and provided by email and other means.
- OSMIS Education seeks to work in a genuine partnership with LAs, MATs and single sites and will work to ensure that all advice and information offered reflects local conditions and practice.
- OSMIS Education will never elicit, store or accept student data – [please see the GDPR statement here.](#)
- Responsibility for the management and maintenance of infrastructure necessary for good running of the MIS will remain with the school – [Please see further information maintained here.](#)
- Schools will accept the Data Processing Agreement attached as appendix F to allow OSMIS Education to deliver services within the scope of this document.

9 Appendices

9.1 Appendix A – Sample of Service Feedback Received

Ticket number	Satisfaction	Comment
#27739	Good	First class as ever. Keep it up guys.
#27733	Good	
#27722	Good	
#27725	Good	
#27708	Good	Really very helpful. Very pleasant on the phone.
#27625	Good	Appreciate the time, chasing up Capita to resolve this. Thank you
#27684	Good	
#27448	Good	Great, prompt service without much notice.
#27643	Good	
#27679	Good	
#27671	Good	
#27685	Good	Great service, very fast response and knowledgeable about my query. thank you
#27658	Good	
#27397	Good	
#27558	Good	Very quick response. Problem sorted easily.
#27563	Good	Thanks you Richard for your prompt and very helpful response. Steve really appreciated your support.
#27409	Good	
#27283	Good	
#26808	Good	
#27559	Good	
#27548	Good	Thank you Richard, your fantastic support was much appreciated by the school.
#27537	Good	Most helpful and supportive
#27513	Good	
#27508	Good	Many thanks to Richard and Dave for getting back to Andy so promptly. This was very much appreciated ...
#27494	Good	
#27511	Good	always a great service from you guys! Thank you
#27506	Good	Really appreciated Jacqueline's help It was a tricky report but she didn't give in. As always great service. ...

9.2 Appendix B – Feedback Provided to External Accreditation

(services anonymously rated between 1 and 6, with 6 being the highest possible)

Helpdesk			
	Primary	Secondary	Overall
Schools having used the service	62	22	84
Helpdesk opening times (term time)	5.68	5.77	5.70
Initial response time to your query	5.76	5.82	5.77
Knowledge of the helpdesk staff	5.79	5.91	5.82
Effectiveness of the case resolution	5.81	5.91	5.83
Overall quality of helpdesk services	5.84	5.91	5.86
Schools not using the service	1	1	2

Training and Consultancy			
	Primary	Secondary	Overall
Schools having used the service	38	17	55
How appropriate is the training to your school's needs	5.58	5.65	5.60
The quality of training delivery, the presentation of the course and knowledge of the trainer (delivered at your school or as a scheduled course)	5.71	5.94	5.78
The quality of the course materials	5.66	5.88	5.73
The suitability of the training facilities (accessibility and location)	5.53	5.88	5.64
Course administration (such as timeliness of course publication booking and confirmation)	5.71	5.82	5.75
Onsite consultancy services	5.53	5.88	5.64
As a result of training and consultancy what is the level of impact in relation to your school's improved use of data and SIMS	5.55	5.65	5.58
Value for money of training and consultancy	5.53	5.82	5.62
Overall quality of the training and consultancy service	5.66	5.88	5.73
Schools not using the service	25	6	31
None required	25	4	29
Your SIMS Support team does not provide the service and you used another organisation	0	0	0
Your SIMS Support team does provide the service but you used another organisation	0	2	2

Technical Services			
	Primary	Secondary	Overall
Schools having used the service	27	14	41
Installation service	5.55	6.00	5.62
Range of technical services available	5.56	5.93	5.68
Technical advice	5.70	5.93	5.78
Response time to requests for technical support (via telephone, remote access or onsite)	5.67	6.00	5.78
Overall quality of technical services	5.63	6.00	5.76
Schools not using the service	36	9	45
None required	34	9	43
Your SIMS Support team does not provide the service and you used another organisation	0	0	0
Your SIMS Support team does provide the service but you used another organisation	2	0	2

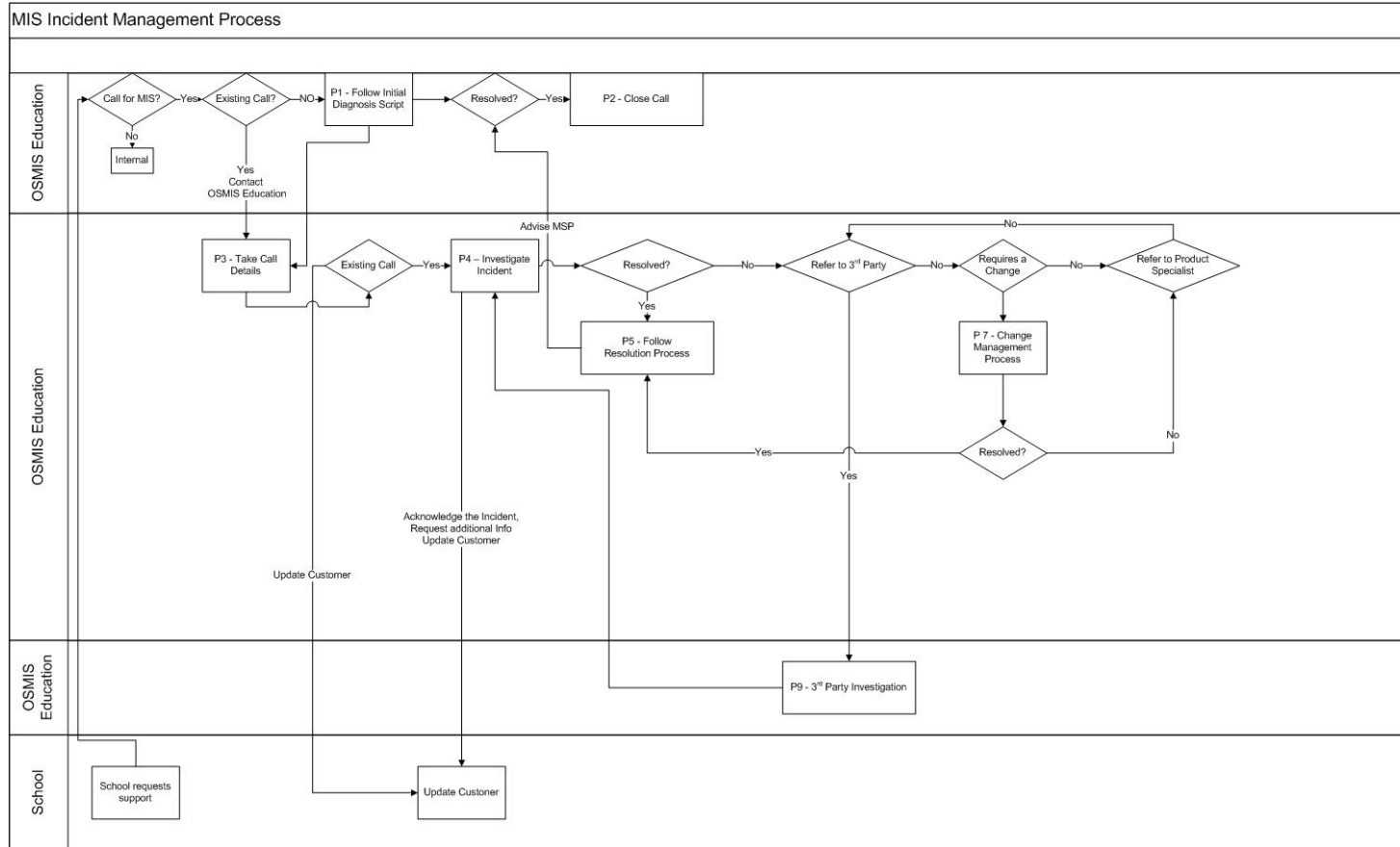
Onsite Visits			
	Primary	Secondary	Overall
Schools having used the service	13	7	20
How helpful was this visit in relation to the school's administrative operation and the use of SIMS and data	6.00	5.57	5.85
Schools not using the service	50	16	66
None required	45	16	61
Was not offered	5	0	5

Remote Access			
	Primary	Secondary	Overall
Overall quality and effectiveness of remote support service	5.85	5.91	5.87

Halima Ashraff (Bursar/Business manager) 19/02/2018 10:16:11

Osmis staff are extremely helpful, no matter how often you ring they are patient, helpful and very knowledgeable and if the person dealing with your query doesn't know there is always someone to hand that does know. We have got to know the staff so well at Osmis, its almost as if they are part of the school support team. As a school we haven't attended any of the training sessions but have taken part in the webnair sessions. These are very informative and clear step by step sessions.

9.3 Appendix C – Incident Management Process Diagram

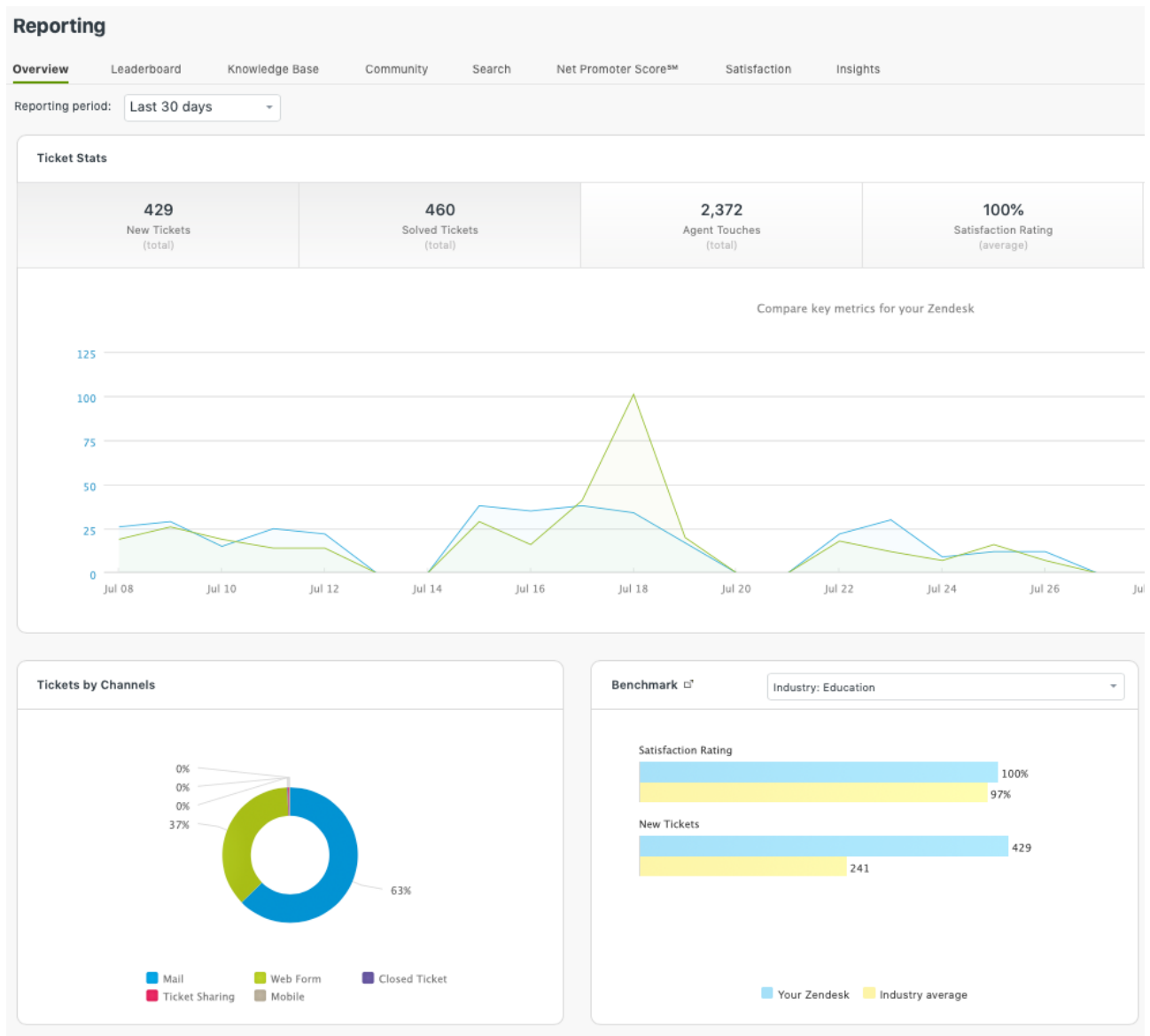


9.4 Appendix D – Incident Priorities, Response and Resolution Targets

(mirroring those provided by the software vendor)

Priority	Description	Response		Resolution	
		Time	Committed service level	Time	Committed service level
1	Entire system failure. The failure of a time-critical activity, for example payroll or statutory returns.	1 hour	90%	4 hours	75%
2	High – System or key module failure. A malfunction causing impact on ability to operate significant key business processes or production. No workaround or manual process is available.	2 hours	90%	8 hours	80%
3	Medium – An issue that causes a significant impact to business, but a workaround or manual process is available.	4 hours	90%	2 working days	85%
4	System usage assistance or guidance is required on services / System / Hardware / Software queries that are not the consequence of a failure.	8 hours	90%	5 working days	95%

9.5 Appendix E – Exemplar Report from CRM System (Zendesk)



9.6 Appendix F – Data Processing Agreement

Data Processing Agreement



Version 4.6

AGREEMENT DATED

BETWEEN:

- (1) The Customer; and
- (2) **OSMIS Education Limited**, having its registered office at **8 Hope Fold Avenue, Howe Bridge, Atherton, Greater Manchester, M40 0BN** (the "Processor").

Information Commissioners Registration Number: **ZB215347**

BACKGROUND

- (A) This Agreement is to ensure there is in place proper arrangements relating to personal data processing by the Processor, on behalf of, and under the instruction of, the Customer.
- (B) This Agreement is compliant with the requirements of Article 28 of the General Data Protection Regulation.
- (C) The parties wish to record their commitments under this Agreement.

IT IS AGREED AS FOLLOWS:

1. DEFINITIONS AND INTERPRETATION

In this Agreement:

"Data Protection Laws" mean the Data Protection Act 2018 and General Data Protection Regulation;

"Data" means personal data accessed or processed under this Agreement, being in particular;

- basic personal data of Pupils, Parents, Staff and Visitors;
- contact information of Parents, Pupils and Staff;
- curriculum data of Pupils;
- professional information of Staff;
- special categories (sensitive) of personal data, as defined under Article 9 of the GDPR, for both Pupils and Staff;
- confidential data of staff members including Right to Work Information, Payroll Details, National insurance number and Date of Birth; and
- personal data of vulnerable groups including SEND Pupils, Pupils Looked After and Pupils Adopted from Care.

"GDPR" means the General Data Protection Regulation;

"Services" means:

- the remote access of your school's MIS system, using TeamViewer, Microsoft Teams or similar designated systems, for the purpose of delivering support and/or training school staff;
- the remote transfer of your school's data [in the form of a copy of your locally held MIS database] directly to your school's MIS provider, for support and fault diagnosis purposes;
- the remote configuration and monitoring of your school's backup service [where provided] to your school's chosen internet-based backup provider;
- the remote access of your school's internet-based MIS system via a browser window and an approved log-in; and
- the processing of staff names, school and provided phone numbers and email addresses on our support ticket management system and other solutions required to provide services.

2. DATA PROCESSING

The Customer is the data controller for the Data and the Processor is the data processor for the Data. The Data Processor agrees to process the Data only in accordance with Data Protection Laws and in particular on the following conditions:

- a. the Processor shall only process the Data (i) on the written instructions from the Customer (ii) only process the Data for completing the Services and (iii) only transfer Data outside of the UK with the appropriate safeguards, as required under the Data Protection Act 2018.
- b. ensure that all employees and other representatives, including associate consultants, accessing the Data are (i) aware of the terms of this Agreement and (ii) have received comprehensive training on Data Protection Laws and related good practice, and (iii) are bound by a commitment of confidentiality (Article 28, para 3(b) GDPR);
- c. the Customer and the Processor have agreed to implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk, complying with Article 32 of GDPR, details of those measures are set out under Part A of the Annex to this Agreement (Article 28, para 3(c) GDPR);
- d. the Processor shall not involve any new third party in the processing of the Data without the prior consent of the Customer (Article 28, para 3(d) GDPR);
- e. taking into account the nature of the processing, assist the Customer by appropriate technical and organisational measures, in so far as this is possible, for the fulfilment of the Customer's obligation to respond to requests from individuals exercising their rights laid down in Chapter III of GDPR – rights to erasure, rectification, access, restriction, portability, object and right not to be subject to automated decision making etc. (Article 28, para 3(e) GDPR);
- f. assist the Customer in ensuring compliance with the obligations pursuant to Articles 32 to 36 of GDPR – security, notification of data breaches, communication of data breaches to individuals, data protection impact assessments and when necessary, consultation with the ICO etc, taking into account the nature of processing and the information available to the Processor (Article 28, para 3(f) GDPR);
- g. at the Customers' choice safely delete or return any Data at any time. Where the Processor is to delete the Data, deletion shall include destruction of all existing copies unless otherwise a legal requirement to retain the Data. Data (Article 28, para 3(g) GDPR);
- h. make available to the Customer, within 5 working days and on written request, all information necessary to demonstrate compliance with the obligations laid down under this Agreement and

allow for and contribute to any audits, inspections or other verification exercises required by the Customer from time to time (Article 28, para 3(h) GDPR);

- i. arrangements relating to the secure transfer of the Data from the Customer to the Processor and the safe keeping of the Data by the Processor are detailed under Part A of the Annex.
- j. maintain the integrity of the Data, without alteration, ensuring that the Data can be separated from any other information created; and
- k. contact the Customer, without undue delay, if there is any personal data breach or incident where the Data may have been compromised.

3. Termination

This Data Processing Agreement will remain in place while a service level agreement or support contract is in place between the Customer and the Processor and then for a period of 28 days, from the date of termination of the contract, to allow your school continued access to the online backup facility during the migration period to another support provider.

4. General

- a. This Agreement may only be varied with the written consent of both parties.
- b. For the purposes of managing this Agreement, the representative of the Processor is as stated within the Service Level Agreement or MIS Support Contract with your school.
- c. This Agreement represents the entire understanding of the parties relating to necessary legal protections arising out of their data controller/processor relationship under Data Protection Laws.
- d. This Agreement is subject to English law and the exclusive jurisdiction of the English Courts.

5. Signatures.

For, and on behalf of OSMIS Education Limited

Print Name Dave Cattlin (Director)

Signature

A handwritten signature in black ink that reads "Dave Cattlin". The signature is written in a cursive style with a large, stylized 'D' and 'C'.

ANNEX

Part A

Compliance with Article 32, para 1 of GDPR

1. Consideration of anonymisation, pseudonymisation and encryption.

As part of the backup process (where provided), all data (including personal data, MIS databases and FMS databases) are encrypted prior to uploading to the online backup servers.

2. The ability to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and related services.

To ensure:

Confidentiality -

1. Only authorised staff or associates, bound to confidentiality, will remotely access your school's data only upon request or under the supervision of school staff.
2. All personal data included within your school's backup (where provided) is first encrypted before it is uploaded to the online backup servers.

Integrity (Accuracy) –

1. Members of our support team will only change personal data on a direct instruction from an appropriately recognised member of school staff.

Availability and resilience –

1. Our backup solution console (where provided) allows staff in school to restore MIS and other data from the backup set, in the event of accidental deletion, corruption or malicious attack. We are able to provide school staff with support for the performance of disaster recovery restores and test restores of data as a service option.

3. The ability to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident.

1. OSMIS Education will carry out sample test restores to confirm the integrity of the backup solution (where provided).
2. Our backup solution console (where provided) allows school staff to restore files and folders from the backup set in the event of accidental deletion, corruption or malicious attack. We are able to provide school staff with support for the performance of disaster recovery tests as a service option.

4. A process for regularly testing, assessing, and evaluating the effectiveness of the technical and organisational measures for ensuring the security of the processing.

1. All systems used to provide remote access or online backup (where provided) are regularly monitored, and updated, with any released security updates from the manufacturer.
2. Our organisation has an annual information security and procedures review, from an independent, certified, and experienced, data privacy consultant to identify gaps and any required changes to our systems, processes, or procedures.

Compliance with Article 32, para 3 of GDPR

5. Adherence to an approved code of conduct referred to in Article 40 (GDPR) or an approved certification mechanism as referred to in Article 42 (GDPR) may be used as an element by which to demonstrate compliance with the requirements set out in para 1 of GDPR – see above.

OSMIS Education Limited follow the principles and guidance of the National Cyber Security Centre and the Cyber Essentials Scheme but with the intention of obtaining the Cyber Essentials certification in the very near future.

Updates will be provided on the osmis.co.uk website.

Compliance with Article 32, para 4 of GDPR

6. The Processor to ensure that anyone acting on their behalf does not process any of the Data unless following instructions from the Customer unless they are required to do so under English law.

The core elements of this Data Processing Agreement are passed down, through written instruction, either contract or a processing agreement, to any organisation supporting OSMIS Education Limited in the delivery of its services.