

Mime Online: Service Definition

What is Mime Online?

Our Mime Online service has a series of modules that allows users to access and interact with analysis dashboards, reports, tools and infographics. Each module support local authorities, regional government, multi-academy trusts, schools, charities and other public sector bodies to understand their performance and context, plan for the future, and make better, evidence-based decisions.

The range of modules includes:

1. **Local authority performance benchmarking dashboards** and associated insight commentary reports (including SEND Dashboard and LA Insight)
2. **Locality profiles showing demographics of a specified local area** as well as benchmarked outcomes on crime, education, health, employment and more. Can be provided at different geographical levels (e.g. single ward or collection of wards), as well as catchment areas for family hubs and children's centres.
3. **School and academy trust performance dashboards**, covering analysis of attainment, progress, destinations, pupil characteristics, absence, exclusions, workforce, finance, local context and more
4. **School data transfer module**, including live attendance tracking to share daily insights with admissions teams, those monitoring children missing education, and the local authority Virtual School
5. **Single child index module** that matches data on young people from source systems from across Children's Services and shares insights from this matched data with managers, case officers and data teams
6. **College performance** dashboards, include intake and pathways analysis
7. **University performance** and context dashboards, include intake and pathways analysis
8. Tracking system module for **early years providers** such as nurseries
9. Tracking system module for **special schools** and for other providers that support children with special educational needs
10. **Projection and forecasting module**, including specific variants for special educational needs and social care, and outputs to support local authority statutory "SCAP" forecasting returns
11. **Survey analysis and evaluation reporting module**, including interactive dashboards and drill-down features

We also provide backend database, data warehouse and data flow design, development, customisation and maintenance, for example if the client requires Mime Online to be connected to their own systems.

These services support decision makers to understand key messages from their data, benchmark against similar organisations, evaluate the impact of their services, track progress over time, meet statutory reporting requirements, and understand future trends and upcoming demand. Each module is available off the shelf but can also be customised to specific client requirements (see "Customisation" below).

Onboarding and offboarding

For onboarding, we offer user documentation and online training sessions to all new users. Some services include online help videos. The online training will cover the practicalities of using Mime Online as well as how to get the most from the service.

If and when users choose not to renew, we do offer off-boarding support. At the end of the contract, the user will have the opportunity to download any analysis and request data extracts. Mime will keep the users' analysis for a short period of time to allow for any changes around renewal or data extract requirements; the specific duration of retention is covered by the relevant privacy policy or data sharing agreement.

Support and maintenance arrangements

We provide email and direct phone support for users in office hours as standard. All licence holders will have a named contact at Mime who will be responsible for ensuring a good service and supporting the user to make the most of their Mime Online subscription. We have extremely good feedback from our clients on the quality of our after sales support, which is why the vast majority of our clients stay with us year after year.

Different modules include different forms of self-service help including videos, FAQs and fully annotated help guides with screenshots. Many of the modules include training sessions as part of the licence fee. These are usually delivered remotely but can be delivered onsite.

Support hours are from 9am until 5.30pm UK time.

The Mime Online service will normally be available 24 hours a day. However, we make no guarantees that the service will be available for 100% of the time, as there may be periods of site maintenance, upgrades or server outages that necessitate some downtime.

We routinely make upgrades to the service, for example installing security patches or adding new features. When these upgrades necessitate any downtime, we normally provide at least 2 working days' notice for any periods of scheduled downtime. Wherever possible this downtime will be scheduled out of core working hours (e.g. in evenings or weekends).

Customisation

We are happy to work with users to customise their service. Previous customisations have included:

- Capturing and tracking bespoke indicators, for example based on localised data collection
- Refocussing analysis on particular topics of interest
- Adjusting the data exports available to meet reporting requirements
- Adding new sections of analysis to dashboards
- Visualising data in different ways (e.g. choosing between tables, different chart style, maps and infographics)

User requirements

Users will just need an internet connection and any modern browser to access their Mime Online service. The service is accessible through any browser and on any device with internet connectivity.

Some features have been specifically adapted for mobile, although more complex modules require use on computers.

Data is stored and processed within the UK and the EEA. However we cannot offer any user control over data storage and processing locations at present.

Data backup and recovery

We follow our standard backup procedures for taking periodic backups of data. For modules that involve data entry from clients, these include daily backups, and monthly backups kept for a period of 6 months (note that, for some modules, third party data is uploaded by Mime on behalf of clients).

In the event of any loss or damage to your data, we will use our best commercial efforts to restore your data lost or damaged from the latest back-up of your data we maintain in line with our standard backup procedure.

Security

We take security of sensitive data very seriously. User access is restricted by a username and password login, with person-level privileges assigned to specific accounts, for example admin accounts. All user passwords are encrypted and only known to users themselves.

Where handling personal data, Mime Consulting shall abide by the terms of the General Data Protection Regulation (GDPR).

Other security measures include the following:

- Security certificates are used on the website, similar to those employed by banks, to help prevent hacking.
- Data is held on a secure server, with multiple levels of 24/7 security.
- All our employees are DBS checked.
- Services with sensitive data lock automatically after a number of minutes non-us to ensure a computer left unattended will not allow access to the system.
- We adhere to a strict Information Security and Data Protection Policy (available on request) to ensure compliance with GDPR. All employees and sub-contractors requiring access to confidential or sensitive sign to confirm their acceptance of this policy.
- We hold Cyber Essentials accreditation and reflect key requirements carefully in our Data Protection Policy
- We are registered with the Information Commissioners Office (reference number: Z1059351).