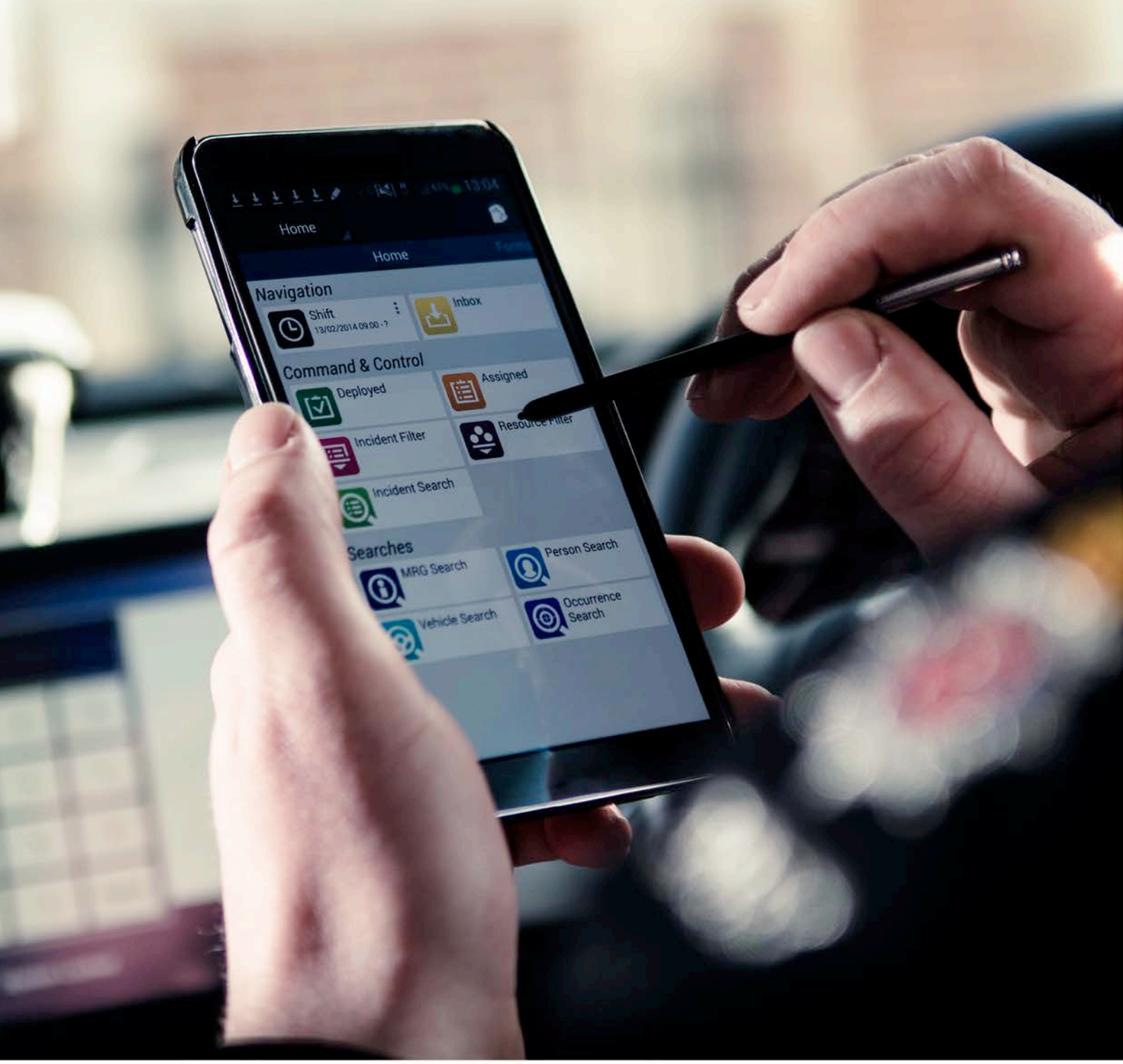

Pronto

Service Definition Document

MOTOROLA SOLUTIONS

Pronto

Service Definition

Framework	G Cloud 10
Document Version	2.0
Valid From	02/07/2018

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1 Foreword

This Service Definition document has been prepared by Motorola Solutions Limited ("Supplier" or "Motorola") and submitted to the Crown Commercial Service for the G-Cloud 10 procurement and for publication on the Digital Marketplace. The information contained herein is proprietary and must only be used for the purpose of assessment and selection of Software as a Service for organisations eligible to procure cloud services through G-Cloud 10 Framework Agreement and Call-Off Contract. Use of any of the information for any other purpose must at first be authorised in writing by Motorola.

2 About Motorola

Motorola Solutions creates innovative, mission-critical communication solutions and services that help Customers build safer cities and thriving communities by connecting people through technology.
Customers around the world turn to Motorola Solutions for our innovative solutions when they want highly connected teams that have the information they need throughout their workdays and in the moments that matter most to them.
Our Customers rely on us for the expertise, services and solutions we provide, trusting our years of invention and innovation experience. By partnering with Customers and observing how our products can help in their specific industries, we are able to enhance our Customers' experience every day.

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3 ITIL

Motorola has developed managed services and service management processes in line with the best practice ITIL Service Management Model. This systematic approach to service delivery and improvement provides us with the ability to deliver high quality, mature and robust services that are consistent with the expectations of our Customers.

4 Pronto

4.1 Pronto Overview

Pronto SaaS has benefitted from over a decade of insight and development in partnership with Police Forces across the United Kingdom to provide the most advanced and capable mobile Policing solution available today. It is an enabler for Police business process transformation, through the development and deployment of a robust and flexible platform and intuitive integrated mobile applications to front-line officers.

A modular proposition, Pronto ensures that value is delivered quickly, allowing project teams to phase the deployment to deliver high value business processes early. This also means that the training burden and impact of change is manageable, end user confidence is increased and forces can start to realise benefits during the initial phases of deployment.

Operational officers can search and retrieve information from local/national databases, and capture accurate multimedia information and submit instantly to disparate back-end systems. Optimised information management at the operational front-end enables optimisation of the back-office function and removal of unnecessary re-keying and error checking.

Pronto allows Police forces to:

- Optimise Police resource utilisation – remove burden of paper-based processes
- Improve visibility and public perception of Police availability
- Maximise benefit of RMS investment with effective mobile working
- Remove inefficiency and error associated with initial data capture
- Optimise back-office workflows removing duplication and re-keying of information
- Reduce time to process incidents, cases and intelligence
- Deliver critical information instantly to Officers when they need it
- Empower supervisors to drive compliance and performance with management reporting
- Leverage experience and best practice from the wider Pronto Community
- Minimise solution management burden with hosting and service support options

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Pronto Business Processes, which build upon the Pronto Core capability, are policing business processes and forms and can be integrated to police Records Management Systems (RMS). This is to allow easy alignment with the phased deployment of RMS capability, and therefore logical selection of Pronto Business Processes to best support an aligned RMS/Pronto phased deployment. The modular approach also supports efforts to standardise key processes in Policing, reducing the cost of software maintenance and future development. Working collaboratively in the Pronto community will deliver future capability for less, in a standardised and compliant way. Disruptive changes to operating procedures and legislation become less challenging with collaboration across the Pronto user community.

Motorola also recognises that there is often a case for customisation, bespoke development and localisation, which is all possible through selection of additional processes and professional services from the catalogue. Pronto is delivered as Software as a Service. Customers can select from a range of hosting and support services.

4.2 Pronto Core

The Pronto Core module provides the key features and functionality of Pronto.

It comprises the software components and infrastructure that provide a platform for the deployment of mobile applications. This further enables the optimisation of business processes, achieved through the digitisation of operational policing tasks, utilising mobile devices on a number of standard commercial mobile operating systems, such as Android and Windows Mobile. It also includes administration, supervisory access, workflow management and management reporting capability through the Pronto Web Manager.

The high level components are as follows:

Pronto Operational Data Store (ODS)

The Operational Data Store is the collective name for the Pronto server-side components. This comprises the Pronto Database and Application Servers, along with connectivity to back-office systems, such as Command and Control (C&C), Records Management System (RMS), Police National Computer (PNC) Gateway and local/national databases. Used in conjunction with the Pronto Mobile Client, in its simplest mode of deployment with limited process-based workflow and back-office systems integration, the Pronto Core Module allows the capture of information in the mobile environment, secure storage and management of that information in the ODS, and use of the information to realise efficiencies in business processes.

Summary of Pronto Core module features and functionality:

- Operational Data Store and Pronto Hub
    - Centralised storage of all Pronto data in POLE data store

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- Data accessible from Pronto Mobile and Web Clients
- Management of secure over-the-air (OTA) communications between mobile devices and data store

- Web server views and management report queries
- Integration, connectivity and management of communications with external systems
- Integration with Command and Control Systems, such as Sopra Steria Storm, Capita NSPIS and Intergraph
  - Access deployed incident, access assigned incident, viewing incident details, view and add incident logs, search for incidents, define incident roles based search filters, access to resource filters (where applicable)
- Person nominal enquiry and Vehicle Searches and data retrieval from Police National Computer (PNC) via Civica or NDI Gateway
- Integration with address gazetteers such as Experian Quick Address Search (QAS), Aligned Assets SinglePoint, Northgate Compass and Hopewiser
- Integration with Force's enterprise authentication and directory services such as Microsoft Active Directory
- Integration with the Home Office Biometric Services Gateway (BSG) for searching fingerprints

Pronto Mobile Client Application

The Pronto Mobile Client Application is the suite of client side software that can be deployed on Android and Windows devices. Features include:

- Advanced forms logic - Dynamic and intelligent forms with context sensitive display of fields, pick lists and adaptive workflow
- Forms Data sharing - Share common data fields between forms when recording details to optimise data entry and minimise rekeying on device
- Electronic Notebook – Replicate Police notebook
  - Entries time/date stamped, digitally signed and associated with officer shift and processes
  - Start and end of shift date/time stamped, providing a logical container for the data captured within a period of time. 30 shifts retained on a device
  - Rich data capture – images, drawings, free text, handwriting, signatures
- Single Sign-On – Log on to all integrated systems by entering Pronto log on credentials once
- Timeouts – Session and inactivity timeouts to protect data
- Federated Search – Search multiple databases (RMS, PNC, QAS) from within business processes and instantly populate multiple forms with the results
- Fingerprint Search of Home Office Biometrics Services Gateway (BSG) for query of IDENT1 (criminal) and IABS (immigration) collections
  - This feature is available only via the Android version of the Pronto client
- Multi-officer Working – Collation and organisation of information from multiple Pronto clients under a single incident

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- Homepage - C&C Reference - Automatically populate forms with C&C reference
- GPS Location Information – population of GPS location information in forms
    - View location on map from within forms.
    - Allow selection and population of location from map.
    - Modified Eastings, Northings, Speed, Altitude etc. are all available if required.
- Image capture and association with forms and notebook entries
- Form data rules and calculations - Ability to apply rules to data to automatically calculate and populate other fields
- Form data validation - Standard field validation or business process cross field specific validation rules. Done either during entry or at a commit point
- Calling Card - Printable calling card. Complete details, including date, time, C&C reference, crime reference. Printing via portable Bluetooth printer (subject to provision of printers).

Pronto Web Manager

Pronto Web Manager is a web-based application that allows Pronto data to be created, viewed, edited, managed and searched.

Role-based access allows application of rules to control visibility of information and functionality depending on a role e.g. Officer, Sergeant, Inspector, Chief Inspector, Professional Standards etc.

Pronto Web Manager provides a view of all the information stored in the ODS (including data created on mobile devices) and the functionality to manage the information according to a force's business process rules. Additionally, Pronto Web Client includes:

- Tasking and Briefing - Assignment of a task with a structured brief to a Pronto user (client)
- Create/Edit information - Pronto Users can update/complete/edit information at the station via Pronto Web
- Supervisory checks - Process compliance workflows for supervisors and others within a business process to check/annotate/print/return based on compliance with process and workflows
- Back Office workflow - Force specific workflow. Pronto Web supports the use of data captured in the Pronto Database to streamline back office workflow
- Pronto ODS Search - Pronto user search of Pronto database
- Email automation - Automatic emails to support workflow
- Back Office Teams - Allows other back office teams to have role based access to information held in Pronto, such as Central Ticket Office (CTO), Crime Bureau etc.
- Browser Compatibility – Internet Explorer 9+ and Google Chrome

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- Pronto Web Reports - Ability to generate a document of any individual artefact within the database for viewing or printout in different formats, e.g. MS Word, PDF, or HTML

Administration, Process Workflow Management and Configuration

Pronto also has useful administration, workflow management and configuration features to help Force administrators get the best out of Pronto. This functionality supports analysis of Pronto usage and allows Forces to report and realise both cashable and efficiency related benefits.

- Pronto User Directory - Directory of users with attributes such as groups, roles, PNC user ID, permissions, authentication credentials (either native or Active Directory)
- Auditable Event Logs - All activity is logged in an event log on the server. Client logs are also uploaded to the server – these include Client Logs, Verify Logs, Event Logs (device transactions against server), Authentication Logs, Pronto Web Activity Log (of Pronto Web activity (with special capabilities for Professional Standards))
- User Bulk Upload – CSV bulk upload of User information
- Server Side Structured Pick List definition - Ability to define and configure structured pick lists for fields at the server. In some cases they can be updated by external systems such as Niche RMS
- Timeouts - Session and connectivity timeouts configurable by force administrator
- Reports - Ability to generate reports from data held in the Pronto database, in PDF or CSV format.

4.2.1 Pronto Lite

Pronto Lite is a subset of the existing Pronto Core module. Pronto Lite is designed to enable UK police forces to easily deploy fingerprint search capability of the Home Office's new Biometrics Services Gateway (BSG), without the requirement to deploy full Pronto Core.

The following Pronto Lite options are available

Option	Functionality Included
Pronto Lite Essential	• BSG Fingerprint Searching with capability to do PNC Person lookup from an IDENT1 fingerprint result (linked via CRO number)
Pronto Lite Advanced	• BSG Fingerprint Searching with capability to do PNC Person lookup from an IDENT1 fingerprint result (linked via CRO number)

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	• PNC Person search; PNC DL search; PNC Vehicle search • Electronic notebook (free text and structured)
Pronto Lite Premier	• BSG Fingerprint Searching with capability to do PNC Person lookup from an IDENT1 fingerprint result (linked via CRO number) • PNC Person search; PNC DL search; PNC Vehicle search • Electronic notebook (free text and structured) • Photograph capture within electronic notebook • Search of RMS system (Niche RMS or Northgate Connect)

The Pronto Lite options are offered as a Motorola-hosted solution only and are not available for 'on premise' deployment.

Pronto Lite is available for deployment to Android devices only.

Pronto Process modules can only be purchased with full Pronto Core – not with Pronto Lite.

4.2.2 Pronto Staging Environments

To support the controlled release of additional functionality during initial delivery and throughout the life of the contract, pre-production staging environments are made available.

A Pre-Production environment is used by the Customer to test Pronto releases. Once the Customer has approved changes on the Pre-Production environment the software release can be deployed on the Production environment.

Pronto environments have configurable capabilities and data separation to allow users of the Production environment to either be in a Training mode (to learn how to use the system) or a Live mode to create and access Live data. This allows role-based transition and release to Live and phased access to Live data.

4.3 Pronto Business Process Modules

Pronto Business Processes support optimisation of policing workflows. The functionality of the Pronto Core module is used in conjunction with digital forms and back office workflow efficiencies to deliver real value to operational officers. The available Pronto Business Process modules focus on high value and high volume policing functions.

Purchase of Pronto Business Process modules includes integration with the Customer's relevant RMS (subject to available APIs, and professional services if

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integrating with an unsupported system). For instance, a Customer of the 'Niche' RMS can choose to have the Pronto 'Crime & Intelligence' Business Process Module submit data to Niche RMS and to carry out relevant required Niche RMS searches.

Crime and Intelligence Module

- Crime
- Intelligence
- Stop & Search
- Witness Statement / Officer Statement (MG11)
- Interview (MG15)

Vulnerable Persons Module

- Domestic e.g. DASH, ViST, SCARF or equivalent
- Vulnerable Person e.g. 'Person at Risk' form or equivalent
- Mental Health
- Missing Person / Found Person

Public Protection

- Cannabis Warning
- Dispersal Order
- Penalty Notice for Disorder (PND)
- Sudden Death
- Use of Force

Road Policing

- Vehicle Tickets
    - TOR
    - Endorsable / Non-endorsable FPN
    - Vehicle Defect Rectification Scheme (VDRS)
    - HORT1
    - Vehicle Seizure (Section 59 / Section 165)
    - CLE26/27/28
- Road Traffic Collision

Further business processes not explicitly listed above can also be agreed with the Supplier. Whilst not included in the standard business process modules listed above, the Supplier has provided the following processes to at least one other customer:

- Arrest
- Caution and Charge
- Detention / Custody
- Restorative Justice / Community Resolution

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- Licensed Premise Visit / Incident
- Youth Disorder
- Anti-Social Behaviour
- School Visit
- Social Work Report
- Firearms

4.3.1 Localisation and Customisation

Pronto is provided as a service intended for UK policing. Pronto is provided in English. Certain printouts/outputs can be provided in other languages (with Customer support and purchase of the requisite Professional services).

Further customisation of the Pronto solution is supported through the provision of a range of Pronto professional services. These are described further in the next section of this document and the Pronto Pricing and SFIA Rate Card documents.

A catalogue of professional services is provided to support the implementation of the Pronto Service and the ongoing deployment of new or revised business processes and additional functionality.

The roles defined below are aligned to the published Motorola SFIA Rate Card for G-Cloud 10. Motorola's professional services can also be procured through the Digital Outcomes and Specialists Framework. Work packages are all charged according to the published day rates and scoped during the initial Customer engagement.

Some work packages are essential to the implementation of Pronto for new Customers. Please refer to Table for an overview of professional services work packages, typical deliverables and the activities undertaken.

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Professional Service	Scoping, Specification and Design
Description	• Structured and comprehensive scoping of the project, including business analysis, requirements elicitation and documentation in order to clearly define deliverables and mutually de-risk the delivery phase • Includes: o Pronto processes: scope and requirements o Pronto Core Hub requirements o Hosting and connectivity requirements o Alignment and incorporation of System Integration design
Typical Activities	• Series of workshops with business process owners to review, document and align on selection of Pronto Business Processes and discuss any implications for Pronto implementation • Regular executive steering group reviews to validate and sign-off proposed processes
Typical Deliverables	• Scope of delivery agreed • Documented and agreed requirements capable of acceptance • Functional Design Specification • Service Support Specification and Manual • Prioritised plan for delivery

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Professional Service	Pronto System Integration
Description	• Integration design and implementation of back end integration of the Pronto solution into the Customer environment, as defined during initial scoping and upon agreement of detailed architecture requirements

Typical Activities	• Systems integration planning
	  o Scoping and planning of all integration activities
	• Delivery of Systems integration:
	  o Establishing connectivity of systems to the Pronto Hub
	  o Configuration of Pronto
	  o Integration of C&C system, PNC gateway and RMS (as defined in integration design)
	• Installation and site acceptance testing on Customer site
	• Integration Testing
	• Early operational support

Typical Deliverables	• Integration Requirements Specification • Integration High Level Design • Pronto System fully integrated • Integration Test Report • Customer acceptance certificate

Professional Service	Enhanced Support

Description	• Enhanced level of support over a specified period to respond to specific operational situations:
	  o Special events
	  o Additional Pronto early-life support

Typical Activities	• Activities and deliverables directly related to refreshing mobile data applications • These will be clearly defined and agreed prior to delivery of the enhanced support
Typical Deliverables	• Activities and deliverables directly related to mobile data applications • These will be clearly defined and agreed prior to delivery of the enhanced support

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Professional Service	Workflow Design and Reengineering
Description	• Workflow review to improve efficiency and effectiveness of the processes • Optimise Motorola Pronto knowledge across England, Wales and Scotland • Advise on best practices, success factors and challenges
Typical Activities	• As-Is workflow mapping and analysis • To-Be form and workflow design workshops • To-Be form and workflow testing • Business and technical requirements • Implementation planning
Typical Deliverables	• Documented As-Is process analysis • Validated To-Be operational forms and workflows: • Detailed workflow steps • Roles and authorities definition • Workflow metrics • Validated technical requirements • Agreed implementation plan

Professional Service	Custom Application Development
Description	• Bespoke development of forms and workflows for Pronto solution
Typical Activities	• Technical software requirement review and validation • Software design, development, testing and integration • Early-life support
Typical Deliverables	• Software package to support digital workflows for Pronto mobile devices

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Professional Service	Custom Infrastructure Development
Description	• Design, develop, test and integrate Customer specific infrastructure in support of the Pronto mobile solution
Typical Activities	• Technical infrastructure requirement review and validation • Technical infrastructure design, integration, development, testing, implementation • Early-life support
Typical Deliverables	• Infrastructure in place to support Customer's Pronto solution

Professional Service	Project Management
Description	• Project management resources and capabilities to de-risk Pronto delivery • Prince 2 trained and certified Project Managers
Typical Activities	• Project planning and monitoring • Management reporting • Governance and stakeholder management • Issue troubleshooting and escalation • Proactive risk management
Typical Deliverables	• Project plan • Project steering committees • Risk management log • Regular project status reports • Project closure report

Professional Service	Training
Description	• Additional Pronto mobile data application training
Typical Activities	• Pronto training sessions delivered on-site or remotely as agreed with Force. • Motorola provides training on a Train the trainer basis, so Customer can then provide end user training.
Typical Deliverables	• Delivery of training sessions • Pronto user documentation

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4.4 Pronto Components

The Pronto software solution consists of the following components:

- Pronto client application: Runs on Android mobile devices. Pronto client can also run on Windows 7/8/10 laptops and desktop PCs.
- Pronto Hub OTA server: a Java server application that:
  - handles all communication with the Pronto client application,
  - manages authentication (passing off authentication requests to Customer Active Directory)
  - stores data in the Pronto database
  - carries out searches on behalf of the Pronto application (e.g. searching PNC or Niche)
  - submits data to backend systems (such as Niche or PentiP)
- Pronto Hub Web server: a Java server application that provides the Pronto web manager (web application) including administrative functions.
- Pronto database: all Pronto data is stored in a Microsoft SQL Server database.

4.5 Motorola Hosted Pronto

Pronto is hosted in a secure Motorola data centre. The data centre and Pronto solution is accredited by a Home Office accreditor, and is subjected to regular independent Penetration Testing to assure compliance.

The Motorola hosting solution is built on a high performance blade architecture running a VMware environment. Key Customer dedicated services are hosted on dedicated VMs with firewall segregation to ensure that Customer services are only accessible by the Customer. All components are run in a high availability mode with multiple VMs on multiple physical servers with high performance load balancers and with high performance resilient storage.

Connectivity to a Customer site is provided over a secure route. Currently this secure connectivity is provided using a Vodafone EWL private circuit. Should Motorola deem alternative methods of routing and connectivity to be more appropriate, the alternative options will be discussed and the approach agreed with the Customer.

A new Vodafone EWL circuit will be provided between the Motorola site and Customer site to allow connectivity at “Go Live”. Typically this will be a resilient dual connection with a primary connection from Motorola’s primary data centre to Customer primary data centre and a second connection from Motorola’s secondary site to Customer’s secondary data centre. Typically BGP routing will be used to allow automatic fail over across this connection. This solution will use Checkpoint firewalls both in Motorola’s site and provided to the Customer to allow an IPSEC tunnel across the circuit thereby assuring the security of the links.

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A Pronto environment will typically consist of:

- Provision of 2 Windows Server VMs (virtual machines) running Pronto Hub OTA server (supported by a load balancer)
- Provision of 2 Windows Server VMs (virtual machines) running Pronto Hub Web server (supported by a load balancer)
- Provision of a resilient dedicated database server for Customer (currently implemented using Microsoft SQL server with Always On Availability Groups).

In addition, for a hosted solution Motorola will provide access to a multi-tenancy Civica gateway to provide Force specific access to the PNC (Police National Computer) access. Connection to PNC is via PSN-P.

Motorola will also provide access to an Experian Quick Address server to carry out address and person searches.

4.6 Motorola Hosted Pronto – Disaster Recovery

Motorola Hosted Pronto is hosted on a resilient VMware environment in a resilient Motorola data centre.

Connectivity resilience is provided by providing a resilient Vodafone EWL connection through Motorola's primary and secondary data centres.

All key Pronto systems are hosted in Motorola's primary data centre. Customer data (along with all VMs) are backed up using VEEAM backup technology and data is backed up to Motorola's secondary data centre.

In the event of a complete failure to Motorola's primary data centre, service could be restored by setting up new infrastructure (using the full VM and data backups) in Motorola's secondary data centre.

The option described above (rebuilding the infrastructure in Motorola's secondary data centre in the event of failure) is provided to all hosted customers on a best endeavours basis. If a customer requires a more resilient disaster recovery solution, Motorola can also offer full dual-site hosting solutions with automatic failover in the event of failure to a single data centre.

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4.7 Customer Hosted Pronto

A Customer can instead host Pronto on a secure Private Cloud of their choice. This could include infrastructure in the Customer's own data centres. In this case Motorola will provide detailed infrastructure requirements. The key requirements are that the Customer provides:

- VMs to run Pronto Hub OTA and Pronto Hub Web server software
- A resilient Microsoft SQL server database service with storage for all Pronto data.
- Access to appropriately licensed and configured Civica or NDI PNC gateway to allow Pronto to carry out PNC checks.

4.8 Customer Hosted Pronto – Disaster Recovery

In a Customer hosted Pronto installation the Customer is responsible for providing the necessary Disaster Recovery capability such that the Pronto database is resilient and data is stored (and if necessary available) across multiple data centres, and Pronto Hub OTA and Pronto Hub Web server software is available across multiple data centres (as required).

4.9 Service Dependencies (including Technical Requirements)

The Pronto Service is dependent on availability of appropriately configured Customer mobile devices. The Customer must provide:

- Mobile devices (e.g. Android or Windows)
- Mobile connectivity (e.g. 2G/3G/4G)
- Optional WiFi connectivity
- Secure access to Customer site via an appropriate VPN or equivalently secure route
- Onward routing through the Customer's network to the Motorola data centre (over Vodafone EWL circuit)
- Suitable Mobile Device Management (MDM) to manage and secure devices appropriately for use with Police data applications
- Additionally, access to Customer systems and third party web services is necessary to implement Pronto integration:
- Access to Customer back end systems (e.g. Niche or Command & Control system). These systems must be appropriately configured and licensed to allow access from the Pronto application server to appropriate back end system APIs.
- Customer Access to appropriate, documented web services.
- Access to back-end test systems is also necessary to allow development and testing to take place (where custom development is required for back-office integration)

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- Motorola will also need to work in collaboration with the Customer's project team to facilitate the successful and timely implementation of the Pronto solution, and ongoing support of Users:
- Customer is to provide IT administration support to manage users within the Pronto system
- Customer is to provide first line support to their end users.
- Customer is to provide project team to support initial delivery and an in-life service team to continue to support end users and the solution post Go-Live. This team needs to test and sign off future Customer releases and assist with fault diagnosis, error reporting and Customer change requests.

For Customer Hosted Pronto, the Customer is to provide all infrastructure for hosting Pronto application servers and database. In this case, the Customer must also provide access to an appropriately configured and licensed Civica or NDI PNC Gateway to allow Pronto to carry out PNC checks.

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5 Pronto Support & Maintenance & Service Levels

During the life of the contract there will be a degree of necessary change in business processes, workflow and client application design. This is typically due to things like changes in operational procedure or legislation. Changes of this type are often minor, do not require additional core software development or integration to new systems, and are covered by the Support and Maintenance charge that is calculated as a percentage of the Pronto Core and Process Module charges. Pronto Support and Maintenance also includes periodic maintenance releases to rectify software defects and minor bug fixes. Additional functionality that has been developed for other Pronto deliveries since the last release may also be deployed in a maintenance release.

The terms related to these releases are further detailed in Clause 11 Software Releases/Updates in the Pronto G-Cloud Motorola Terms & Conditions.

5.1 Motorola Hosted Pronto Support

Where Motorola provides Pronto as a hosted service, Motorola will host Pronto services in a high availability environment in a secure data centre.

Availability

The service is provided on a 24x7x365 service with 99% availability.

Support Hours

Support for service affecting issues is provided by the Motorola support call centre on a 24x7x365 basis.

Software defects (typically non service affecting issues) can be reported through an online issue tracking system. Response to these is dealt with on a Business day 9-5 basis.

Initial end-user contact and recording/characterisation of the Incident is managed by the Customer, prior to contacting the Motorola Service Centre. Authorised Customer representatives then raise service affecting support calls and software defect tickets through the appropriate Motorola Service Support channel.

The following table illustrates Customer/Motorola responsibility, reporting mechanism and support availability in relation to reporting Service Affecting issues:

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Responsible party	Support channel	Support type	Availability	Support and key tasks
Customer	Customer Service Desk	First contact for Customer Incidents	24x7	• Initial receipt of incident from end user • Documentation and verification of incident • Log and track incidents on behalf of end-user • Provide resolution where possible • Log call details to Motorola Service Desk
Motorola	Motorola Service Desk	2nd Line Support	24x7x365	• Central point of contact between internal/external support teams • Logging and prioritisation of incident in IT Service Management Platform • Scripted question diagnostics and attempted resolution • Escalation to correct 2nd Level support team or third party Motorola • Ongoing incident management • Network Monitoring • Diagnosis of network related incidents and escalation to CTS if necessary
	Motorola Technical Support Team	3rd Line Technical Support	24x7x365	• Fault Diagnostics • Incident resolution to resolve complex queries and problems • Provide problem identification and root cause analysis • Provide advice and expertise to Motorola's support personnel • Technical Escalation of incidents to internal resolving groups • Participate in lessons learnt activities in the event that a review is called

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Resolution times

Service resolution times are recorded below. Typically Priority 1 and 2 errors are issues recorded through the Motorola service desk. Typically Priority 3 and 4 errors are issues recorded through the online issue tracking system.

Priority	Description	Response time	Target resolution time
Priority 1	The entire Service is unavailable and inaccessible. Priority 1 incidents shall be reported by telephone only.	Within Two (2) Hours	Four (4) Hours. Continuous effort after initial response and with Customer co-operation.
Priority 2	Operation of the Services is severely degraded, or major components of the Service are not operational and work cannot reasonably continue. Priority 2 incidents shall be reported by telephone only.	Within Four (4) Normal Business Hours	Within two Business Days after initial response.
Priority 3	Certain non-essential features of the Service are impaired while most major components of the Service remain functional.	Within Twelve (12) Normal Business Hours	Within seven (7) Business Days after initial response. Typically requires a software release that is to be planned, prioritised and agreed with Customer.
Priority 4	Errors that are, non-disabling or cosmetic and clearly have little or no impact on the normal operation of the Services.	Within Twenty Four (24) Normal Business Hours	Next release of Software. As prioritised, planned and agreed with Customer.

Maintenance windows

Service affecting changes will be agreed with the Customer by a formal Request for Change (RFC) process before changes are made for all planned maintenance. Emergency changes will be notified through an Emergency RFC process.

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5.2 Customer Hosted Pronto Support

Where a Customer chooses to host Pronto, it is expected that the Customer will host Pronto software in a high availability environment and provide 24x7x365 support (as required) for the infrastructure.

As a result, all Priority 1 issues should be resolvable in life by the Customer support services.

Motorola will provide support via an online issue tracking system for all software issues. Support requests can be followed up by email/phone.

Service and support details will be agreed with the Customer in detail prior to deployment.

6 Information assurance

6.1 ISO27001 certificate for the G-Cloud Service

Motorola Solutions is certified to ISO27001 for the provision of secure telephone communications and services to the public safety community in England, Scotland and Wales.

Accreditation is through Lloyds Register LRQA, approval certificate LRQ 4006353, issued on 1st December 2015, and expires 14th September 2018.

A copy of the certificate is available on request.

6.2 Government Security Classification (GSC) scheme

The service provided is accredited to legacy RESTRICTED by the Home Office. Accreditation of the Service is reviewed by the Home Office accreditor with an annually updated statement of accreditation. A copy of the accreditation certificate is available on request.

7 Business Continuity & Disaster Recovery (BCDR)

Pronto is covered by the Motorola Corporate Business Continuity Management Plan, which is accredited to ISO22301:2012.

Because of Motorola's role as the network operator of the Emergency Services Communications Network, our Business Continuity Plans are continuously developed and are well established. They have been put in place to deal with risks such as information systems failure, terrorist attack, natural and man-made disasters, and pandemics. In addition, the threat to core business can come from more prosaic problems such as, poor weather, electrical failure or flooding.

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Business Continuity Management is the process of dealing with disasters or major incidents that affect Motorola supplied services and functions. It ensures that these services are maintained to allow the business to continue to operate. There are links and dependencies with both the Service Continuity process and the information management process. With these processes in place and accredited it enables our Customers to have confidence that the strategy and plans in place are fit for purpose and meet with their operational requirements.

During onboarding, and part of the Motorola Contract Service schedules, Customers will receive a copy of the Motorola Strategic Business Continuity Plan, along with a specific Business Continuity Plan for their Pronto Service.

A short description of BCDR mechanisms in place for Pronto can be found in Section 4.

8 Onboarding

During the Onboarding of a new Pronto Customer, the following key tasks and activities are undertaken. Note that reference is made to essential work packages which are described further in Section 3 and 10 of this document:

Project Management

- Motorola will provide Project Management services for the lifetime of the delivery.

Scoping

- Motorola will carry out an initial Scoping, Specification & Design exercise to agree initial set of Pronto Business Processes to deliver for initial go live.
- This work will define process requirements (including integration requirements), detailed hosting requirements and Service Design.
- During this phase Motorola may provide Workflow Design and Re-engineering services to support the Customer in redesigning business processes to enable implementation of mobility-optimised business processes.
- During this phase it is the Customer's responsibility to provide access to the requisite stake holders (business process owners, end users, IT) to ensure that requirements can be agreed.
- The Customer must agree and sign off the solution design to allow implementation to begin.
- The duration of this phase is dependent on the extent to which the Customer has a set of well understood business processes and back end systems, or whether extensive Workflow Design & Re-engineering is required.

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Implementation

- Software implementation
  - Motorola will carry out an implementation process to deliver the solution. This will consist of Custom Application development (to implement the Customer's processes within Pronto) and Pronto system integration to integrate with relevant back end systems.
  - Motorola will work using an Agile approach, collaborating closely with the Customer to develop the solution.
  - Development will take place using a series of development sprints. After each sprint, functional software will be demonstrated to the Customer and Customer testing can take place. This facilitates early Customer feedback to ensure that the delivered software meets Customer expectations.
  - The Customer must provide access to relevant test systems for integration.
  - The Customer must provide support for installation and testing of early software drops on a demonstration system (such as a networked PC within the Customer environment).
  - The Customer must test each software drop and sign off features in each drop or raise tickets for further changes.
  - Once all feature sprints have been completed and the Customer has completed testing using the final infrastructure (following Site Acceptance testing) then the Customer will sign off User Acceptance Testing.
- Infrastructure implementation
  - As part of the implementation process the infrastructure environment will be configured.
  - If Motorola hosts the Pronto environment then Motorola will supply Custom Infrastructure Development professional services to deploy the infrastructure. Activities include:
    - Order a Vodafone EWL connection to provide connectivity to the Customer.
    - Setup Pronto Pre-Production and Production environment in Motorola data centre (load balancer, application server VMs, database server).
    - Accompany Vodafone as they install Vodafone EWL equipment on Customer site.
    - Install checkpoint firewall on Customer site. Setup firewall rules to allow connectivity at Motorola side.
    - Customer requires to setup appropriate firewall rules to allow connectivity at Customer side.
    - Once service is setup Motorola will support Site Acceptance testing to confirm all Pronto services are accessible and operating.
  - If Customer has requested that they host the Pronto environment then:

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        - Customer must deploy infrastructure based on the Motorola infrastructure requirements document.
        - Motorola will support a test installation to validate the correct configuration of the Customer environment.
        - Motorola will support a set of Site Acceptance tests to confirm that all Pronto services are accessible and operating.
    - The Customer must also deploy Mobile Device Management (MDM), a secure connection (e.g. VPN), and mobile devices to enable Pronto applications to be deployed to end users.
- Service go live
    - On completion and sign-off of Site Acceptance Testing and User Acceptance Testing, the Customer is ready in all respects to deploy the solution to end users
    - Motorola will provide Train-the-Trainer Service to allow Customer in-house training of end users.

Post go live enhancements

- A typical Pronto deployment will provide an initial set of processes for go live.
- Often a Customer will wish to deploy further processes post go live and also make changes to existing (already deployed) processes. This is necessary to ensure that the Pronto Service continues to meet business needs and support relevant legislative changes.
- Motorola will meet the Customer's need for continuing change by providing further Project Management, Scoping, Custom Application Development and Pronto System Integration professional services to deploy further Pronto releases.

A typical deployment to go live takes around 6 months but this is determined by the complexity of Customer requirements, such as the degree of customisation and non-standard Pronto system integration that is required.

Customers are therefore encouraged to minimise customisation and learn from other Pronto Customer deployments, ideally standardising processes wherever possible.

9 Offboarding

When a Customer chooses to terminate the Service or comes to the end of their contract, Motorola will undertake the following actions:

- Motorola Hosting
    - Provide the Customer with a copy of the Pronto Database which contains all Pronto data pertaining to that Customer
    - Disable and then delete all Pronto services from the Motorola secure infrastructure

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- Customer Hosting
    - Provide Customer with instructions to delete Pronto software and confirm that the Pronto Service has been decommissioned
    - The Customer will retain the Pronto data that is stored in their Pronto database

10 Schedule For Deprecation Of Functionality/Features

There is no published schedule for the deprecation of functionality and features of Pronto SaaS. However, on occasion the Motorola may seek to make improvements to the service or cease support of legacy operating systems or browsers that the Customer uses to access the Service. This will be only be executed following a consultation with the Customer and giving a reasonable notice period. Motorola will, where necessary, facilitate a clear path to migrating to the supported operating systems or browser.

11 Financial Recompense

The Motorola shall use reasonable endeavours to respond to all reported incidents, in accordance with Section 5 of this document.

However there is no recourse to financial recompense or Motorola liability in the event of failure to meet such targets.

Motorola will work with the Customer to ensure that remedial actions and service improvements are undertaken to rectify any situation in the unlikely event that Service level targets are not achieved.

12 Ordering And Invoicing Process

To place an order the Customer should contact Motorola, either through the Motorola Service Centre, their Motorola Client Director, Business Relationship Manager or in the case of existing Pronto Customers, their Pronto Business Analyst.

A consultation will take place, a quote generated by Motorola's systems and an Order Form as recommended in Part A of the G-Cloud 9 Call-Off Contract will be completed. The Order will be entered onto Motorola's systems and once accepted, the Onboarding process will commence, as detailed in Section 8 of this document.

The Customer will be invoiced in accordance with the payment profile agreed within the Order Form, and will pay Motorola in accordance with Call-Off Contract.

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13 Terminating The Call-Off Contract

As defined in the G-Cloud 9 Call-Off Contract, the contract will terminate on the End Date specified in the Order Form, unless terminated earlier in accordance with Clause 18 of the Call-Off Contract.

14 Trial Service

No trial service is available for Pronto.

15 Glossary of Terms and Acronyms

Term or Acronym	Description
ASB	Anti-Social Behaviour
BGP	Border Gateway Protocol
C&C	Command and Control
CRASH	Department for Transport Collision Reporting and Sharing database
CSV	Comma Separated Value
CTO	Central Ticket Office
DASH	Domestic Abuse Stalking Harassment and Honour Based Crime
EWL	Ethernet Wireline
GPS	Global Positioning System
HTML	Hypertext Mark-up Language
IPSEC	Internet Protocol Security - protocols used for VPN
ISO	International Organisation for Standardisation
ITIL	Information Technology Infrastructure Library
LRQA	Lloyds Register Quality Assurance
MDM	Mobile Device Management
NDI Gateway	PNC Gateway provided by NDI Technologies
NPPV	Non-Police Personnel Vetting
NSPIS	National Strategy for Police Information Systems

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ODS	Operational Data Store
OHSAS	Occupational Health and Safety Advisory Services
OTA	Over The Air
PDF	Portable Document Format
PentiP	Northgate Public Services national system for FPN ticketing
PNC	Police National Computer
POLE	Person Object Location Event
PSN	Public Services Network
QAS	Quick Address Search
RFC	Request for Change
RMS	Records Management System
SaaS	Software as a Service
SC	Security Clearance
SFIA	Skills for the Information Age
SOCRATES	Northgate Public Services crime scene support solution
SQL	Structured Query Language
VDRS	Vehicle Defect Rectification Scheme
VEEAM	Registered trademark for resilience and backup software
VM	Virtual Machine
VPN	Virtual Private Network

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