Core-Vet Service Definition

Overview
Core-Vet is a well-established vetting management system, designed to manage the entire vetting process, from notification that vetting is required; to the receipt of an application; to the checking process; through to the post-clearance after-care.

Core-Vet provides a vetting unit with an efficient and streamlined approach, ensuring that vital vetting data is available and managed appropriately. The system ensures less time is spent on the administration of data and helps to manage the flow of vetting checks and balances required.

Core-Vet continues to be enhanced with an established user group, ensuring the system is continually improved and kept in line with latest guidance. The system now caters for collaborative working, with a force-layer enabling information sharing whilst maintaining force ownership of data. This partnership working allows vetting statuses to be shared and stops neighbouring forces duplicating work. Contractor vetting statuses can also be securely shared with relevant front-desk staff, including photographs to ensure that contractor clearance levels are available 24/7.

When a user first logs into the system they are presented with the System Overview screen. The System Overview screen is shows user-specific information to manage their workload. It is designed to alert a user to applications that need attention, and prompts when reviews and renewals are due. A traffic light system used throughout the system ensures the status of applications are easily identified.

The core person record captures all personal information including details of applications, clearances and checks that have been performed as well as all linked people and organisations. Applications can be customised to pre-populate the checks that are required to complete the application.

Core-Vet utilises a ‘Golden Nominal’ approach when storing people and organisations records, meaning that they are only recorded on the system once. This allows users to be able to view a full person or organisation history and all the applications, clearances, checks etc. performed on them.

Core-Vet comes complete with comprehensive search facilities which allows for easy navigation of the system. Users can perform a specific search for People, Applications, Clearance, Checks and Addresses using a wide variety of fields.

Core-Vet allows users to generate pre-populated customisable letters, forms, certificates and other documentation as required. The system provides a comprehensive Management Information System (MIS) that gives users the ability to create custom reports and charts.

Core-Vet Web Form Applications
Core-Vet Web Form module provides the facility for applications to be completed electronically. This module links with the main Core-Vet system and drastically reduces the amount of time taken when processing vetting applications, and also leaves no paper trail.

Applicant information is automatically uploaded into Core-Vet quickly and securely, following approval by vetting staff. Not only does this reduce the amount of time taken to process forms, data quality is vastly improved as the forms will guide the applicant and ensure data is entered in correct formats where possible.

This system follows the guidance and regulations of the College of Policing vetting forms, ensuring compliance with national standards. While the questions are standardised there is some room to tailor the forms to fit your needs and branding.
Core-Vet Web Forms provides a secure method of interfacing with the public. Access to the Online Application module is restricted by user permissions, and is separate from the main Core-Vet database providing extra levels of security when storing sensitive vetting information.

Applicants for online applications are easily created by the vetting department or other authorised users. Details of how to securely log in to the portal are automatically sent to the applicant, who can then complete and submit the vetting application in their own time. Completed applications are stored within the holding pen area of Core-Vet pending approval from vetting staff, after which it is automatically uploaded as a new vetting record in Core-Vet.

Features
- Record all vetting information
- Online Applications module
- Automatic validation of data
- Case log facility
- Tasking with email allocation feature
- Full person and organisation history
- MIS reporting tools
- ‘My Last’ feature to show recent people/organisations
- System Overview screen
- Colour coded traffic light system to see progress of checks, applications etc.
- Comprehensive search facilities
- Generates letters, forms, certificates and other documentation as required
- Document Management System
- Manage Applications
- Manage Checks
- Manage Clearances
- Read only access for front desk staff
- Quick access to help guides
- View all pending, requested, completed, expiring and expired web applications
- Granular user permission levels
- ‘Holding pen’ for applications before being imported into the system
- Full audit trail
- Established User Group

Cloud Software and Information Assurance
The Core-Vet cloud software is delivered by WPC Software through our cloud-hosting partner UKCloud. UKCloud hold independent ISO9000, ISO20000 and ISO27001 accreditations which underpin their business operations and Cloud Platform.

All data centres are highly resilient Tier3, UK sovereign and separated by >50 miles for geographical diversity.

UKCloud and WPC staff are Security Cleared and based in the UK.

Core-Vet standard package
Core-Vet is delivered as a managed hosted solution via UKCloud. The standard service includes:
- Provision of a multi-tenanted server environment within UKCloud. Separation between customers is ensured with completely individual databases dedicated to the customer along with dedicated credentials.

- Minimum specification of Medium High Memory server, SQL Server Standard edition, STANDARD service level (99.95% availability from a single data centre), Daily VM snapshot stored for 14 days. Storage up to 200GB.

- Access is via Standard Internet connectivity over common protocols - namely HTTPS, using a SHA-256 Secure Hash Algorithm and TLS 1.2 protocol.

- A Daily VM snapshot for backup, and is stored for 14 days. An additional daily back-up facility is also provided whereby a scripted database back-up is taken to a secondary physical location in a sister-data centre.

- Basic authentication includes a two-step authentication process, where a user is required to log-in to access the service prior to logging into the application itself. Other options (such as IP Address restriction, two-factor authentication or dedicated VPN) can be made available, although confirmation and additional pricing options will need to be sought from WPC.

The above outlines Core-Vet’s standard cloud software offering as outlined within the G-Cloud 10 pricelists. Alternative specifications, resiliency options, back-up processes and access methods are available in addition to or in place of the standard. Customers will need to discuss requirements with WPC should alternative options be required.

Service management details

Software support

Software support is provided by WPC Software’s dedicated team of developers. The support is provided from 8:30am to 5:30pm Monday to Friday (excluding English public holidays). When purchasing support each customer is entitled to receive fixes and upgrades to the version of the application they are using.

WPC has active User Groups for each of its products, all new customers will be invited to join and become an active member of the user group community. Each group is entitled to a number of development days within the support agreement, new customers will be able to influence the direction and development of the application.

Service Levels

WPC Software’s service levels and support guidance is outlined within our Support Issue Management Process guidance, which is available upon request. Our standard SLA for software support is:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Time to respond</th>
<th>Regularity of Updates</th>
<th>Time to fix</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical</td>
<td>4 working hours</td>
<td>Every 1 working hour</td>
<td>4 working hours</td>
</tr>
<tr>
<td>Major</td>
<td>4 working hours</td>
<td>Every 4 working hours</td>
<td>8 working hours</td>
</tr>
<tr>
<td>Minor</td>
<td>8 working hours</td>
<td>Every 2 working days</td>
<td>2 working days</td>
</tr>
</tbody>
</table>
Cosmetic/Trivial 2 working days  Every 2 working days  Next release, or earlier by agreement.

As part of the package, Core-vet cloud software is delivered through UKCloud Standard Service Level:

<table>
<thead>
<tr>
<th></th>
<th>STANDARD</th>
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<tbody>
<tr>
<td>Availability (monthly)</td>
<td>99.95%</td>
</tr>
</tbody>
</table>
| Incident response       | P1 – within 15 minutes  
P2 – within 4 hours  
P3 – within 24 hours  
P4 – within 72 hours |
| Incident update         | P1 – hourly  
P2 – every 2 hours  
P3 – every 24 hours  
P4 – every 24 hours |
| Service credits         | 10% of monthly spend |

Availability indication based on an average 730 hours per month. Excludes planned & emergency maintenance. Unavailability applies to existing VMs where the VM becomes unresponsive due to a fault recognised at the hypervisor layer or lower:

- i.e. fault is not within the Consumers control (OS, Applications, user networks).
- Fault is within UKCloud controlled components such as the virtual infrastructure, storage, power and physical firewalls & routers etc.
- External connectivity providers (e.g. internet, PSN, GSi) and components collocated at UKCloud are also not included in the availability calculation.

Service constraints

The Data Centres used by WPC Software will adhere to the following in terms of maintenance windows; “Planned Maintenance” means any pre-planned maintenance of any infrastructure relating to the Services. UKCloud shall provide WPC Software with at least twenty four (24) hours’ advance notice of any such planned maintenance, which WPC will immediately pass on to customers: Planned maintenance of the infrastructure only shall happen between the hours of 00:00 and 06:00 (UK local time) Monday to Sunday and/or between the hours of 08:00 and 12:00 (UK local time) on a Saturday and/or Sunday. No planned maintenance will take place on a Saturday unless agreed in advance by both parties; Planned Maintenance shall be excluded from any availability calculation in regard to service credits but shall be included in the monthly service reporting; “Emergency Maintenance” means any emergency maintenance of any of the infrastructure relating to the Services. Whenever possible, UKCloud shall provide the Client with at least six (6) hours’ advance notice: Whenever possible Emergency Maintenance of the infrastructure will happen between the hours of 00:00 and 06:00 (UK local time) Monday to Sunday and/or between the hours of 08:00 and 12:00 (UK local time) on Saturday and/or Sunday unless there is an identified and demonstrable immediate risk to a Clients environment; Emergency Maintenance shall be excluded.
from any availability calculation in regard to service credits but shall be included in the monthly service reporting.

All software upgrades and patches are applied by WPC Software and agreed in advance with the customer. Planned maintenance of the Core-Vet cloud service occurs on the second Tuesday of every month between the hours of 18:00 and 23:30. Urgent security patches may be applied on an ad-hoc basis if required and any possible downtime will be notified to the customer.

Details of the level of backup/restore and disaster recovery that will be provided

As standard, localised component failures are tolerated within the infrastructure by eliminating all single points of failure (including physical server failure or disk failure).

Backups include the whole Virtual Machine (crash consistent snapshot) and so partial backups are not supported.

As standard, WPC Software provide an additional daily back-up facility whereby a scripted database back-up is taken to a secondary physical location in a sister-UKCloud data centre.

<table>
<thead>
<tr>
<th>Disaster Recovery</th>
<th>STANDARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Backup Availability</td>
<td>Inclusive</td>
</tr>
<tr>
<td>Default Retention Period</td>
<td>14 days</td>
</tr>
<tr>
<td>28 day Retention Period</td>
<td>Optional Cost</td>
</tr>
<tr>
<td>Replicated Backup</td>
<td>No</td>
</tr>
<tr>
<td>Backup Location</td>
<td>Local or Remote DC</td>
</tr>
<tr>
<td>Backup Frequency</td>
<td>Once every 24 hours</td>
</tr>
<tr>
<td>Recovery</td>
<td>Via Service Request</td>
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</tbody>
</table>

As part of our standard service, backups are stored at a remote site. In the event of a major failure affecting the primary data centre, WPC Software working with UKCloud will endeavour to re-provision the environment within the second data centre, subject to capacity. In a complete disaster the RPO would be “up to” 24 hours with an RTO of 1 working day.

Options for fail-over and enhanced resiliency are available if required in addition to the standard service offered within the pricelist.

Training

WPC Software have a team of trainers available to train end users in the use of our systems. The prices for training are contained with the pricing documentation.

Details of any trial service available

WPC Software can provide access to a trial system of Core-Vet for up to 30 days. It should be noted that this system should only contain trial, not live data. Depending on the scope of the trial, charges may apply.
On-boarding and Off-boarding processes/scope etc.

On Boarding
Prior to the service commencing WPC Software will appoint a Project Manager. The Project Manager will obtain information including the following from the customer:

- The configuration details for Core-Vet
- A copy of any data to be migrated into the system
- Quantity of users requiring access and resource requirements
- List of users requiring access and privileges
- The training requirements for the users

Once this information has been gathered the Project Manager will put together a project plan to complete the On-Boarding process. This project plan will identify the actions and timeframes to complete a successful start to the contract.

Off Boarding
When a termination date has been agreed WPC Software will archive the customer data in an agreed format. This data will be sent to the customer in a secure manner. The service will be switched off at the point of data archiving and service termination.

The price for completing the On-boarding and Off-Boarding can be found in the Pricing document.

Customer responsibilities
Any customer using the Core-Vet hosted service is responsible for the content of data held on the system.

The customer is responsible for obtaining connectivity to the system within their own network.

The customer is responsible to ensure all users of the system are aware of the service definition and the constraints / Service Levels provided by the system.

Technical requirements
Consumers will require appropriate network connectivity such as internet access (Assured Security Domain). Where required, consumers are responsible for procuring and managing appropriate devices or software to meet the requirement for data security over the various forms of connectivity.

Consumers have a number of options to choose from with UKCloud to access their environment dependent on their needs. Included as part of the standard Core-Vet cloud software offering is:

- Assured OFFICIAL (Lower security domain)

  Standard Internet connectivity over common protocols (HTTP, HTTPS, SSH, etc.)

Additional options for connectivity may be available that are above and beyond the standard offering. This includes dedicated VDC (Virtual Data Centre) which *must* be accessed using VPN or the possibility of restriction to PSN only. These options are not available as part of the standard package outlined in this document, but can be discussed with WPC if required.

Ordering and invoicing process
Communication with WPC Software should be made to ensure the correct elements have been specified. Once concluded a purchase order should be sent to the WPC Software Account Manager.
Invoicing will be sent on a monthly basis based on agreed payment profile or as outlined within the quotation, with payment required within 30 days.

**Termination terms**

The contract can be terminated with 30 days’ notice. On the day of termination the customer data will be archived and sent securely to the customer. Once terminated system access will be removed and restoration of the service will not be possible.