Project Outcome Services
Service Definition

1. Overview of the G-Cloud Service

i. About Source Group

Source Group delivers end-to-end data quality and patient waiting list management services to the NHS. We provide sustainable solutions for waiting list management, tackling validation and data issues at source and building internal capability with analysis, training, waiting list software and support.

ii. About Project Outcome Services

Our Project Outcomes Services use cloud applications to deliver flexible, outcome-based solutions and projects in business intelligence and data warehousing, performance analysis and data, demand and capacity modelling, software and application development, project management and delivery, support and operations, testing and auditing and service/programme delivery.

All Project Outcomes Services include a licence to our waiting list management software – providing access to the national RTT database for enhanced planning, modelling and strategy development.

Our solutions have been developed by in-house experts who have over 30 years NHS data, business intelligence, project management and performance management experience combined. Having worked in, and with, the NHS for years, we know the value of having specialists who work as trusted partners, not just transactional suppliers so we focus on creating flexible, pragmatic solutions in collaboration with our clients.

Full service details are included in Appendix A.

iii. Project Outcome Services Features

- Providing cloud applications to deliver outcome-based solutions and projects
- Reliable, scalable, flexible and responsive solutions
- Intensive support services to deliver critical projects
- Mobilisation of resources at short notice.
- Real-time reporting, business intelligence and data warehousing solutions
- Performance analysis and data reporting including best practice documentation
- Demand and capacity modelling and strategy development
- Software and application development
- Qualified project management capability to operate large, complex programmes at pace

iv. Project Outcome Services Benefits

- Consistently deliver key projects and ensure return on investment
- Build, deploy and manage data solutions to improve performance
- Transform data into meaningful information to support fundamental business operations
- Comprehensive project and programme management capability
- Effectively run large scale, complex programmes at pace
- Access to specialised resources to achieve successful and safe outcomes

- Achieve objectives whilst minimising costs through expert resource deployment
- Reduce implementation costs and improve efficiency

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

- **Backups**
  - Automatic backups are taken every 24 hours and held for a rolling 30 days at an offsite location.
  - Additional manual backups are taken as necessary before any works are undertaken. These are kept until the outcome of the works has been confirmed as successful and another automatic backup has been taken on the rolling schedule.
  - To ensure and maintain integrity of the automatic backups they are tested quarterly by restoring them as though they were required.
  - The backup testing is completed as scheduled whether or not they have been used in a recent restore.

- **Disaster Recovery**
  - In the event of a situation occurring that potentially requires recovery, an initial assessment would be carried out to determine the scope of the issue.
  - Following the assessment, the relevant and most recent backups would be retrieved from the offsite location and restored accordingly.
  - If the issue is localised, then the appropriate restores would be carried out on separate hardware at the same data centre.
  - If the issue is more general or part of a wider problem at the data centre itself or external environment, then the appropriate restores would be carried at a separate unaffected data centre.
  - The time taken to complete the recovery would depend on the nature and scale of the initial problem and the level and location of the restores required.

3. Onboarding and Offboarding processes/scope etc.

- The scope of project will be agreed and targets set. From this information, we scope deployment time and resources are secured.
- Clients are required to provide details of access requirements to systems including site and staff checks, systems and location access, and other preparation needed to ensure the project is ready for deployment.
- Waiting list management software is licensed for use to the client for the duration of the contract. It excludes any user training, local data configuration, data upload or onsite support.
  - Licences are activated upon payment and access to the dedicated cloud environment for each customer is provided. Customers upload their own data.
  - All data upload and local configuration management, including user account set up, is a customer's responsibility. However, we provide a full HelpDesk support service to guide client's through the set up and this is included in our rate card and charged accordingly for remote set up. Free user guides and set up instructions are provided for immediate download via our dedicated support website.
- On contract expiry:
  - user accounts to waiting list management software will be deleted within 1 hour;
  - resources will have location access/swipe cards deactivated and IT accounts will be deactivated.

4. Service management details

- Data is hosted in a secure, fully managed, UK-based TIA-942 Tier 3 data centre that is available 24 hours a day, 7 days a week, 365 days a year.

5. Service constraints (e.g. maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc.)

- There are no software customisation options but reports within the software are fully customisable with the appropriate developer licence.
- There are no specified maintenance windows.
- There is no planned deprecation of functionality or features.

6. Service Levels (e.g. performance, availability, support hours, severity definitions etc.)

- Waiting List Management is available 24 hours a day, 7 days a week, 365 days a year as a web based service via private cloud.
- Service availability is 99.99%.
- Support service is available via Helpdesk, email, phone or onsite.
- Support is available Monday to Friday 9.00am to 5.30pm excluding bank holidays.
- Standard response times are as follows:
  - Urgent - within 4 hours
  - Semi-urgent - within 24 hours
  - Non-urgent - within 3 day

7. Financial recompense model for not meeting service levels

- None at present.

8. Training

- User guides/training documentation are available online as part of the cloud-based service.
- Access to the Helpdesk is included as part of the licence fee for the duration of the contract.
- Onsite training post-contract expiry is available as online one-to-one training, or onsite groups of 5 maximum. Please see the RTT PTL Software Pricing document for further details.

9. Ordering and invoicing process

- Purchase order and weekly invoicing as agreed with customer.
- Minimum contract period is one week.

10. Termination terms

- One week's notice.

11. Data restoration / service migration

- Data is backed up on a daily basis.
- Data restoration is available within one hour.

12. Customer responsibilities
- Customers are required to upload their own data and provide user details to enable user accounts to be created.
- Customers are required to keep login identities secure.

13. Technical requirements (service dependencies and detailed technical interfaces, e.g. client side requirements, bandwidth/latency requirements etc.)
- The service is available via the internet using the following browsers:
  o Internet Explorer 7
  o Internet Explorer 8
  o Internet Explorer 9
  o Internet Explorer 10
  o Internet Explorer 11
  o Microsoft Edge
  o Firefox
  o Chrome
  o Safari
  o Opera
- Customers are required to have moderate bandwidth.
- The service can be accessed via PC, Mac, smartphone or tablet.

14. Details of any trial service available
- No free trial option is available.

SOURCE GROUP
People ▪ Technology ▪ Results

APPENDIX A

Project Outcome Services – Service Details

Our Project Outcomes Services use cloud applications to deliver flexible, outcome-based solutions and projects in business intelligence and data warehousing, performance analysis and data, demand and capacity modelling, software and application development, project management and delivery, support and operations, testing and auditing and service/programme delivery.

- **Business Intelligence and Data Warehousing**
  Outcome based resources include data analysis, data visualisation, performance reporting, statistical modelling and data cleansing.

- **Performance Analysis and Data**
  Outcome based resources include data validation, performance management, data analysis, information analysis, data development and performance analysis.

- **Demand and Capacity Modelling**
  Outcome based resources include statistical modelling, planning/scoping, project delivery planning and resource management, budget management and delivery management.

- **Software and Application Development**
  Outcome based resources include web application development, cloud-based service development, database development, front-end web application development, systems integration and SQL development.

- **Project Management and Delivery**
  Outcome based resources include project planning/scoping, project delivery planning and resource management, budget management, delivery management, risk and issue management.

- **Support and Operations**
  Outcome based resources include training, operational management, service management, service desk, customer support, monitoring, systems administration and network administration.

- **Testing and Auditing**
  Outcome based resources include data auditing, process auditing, software and system auditing, application testing and accessibility testing.

- **Service/Programme Delivery**
  Outcome based resources include business analysis, service management, product management, project management and agile delivery.

- **Informatics as a Service**
  Informatics as a service complete solution can be delivered to meet the organisations exact needs. Data hosting, virtualisation, data warehousing, data warehouse design and informatics portal support can also be delivered on a day rate basis.

Waiting List Management Software
All Project Outcomes Services include a licence to our cloud-based waiting list management software – providing access to the national RTT database for enhanced NHS planning, modelling and strategy development.

Our waiting list management software also provides self-service business intelligence to quickly identify data quality and process issues by analysing raw data enabling more effective management and reporting:

- o Create and manage work queues, outputs and monitor performance
- o Capture and record activity/validation outcomes
- o Track changes to pathway records and recall historic data avoiding duplication
- o Identify and report on data quality and process issues, enabling targeted work planning
- o Centralise data management exercises in one dynamic place
- o 'Off the Shelf' built in reports and dashboards that provide the focused information on data quality, patient throughput and breach analysis for directors, clinicians and managers
- o Audit functionality provides quality assurance of the work undertaken
- o Enables remote validation and pathway management

Our waiting list management software is also provided as a standalone service via G-Cloud as Waiting List Management Software.