G-Cloud 11 Services

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Service Definition

AAA SMaRT SaaS

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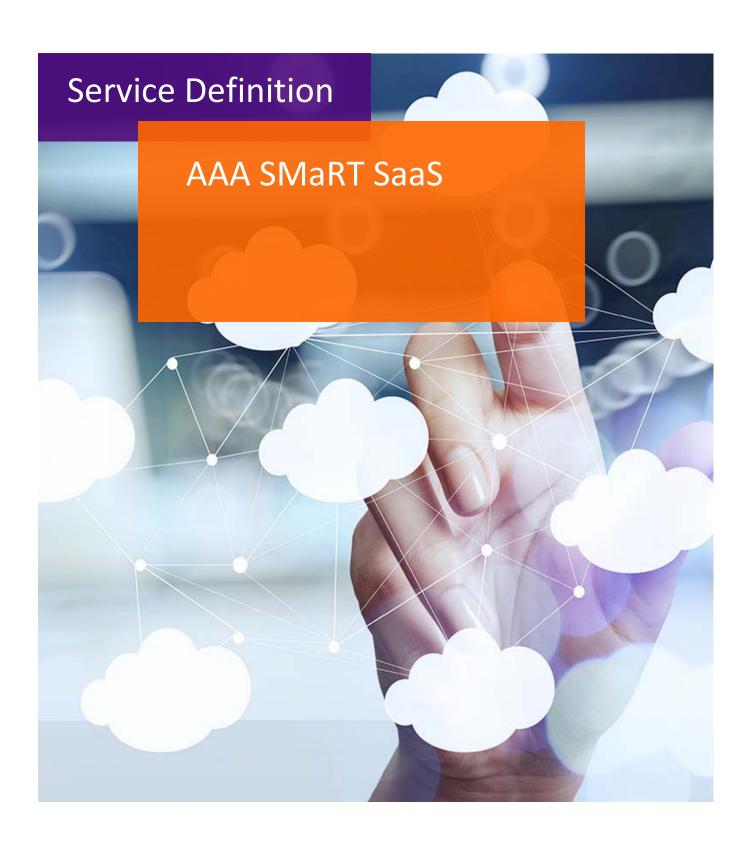
AAA SMaRT SaaS

Service Definition

This service definition is relevant to all NHS and Approved Screening Service providers of the England Wales, Scotland and Northern Ireland Abdominal Aortic Aneurysm (AAA) Screening Programme.

Overview of G-Cloud Service

AAA SMaRT Software Release 9.7 SaaS (Software as a Service) is a screening management and reporting service. The AAA SMaRT SaaS has been developed to comply with the NHS AAA Screening Programme's protocols and standard operating procedures, providing facilities for:

- Loading and management of the cohort for each screening year.

- Identifying the eligible cohort of records in each screening year to be screened allowing local programme management to appoint and run the AAA clinics for their cohort.

- Recording of consent and entry of screening results.

- Reporting outcomes based upon screening results.

- Management of the surveillance programme.

- Storage, retrieval and viewing of the ultrasound images relating to the screening tests.

Primary modules and functionality consists of:

- Cohort Management:

  - Maintaining demographic details

  - Entry of test results

  - Consent recording

  - Audit trail maintenance.

- Alerts:

  - Notification of events that need attention.

- Image Management:

  - Modality worklists

  - Image storage and retrieval

- ➔ Matching of images to screening sessions

- ➔ Identification of missing images.

- Clinic Management:

  - ➔ Planning facilities

  - ➔ Clinics can be ad-hoc or recurring

  - ➔ Graphical calendar function

  - ➔ Resource management.

- Appointment Management:

  - ➔ Single / bulk booking of appointments

  - ➔ Cancellation and re-booking of appointments

  - ➔ Criteria-based selection of records requiring appointments.

- Letters:

  - ➔ Letters assigned to events

  - ➔ Individual or bulk production of letters

  - ➔ Criteria based filtering of letters (for example, recipient type, letter topic and clinic)

- Quality Assurance (QA):

  - ➔ Rule based selection of test results with images for QA.

- Security:

  - ➔ Role based access with the ability to fine tune to local requirements.

- Search:

  - ➔ Criteria based searching (for example, name, number, age, address, GP, status, results, export of data items associated with search results).

- Reporting:

  - ➔ Data warehouse for standard and ad-hoc reporting

  - ➔ Standard reports posted and available from SMaRT

  - ➔ Subject mapping based on GIS coordinates.

- Interfaces:

  ➜ Cohort maintenance via a bi-directional ebXML / HL7 messaging interface

  ➜ Digital's Screening Subject Population Index (SSPI) system for demographic updates

  ➜ Surgical updates via a bi-directional for interfacing with Vascular Registries.

- Documentation:

  ➜ User guides available electronically within SMaRT.

AAA SMaRT Software Release 9.7 SaaS uses the interface with the NHS Digital's SSPI system to provide the annual cohort of new subjects for each screening year.

AAA SMaRT Software Release 9.7 SaaS is accessible to all authorised NHS users for the purposes of supporting the UK (Great Britain and Northern Ireland) National AAA Screening Programme. Users need to be connected to the NHS N3 / SWAN Network.

Client Requirements

To on-board AAA SMaRT Software Release 9.7 SaaS the client will need to:

- Provide details of their screening catchment area, in order for the appropriate cohort to be assigned.

- Define:

  ➜ Clinic schedules

  ➜ Letter templates

  ➜ Screening coverage for cohort allocation

  ➜ Reporting requirements

  ➜ Mapping of GP practices to the programme.

- Supply details of users and their roles to ensure the correct access rights are applied to enable users to effectively and securely use AAA SMaRT Software Release 9.7 SaaS to manage and run their screening programme.

- Supply, manage and support workstations and ultrasound scanners used to access AAA SMaRT Software Release 9.7 SaaS.

- Provide contact details for system administration, data protection and security.

Backup / Restore and Disaster Recovery

Backup / Restore

There are multiple back-ups taken within the system as part of AAA SMaRT Release 9.7 SaaS. These are taken daily from the live systems using an automated process scheduled to run overnight, taking into account any batch routines and service availability requirements.

The backup tape cycle includes:

- Daily (incremental)

- Weekly (entire image)

- Monthly and annual saves.

Backup tapes are taken off-site daily and stored in a secure location. AAA SMaRT Release 9.7 SaaS is delivered from two data centres. Each has a physically separate infrastructure, such that a failure in one will not affect another.

Inter-data centre connectivity provides telecommunications resilience and data replication. All data that is production critical is replicated to the secondary data centre.

The primary data centre has been designed to be highly resilient to meet requirements for performance and availability. All components have in-built redundancy (for example, multiple power supplies and fans) with components deployed in duplicate in either an active-active or fail-over configuration.

Disaster Recovery

Northgate Public Services (NPS) has an ISO22301:2012 accredited Business Continuity Management System incorporating an integrated Business Continuity Plan, Departmental Contingency Plans and Disaster Recovery Plans (for each site) together with associated policies, processes and procedures. These support an ITIL IT service continuity management function.

On-boarding and Off-boarding Processes

On-boarding

NPS provides the following on-boarding services for AAA SMaRT Release 9.7 SaaS:

- Provision of URL to access the AAA SMaRT Release 9.7 SaaS

- Creation of users and user profiles

- Support of the initial cohort data take-on, clinic set-up and scheduling

- Set-up and integration of the Ultrasound Scanning Equipment for AAA SMaRT Release 9.7 SaaS.

The following Options Package is available for AAA SMaRT Release 9.7 SaaS:

- Local Manager and Screening Training (for up to six users). This training is carried out at the client's premises and consists of a three day training package which includes a session to enable users to create live clinics, schedule appointments and produce invitation letters. Training will take place at the screening administration centre and on the equipment to be used to deliver the live service.

Off-boarding

All data relating to the organisation, as well as any AAA SMaRT Release 9.7 SaaS data, will, unless agreed otherwise with the client, be permanently deleted from AAA SMaRT Release 9.7 SaaS in no less than 10 working days from termination or expiry and in accordance with the legal requirement for data destruction.

Throughout the duration of the contract the client can extract a variety data by use of the export facilities contained within AAA SMaRT Release 9.7 SaaS.

Should the Client like to extract data in a different manner to that available through the data export feature, or for a wider data set, then this must be agreed prior to termination

The scope of any additional requirements will be agreed and costs will be based upon the SFIA day rates.

Service Management

NPS will appoint a Client Service Manager (CSM) who will be responsible for ensuring the service is managed and delivered in accordance with the contract.

The CSM will provide a single point of contact to the client for all service related aspects of the contract including assistance with reporting, incident escalation and continual service improvement. The CSM will manage processes such as Incident, Problem and Change Management.

A Lead Consultant will also be allocated to work with the client's programme team staff to provide advice, guidance and support in the use of AAA SMaRT Release 9.7 SaaS.

Service Constraints

Planned Maintenance

The client will be provided with at least 48 hours advance notice of any planned maintenance of any infrastructure relating to AAA SMaRT Release 9.7 SaaS.

AAA SMaRT Release 9.7 SaaS shall not be unavailable for more than 12 Core Service Hours in any Quarter (as described in the Service Level Agreement).

Emergency Maintenance

Whenever possible, the client will have at least 6 hours advance notice of any emergency maintenance of any of the infrastructure relating to AAA SMaRT Release 9.7 SaaS.

Emergency Maintenance of NPS' infrastructure will, whenever possible, take place between the hours of 17:30 and 09:00 (UK local time) on a Working Day unless there is an identified and demonstrable immediate risk to the AAA SMaRT Release 9.7 SaaS infrastructure.

Service Levels

NPS provides AAA SMaRT Release 9.7 SaaS in accordance with rigorous and detailed service levels. The Service Level Agreement (SLA) forms part of the Documentation and is available to clients via login to AAA SMaRT Release 9.7 SaaS. The key provisions of the SLA are summarised below:

- Service Availability 24x7x365

- Core Service Hours (CSH) 7.00am to 7.00pm, 365 days per year

- Service Desk Availability - Core Service Hours

- Resolution Time Target – we aim to fix an incident within four Core Service Hours

- Disaster recovery service levels.

Help Desk services will be delivered from the NPS Service Desk by a team of analysts dedicated to providing high levels of support. However, the preferred access to this service is via the customer portal as the primary call logging route.

Financial Recompense Model

NPS is fully committed to providing superior levels of service and achieving high availability. However, given the limited nature of the contract and the relatively short contract period, it is not appropriate to include a service credit regime.

Ordering and Invoicing Process

If you wish to order these Services, a G-Cloud Order Form will need to be completed and signed by both parties.

Data Restoration and Service Migration

Where client data is lost or damaged due to the actions of Authorised Users or a third party (other than NPS), data restoration services can be provided by means of restoring to the latest back-up of such client data

maintained by NPS in accordance with the back-up policy set out above. Such services will be charged on a day rate basis utilising the SFIA rate card.

Where a client, rather than Off-boarding, wants to migrate the data contained within AAA SMaRT Release 9.7 SaaS to another service being provided by a third party or wishes to migrate data contained within an existing service into AAA SMaRT Release 9.7 SaaS then service migration services can be provided. In order to provide these services we will carry out a scoping study which will be charged in accordance with the SFIA rate card. Any recommendations following the scoping study will be priced on a fixed price basis utilising the SFIA rate card.

Client Responsibilities

The client is responsible for:

- Ensuring suitable controls in terms of access to sensitive data held within AAA SMaRT Release 9.7 SaaS through setting authorised users up with appropriate security access.

- Being an active member of the AAA SMaRT Release 9.7 SaaS user group, feeding back ideas for improvements and enhancements.

- Providing the technical environment which is in compliance with the LSP Operator Technical Environment Specification set out in the Documentation.

- Maintaining a written list of current authorised users and providing this list to NPS, as may be reasonably requested, from time to time.

- Ensuring each authorised user keeps a secure password for his/her use of AAA SMaRT Release 9.7 SaaS and/or any other part of the Services and the password is changed no less frequently than every 90 days (or, if the authorised user fails to change such password no less frequently than every 90 days, at the first opportunity thereafter) and that each authorised user keeps his/her password confidential.

Technical Requirements

Service Dependencies

In order to access and use the AAA SMaRT Release 9.7 SaaS the client must provide the following:

- A supported browser platform; SMaRT Release 9.7 SaaS supports MS Internet Explorer version 10.0 or above.

- An NHS N3 / SWAN Network connection to access AAA SMaRT Release 9.7 SaaS via https.

Client-Side Requirements

To access the service the client must provide workstations from which the NHS N3 / SWAN Network is available, and that run on one of the browsers listed above.

Bandwidth and Latency Requirements

AAA SMaRT Release 9.7 SaaS is designed to work over a range of bandwidths, dependent on the number of users, and the type of data to be uploaded / displayed. As a minimum NHS N3 / SWAN Network access speeds for the client site must be 256kb/s or above.

Request a demonstration

We would be pleased to demonstrate AAA SMaRT Release 9.7 SaaS to you. Please email frameworks@northgateps.com to request a demonstration.

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