# Kahootz Service Description

A detailed description of the Kahootz cloud collaboration service for the UK Government's G-Cloud Digital Marketplace

*Recognised by industry as best in class G-Cloud provider:*

# Contents

# 1 Introduction to Kahootz

## What is Kahootz?

Kahootz is an award-winning, pay-as-you-go secure cloud collaboration service that will improve your team working, communication, project management and content development. It provides private workspaces and online communities to support anything from a few users to the enterprise Digital Workplace and beyond.

Kahootz is a hosted software service so you can access it from any device that supports an Internet browser and it's extremely quick to deploy.

## Why Kahootz?

When asked, our key user within the UK Ministry of Defence provided us with this helpful list:

- Kahootz handles the core tasks impressively well and the ease-of-use negates any need for training
- It's very scalable so the service can shrink and grow in line with business needs
- The wide range of features allows it to fit many different types of Use Cases
- The impressive audit and reporting features give the user confidence that key information is reaching the right audience
- The self-service approach gives the user full autonomy and control without having to rely on 3rd parties
- Excellent service availability and performance means that Kahootz is ready to be used when it's needed
- The speed in which new workspaces can be established and accessed is a real bonus
- The evergreen approach means the service is constantly improving, evolving and innovating
- In summary, Kahootz offers a secure, easy-to-use and yet powerful service at a very affordable price

## How do I get started?

Getting started is quick and easy - just go to **www.kahootz.com**.  You can set up your site in minutes and be productive in no time at all.  There is a choice of monthly or annual subscriptions with no long-term commitment. Our free, no obligation, trial option allows you and your team to test and fully assess our service before making a commitment to buy:

- Kahootz 30-day trial - https://www.kahootz.com/start-trial/

## 1.1 Service overview

Via the G-Cloud, Kahootz is now used by well over 100,000 users across central government departments, local authorities, NHS Trusts and other public sector organisations to support both internal and external stakeholder consultation, document sharing and project collaboration. Our clients range from individual teams who use the service to support small projects, to organisations like NHS England, the Ministry of Defence and the Department of Health and Social Care who depend on our service to facilitate team working and knowledge sharing across tens of thousands of internal and external stakeholders.
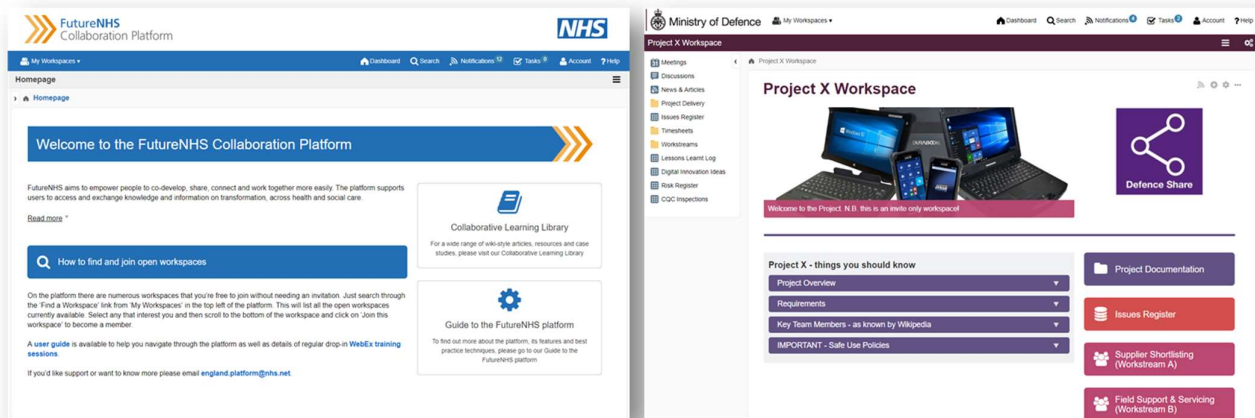


Kahootz provides a powerful set of features that will allow users to:

- Build and customise **interactive dashboards** for workspaces and folders
- Securely distribute, discuss, edit, approve and version-control **documents**
- Allocate and track project **tasks**
- Co-author and seek feedback on **structured documents**, section-by-section
- Arrange and communicate **meetings** and events
- Create and template tailored **databases** and forms to log issues, ideas, FAQs etc.
- Seek feedback with interactive **surveys,** quick polls and instant ratings
- Analyse data and create customised **reports**
- Publish **blog** articles, news and project updates
- Take part in topic-based **forums** and discussions
- Share **images** in picture albums and upload **videos** to stream
- **Search** for tagged content across workspaces
- Easily **embed content** from YouTube, Google Maps and other sites
- Use **templates** to easily reuse and repeat workspace layout and content

Kahootz enables people to keep in touch on fast moving and dynamic projects through instant notifications. A full audit trail of versions, updates and comments, tasks, discussions and other project information makes it easy for new members to join teams and have all the information at their fingertips.

The subscription fees are based on the number of users and the amount of storage you use. We make it easy to quickly configure and customise your workspaces to provide helpful context to users because we also understand that collaboration projects will vary.

Our Kahootz Enterprise license offers 'Active User' pricing which means you only pay for people who actually use the service on a monthly basis.

*"Land Registry has found the use of Kahootz invaluable in support of a number of procurement projects. It has enabled the sharing of information in a timely, secure and consistent manner with internal colleagues and suppliers. The use of the tool has given confidence both to Land Registry and suppliers participating in the procurement process that information is available in an equitable and transparent manner. It has saved both time and cost as information is stored in a central repository reducing the need to send multiple emails and follow-up phone calls. The tool is very easy to use and intuitive."*

Head of Major Project Procurement, Land Registry

*"Kahootz has made it easier and quicker for us to share sensitive information with restricted groups of individuals and the e-mail update function ensures that the users are kept informed of the latest developments at all times. We have found the system easy to use and have been impressed with its reliability and ability to handle large documents."*

Project Manager, Crossrail Ltd

Security is important, so the Kahootz service is regularly penetration tested by independent experts. It was pan-government accredited to IL2 and now supports the OFFICIAL protective marking classification.

Kahootz is the only system of its type to be accredited by MOD's Defence Assurance and Information Security for use, over the public internet, to store and share information classified up to OFFICIAL-SENSITIVE.

**In summary**, Kahootz:

- Combines a wide range of collaboration tools in one place
- Is offered in both the Public and Private Cloud
- Supports both internal work-groups and external stakeholder communities
- Has been used across the UK Public Sector for over 16 years
- Is quick to set up and extremely easy to use
- Is approved by many government departments and public-sector agencies for use with OFFICIAL (including OFFICIAL-SENSITIVE) information
- Can be made even more secure with 2 step verification
- Meets government standards for web accessibility (WCAG 2.0 and BS8878)
- Allows you to easily tailor the user-interface to support the way you want to work
- Does not require consultancy or IT help to customise and support
- Can be fully branded to fit seamlessly within your existing web site
- Works with all common web-browsers and email packages
- Is recognised as being robust, flexible, functionally rich and very well supported
- Provides extremely good value for money

## 1.2 Accessibility

Why is this important? Because you need to enable people with disabilities to be involved.

Following an EU Directive on the accessibility of public sector websites and mobile applications the government intends to implement the new rules in UK law. This will put new duties on public sector bodies to make their websites and apps, such as those for team collaboration, accessible.

Kahootz meets the Web Content Accessibility Guidelines (WCAG) Level AA, the US Section 508 standard, EU regulations and is compliant with BS8878. Because our software release process includes testing with text-only browsers and screen readers, we ensure that Kahootz complies with the spirit as well as the letter of accessibility standards.

## 1.3 Getting started

Kahootz supports all commonly used web-browsers and requires no software downloads or plug-ins, so there are no unnecessary barriers to access. The service also works on any mobile device that supports web browsing, by using a responsive design to adjust to smaller displays.

We use email alerts to stimulate participation and Kahootz works seamlessly with all modern email packages.

## 1.4 Product positioning

Kahootz empowers users to quickly purpose online workspaces to support a range of team collaboration tasks, without requiring consultancy or IT support.

This approach inspires users to innovate and develop collaborative workspaces that go beyond simple document sharing. Examples include policy development, committees, project teams, special interest groups, bid teams, gateway reviews, community forums, governance boards, supplier deal rooms and staff consultations.

For consistency and rapid deployment, administrators can template frequently used layouts so that new workspaces can be created and populated with just one click. This complements the stated G-Cloud vision for quick-to-deploy and re-usable solutions across the public sector.

Team collaboration and stakeholder engagement is so much more than document sharing and task management, so Kahootz provides users with a rich set of functions in a single, integrated and secure environment allowing you to choose the right tools for the job in hand.

*"Projects can fail if not organised well. Kahootz has helped organise the project by providing an overarching structure around work streams, data storage and file management "*

*"Part of the success of the current project was attributed to the easy planning that Kahootz offered in terms of managing work streams including automatic version control of documents. Version control is one of the hardest thing to do well on a project."*

## 1.5 Workspace customisation

Our interactive dashboard builder allows users to easily build dynamic, eye-catching pages within your online workspaces. It's possible to customise workspace, user or folder dashboards by dragging and dropping items into multiple column formats.

Dashboard buttons can be placed to direct users to workspace content and resources located on external web sites. Icons can also be applied from our online library, to provide additional visual guidance.

Carousels and accordions help to break up information into smaller, manageable segments that are easy on the eye. Interactive content such as videos, RSS feeds, images and countdown timers can be used to further engage users with your workspaces.
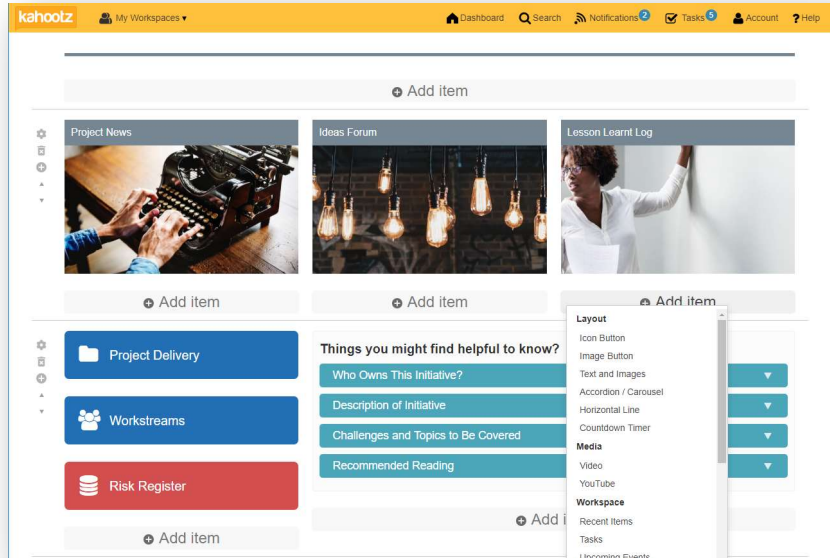
To ensure dashboards fit seamlessly into your corporate or partnership brand, with Kahootz Enterprise, you can specify the pallet of colours users have access too when inserting new dashboard items.



Also, Kahootz Enterprise clients can enable users to access corporate and project performance data by integrating business intelligence platforms such as Microsoft's Power BI and Tableau reports directly into their dashboards.

## 1.6 Access control and team membership

Within your Kahootz site, you can create as many workspaces as you like and each user can be a member of as many workspaces as you like. In Kahootz, workspaces are private and only visible to people you specifically invite.
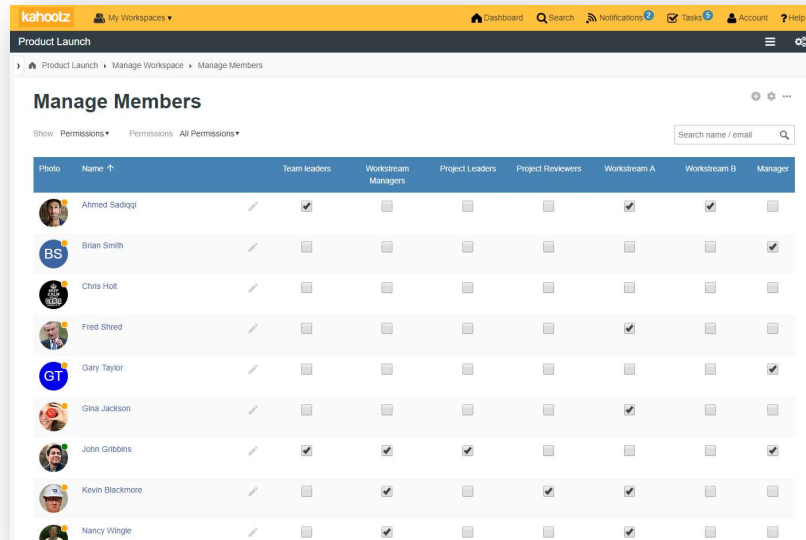


Access control is straightforward, with simple defaults. Workspace managers who wish to apply more detailed access control can set up teams, and apply permissions to each item based on each user's team memberships:

## 1.7 Forums, discussions, emails and commenting

A workspace can contain one or more discussion forums. These allow threaded discussions to take place and support functionality such as moderation, sticky topics, closed topics and attachments.

Workspace members can be alerted by email whenever a new discussion message or other content is added or modified. The email alert contains a link to view the discussion on the website from where they can reply. Alternatively, people can reply to the email directly from their email client and their reply will be automatically linked to the original message and shown on the website.
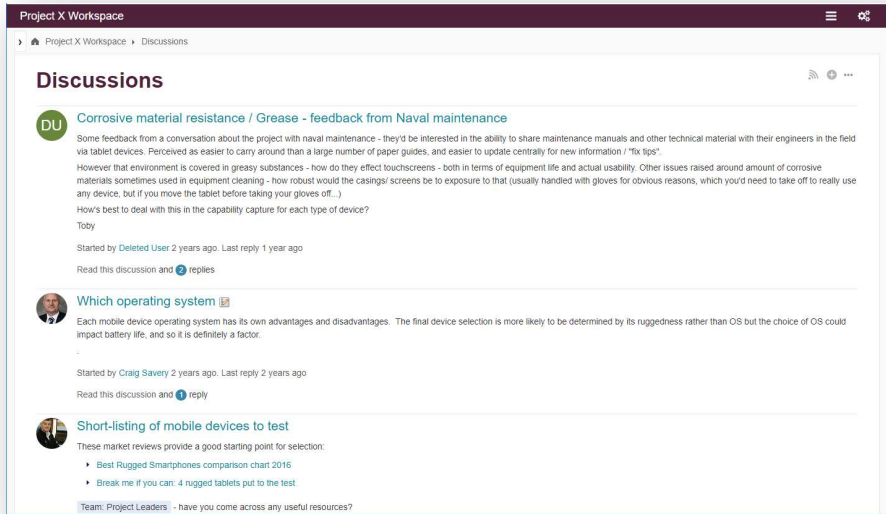
Workspace members can choose how often they receive email alerts on a workspace-by-workspace basis. In addition, discussion messages can contain quick polls to seek feedback or help reach consensus on an issue:
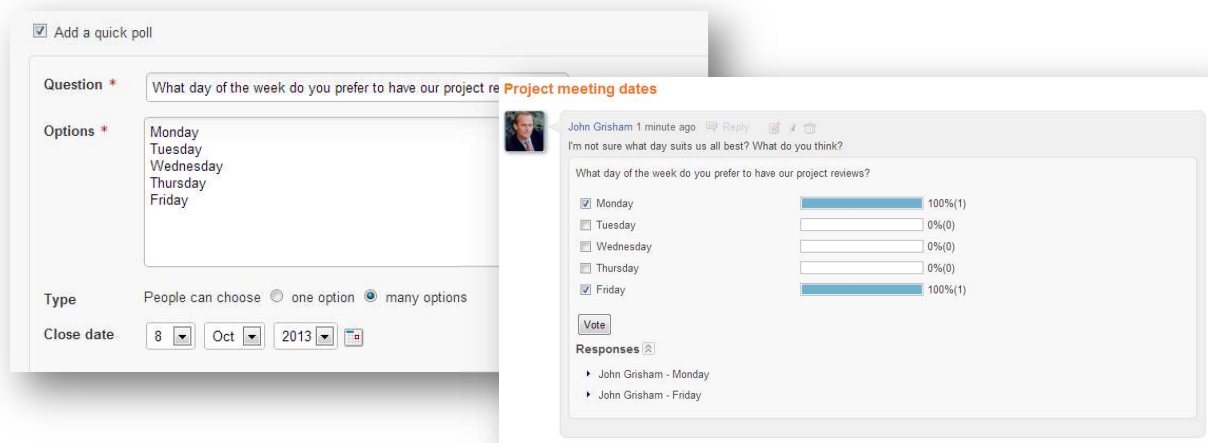


Discussions can take place either in a forum or against any information in the workspace such as documents, blog posts, folders and calendar events.

## 1.8 Document management

You can upload documents to share with other workspace members, or ask for review or approval. You can add several documents at once - using drag & drop or by browsing your disk - and even add a zip file which Kahootz can automatically unpack for you.

Once uploaded, you can preview the document from within your browser. When opened, it either shows the latest preview, if already available, or it generates a new one from the latest version of the document. Any documents you add are version controlled, and you can see the version history to view or delete old versions.

Documents in common formats - such as Microsoft Office, Adobe PDF and Open Document Format - are full-text indexed so you can find them by searching for the words they contain. Video and audio files (in MP3 & MP4 format) are streamed directly in the browser.

*"We found Kahootz was an invaluable tool to aid project management, improving communication between the project team and giving us a full version control of working documents. Having a shared space to upload, store, disseminate and discuss project documents, combined with tools like the calendar, allowed all team members (including those working in different offices and with different IT systems) to work together and stay in touch.*

Matthew Taylor Review Secretariat, DCLG
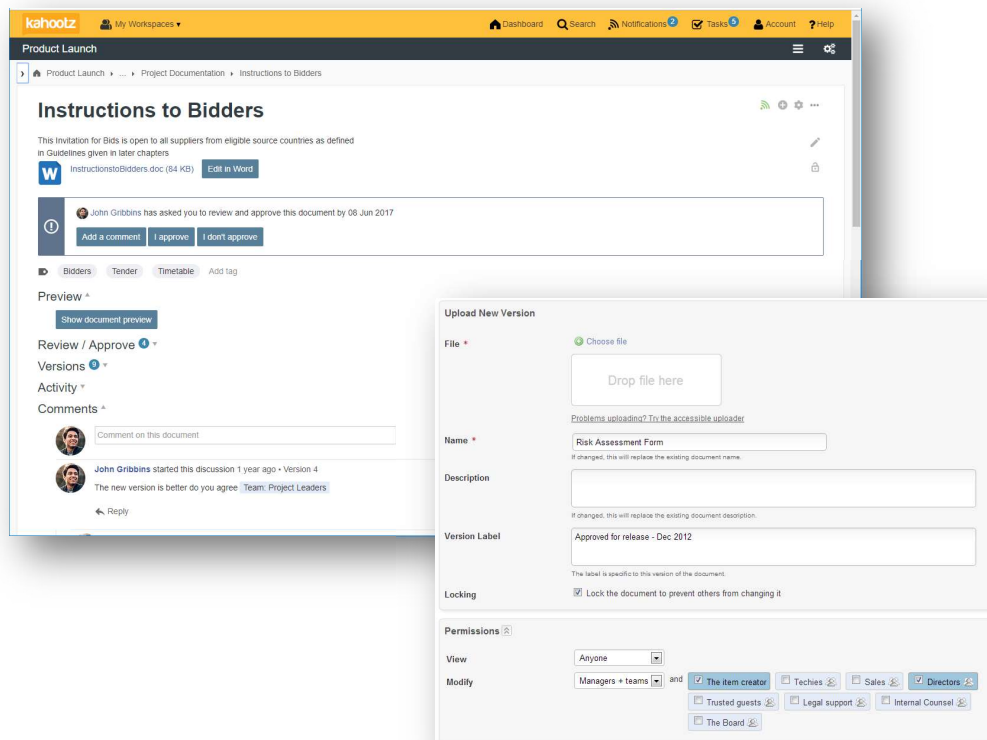
In addition to standard information such as the document name and description, Kahootz allows meta-data to be added to documents. The choice of meta-data fields is controlled by the system administrator and can include a range of field types, such as text, numeric and choose from a list.

All document views and updates are audited, providing a full history of who has accessed and modified each document and users can add both tasks and comments to each document.

Alternatively, there are options that can be granted allowing users to attach files to workspace messages, calendar events, survey responses and database entries.

Kahootz allows users to lock documents for edit. This indicates to other users that a user is either currently editing the document or has an intention to edit it and prevents other users from editing it. It is possible to break another user's lock on a document if necessary.

## 1.9 Direct Edit

Direct Edit is the ability to edit a document within Kahootz using the original authoring application, then save the changes back to Kahootz without the need to perform separate download, edit and upload steps.

Kahootz supports direct editing within applications such as the Microsoft Office suite. It means that users can click a link in the browser to seamlessly edit documents and save the changes back into Kahootz. This makes it incredibly quick and easy to work on documents in Kahootz.

## 1.10 Co-creation of large documents

Kahootz takes document collaboration one step further through what we call 'Structured Documents'. These are interactive web documents that workspace members can collaboratively build, section-by-section. A full audit trail is maintained of all the changes made to each and every document section.

Structured documents can be created using the web interface or by importing an existing Microsoft Word document. The import facility uses the heading structure of the Word file to break the content up into sections and honours simple formatting, images and tables.

Once a document has been created, users can navigate the document section-by-section or list document sections that match a keyword search.

The document owner can enable comments on whichever sections they require, and users will see 'Add Comment' links in the document. The comment form is totally customisable and can include a facility for users to upload supporting documents.
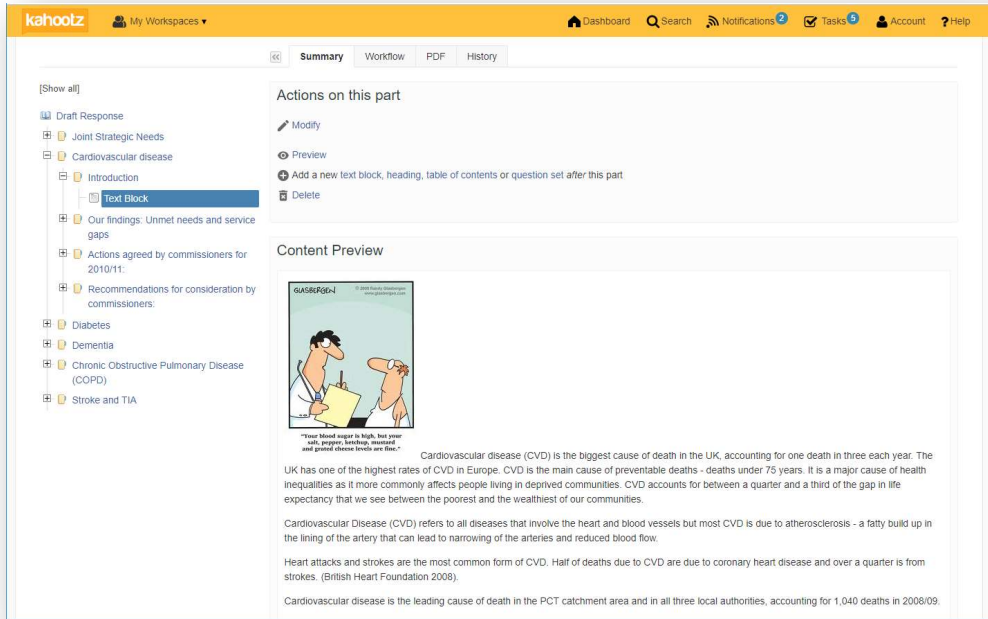
The document owner can review all the comments, section-by-section and can control whether comments are visible to all workspace members, or whether users can only see their own comments.

## 1.11 Task and project management

Within a workspace, users can create tasks to track progress on a project or assign work to people. Tasks are quick to create and each one can be given a description, start date, due date, priority, status and repeat interval.  A task can be assigned to one or more workspace members and the creator can decide if it needs to be completed by just one or all of the assignees.

Tasks can be created within a list – which keep related tasks together – or against any item within a workspace, such as a document or calendar event.
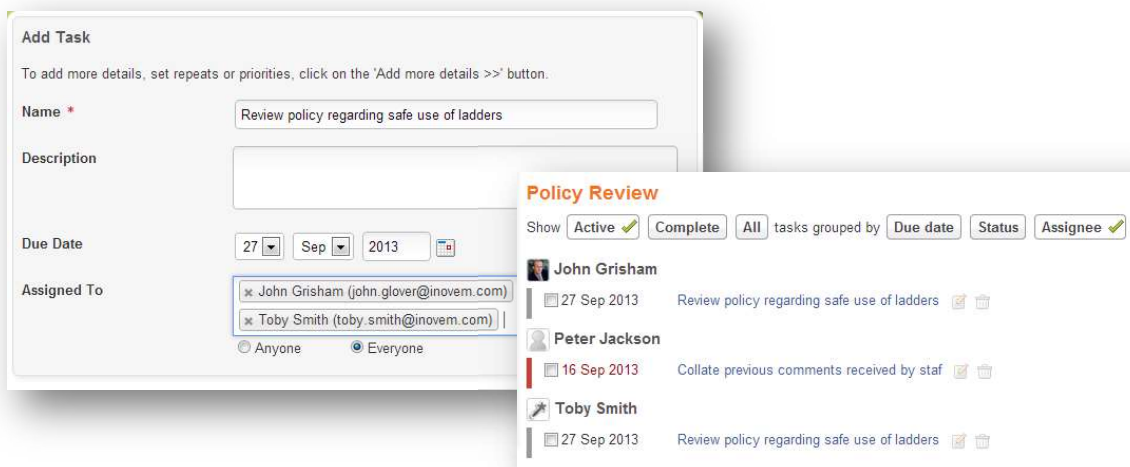
Users can attach files to tasks, or add a link to another workspace content.

All tasks that a user has created or been assigned to are collated together under their 'My Tasks' page to help users manage their activities. Users also receive email alerts to remind them of any tasks that are upcoming or overdue.

## 1.12 Meetings and events

Each workspace can contain multiple calendars, which can display events as well as other date-based information such as the workspace tasks.
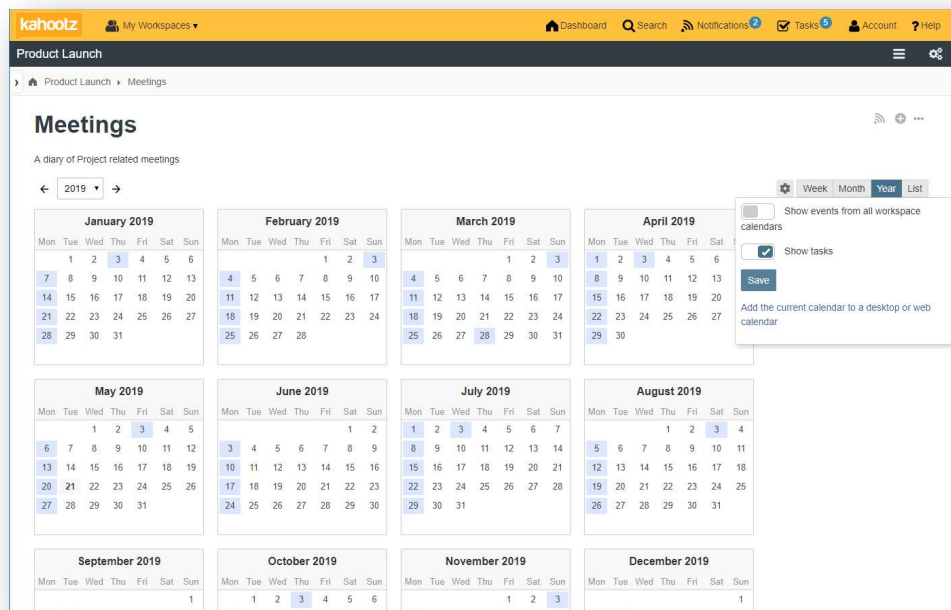


Events can be given a name, description, list of invitees, location details, agenda and attachments, and can be set to repeat at a user defined frequency for a number of occasions. For example, 'Project Reviews' every Monday at 10am for the next 6 months.

 When an event is created, you can notify workspace members and ask for a response to the event. Users are presented with a form which provides the options available, for example "I will attend" or "I will send someone in my place".

When an event is deleted, a notification will be sent so that users know not to attend.

As with other information, events can have related discussions and tasks, which are useful for arranging venues, agreeing objectives and collectively deciding on agenda items.

The event creator can also specify reminder emails to be sent to community members at specific times before each event.

To improve coordination, workspace calendars can include events from third party calendars – such as Google Calendar – using Internet Calendar subscriptions. Likewise, workspace calendars can be displayed within other applications that can receive an Internet Calendar subscription, such as Microsoft Outlook. This function requires authentication to ensure diaries can't be accessed without permission.

## 1.13 Surveys and quick polls

The survey builder makes it easy to create and conduct online surveys.  You can use a variety of question types and each has its own set of options allowing you to completely customise the questions being asked.  Conditional routing can be used to decide which question to ask, based on a user's response to earlier questions.

A survey can include formatted text, images and links to other workspace content, allowing you to provide the context that members need to make informed decisions.



Once created, workspace members can be notified by email to take part and can also be thanked by email when they submit an answer.

Subject to the permissions set up by the creator, users can view real-time summary charts, a list of the responses, individual responses and even cross-tabulations of responses.  Further reporting can be done using the powerful built-in report writer (see below) to present and organise survey responses within custom graphical, tabular and map reports.

# 1.14 Custom forms and online databases

There are many situations where it is useful to capture, structure and share tabular information such as Risk & Issue Registers, Contact Lists, FAQs, Inventories and Incident Reports. Typically, this information is stored in spreadsheets which are difficult to use in a collaborative multi-editor context. Kahootz provides a powerful, yet easy-to-use, database builder that allows users to create and deploy custom online databases and input forms extremely quickly.

*"Kahootz has given us the opportunity to develop a database which allows us the freedom to adapt and modify it to suit our business needs. Its ease of use enabled the team to create a simple and effective working tool that both mirrored and enhanced our customer journey. It has proved invaluable in the sharing and updating of claimant information on a daily basis which has supported staff in their delivery of JCP services."*

Jobcentre Manager, DWP

For speed of deployment, standard forms / databases can be created from system-wide templates or by copying columns from existing databases.

By restricting user access permissions, forms can be tested and reviewed by a select peer group if required. Once approved, authorised workspace or team members can be presented with an automatically generated input form that can be used to add and update database records. An optional email notification can be used to alert workspace members about any updates.

A database entry can also contain hidden 'back-office' columns that can be used to process and track information. All data that is held within a custom database can be reported on using the built-in report writer.

You can also create 'Calculated columns' to develop application specific values, such as traffic light warnings in Risk and Issue Registers. Alternative views, such as a Kanban board, can be used to manage, filter and navigate database entries.
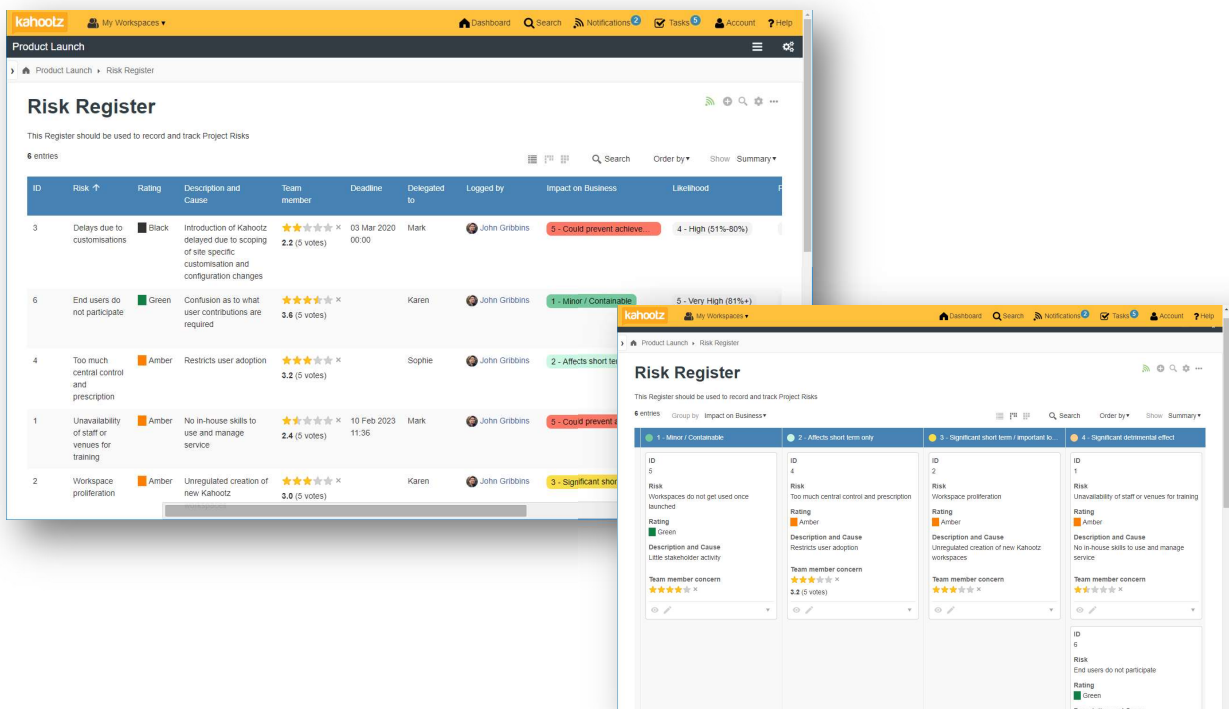
A default column-based search facility is provided as well as functionality to provide users with a customised database search form to make it easier to construct useful search criteria.



## 1.15 Web links, wikis and web pages

Additional web pages can be added to a workspace to present information to users, such as organisational diagrams, operational guidance or even embedded content from other web sites, such as YouTube.  These web pages can be linked together to provide wiki-type navigation.

In addition, a 'web link' object is provided to reference external web sites, allowing users to discuss web pages and articles of interest.

Alternatively, internal workspace content can be easily and quickly associated with other workspace objects and discussions via the 'Related Item' function.

## 1.16 Photo albums

With the proliferation of digital imaging devices, such as mobile phones, it is quite common for workspace members to want to share and discuss images. In support of this Kahootz allows for images to be uploaded into albums. A simple-to-use picture editor is also provided to allow users to crop, rotate and resize images.

## 1.17 Report creation

As can be seen in the paragraphs above, Kahootz provides a number of innovative methods to allow workspace members to provide structured feedback: via document commenting, survey responses and database form submissions. To make sense of user contributions, workspace managers have access to a powerful report writer that allows them to quickly analyse, segment, filter and cluster contributions.
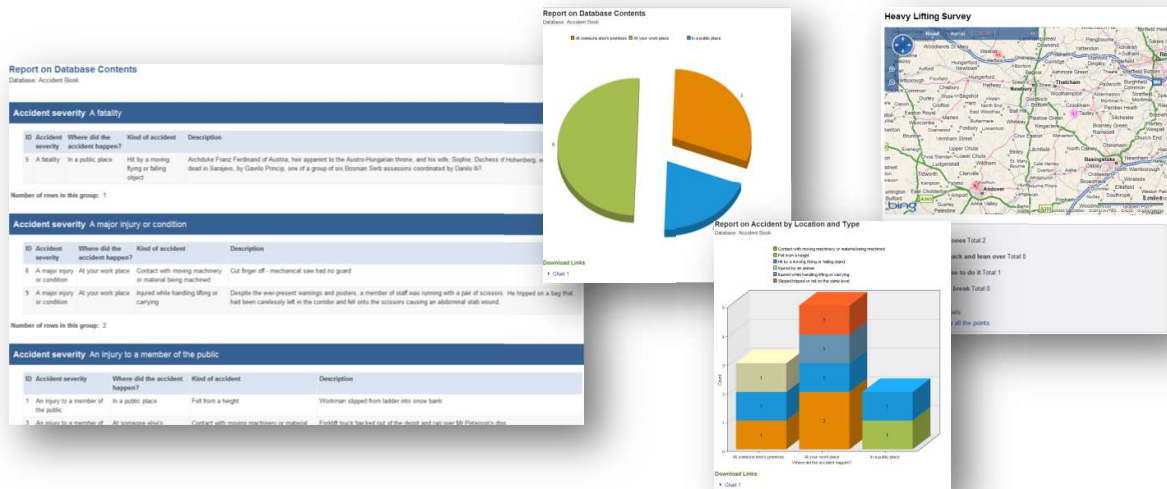


During report creation, managers can specify the data to report on, whether it will be presented in a tabular list, a graphical chart or on a map and the output format (Web page, PDF, CSV, XML or XLS). Custom reports can be saved to a library of reports to be re-run at a later date.
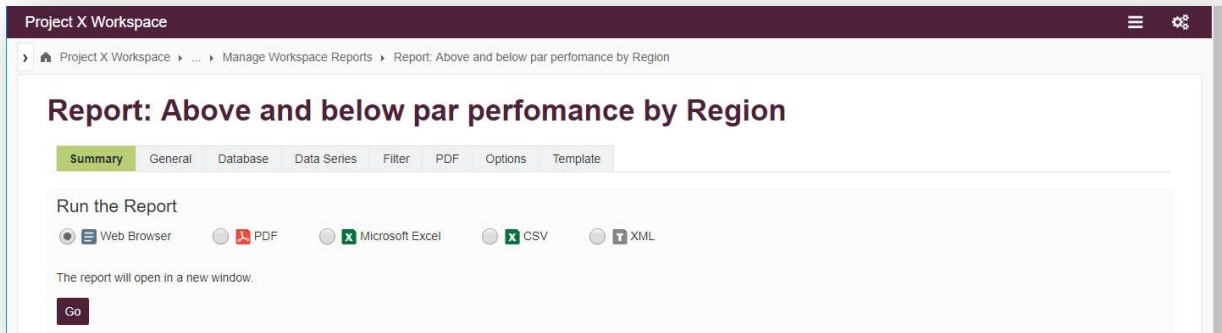
## 1.18 Workspace blogging
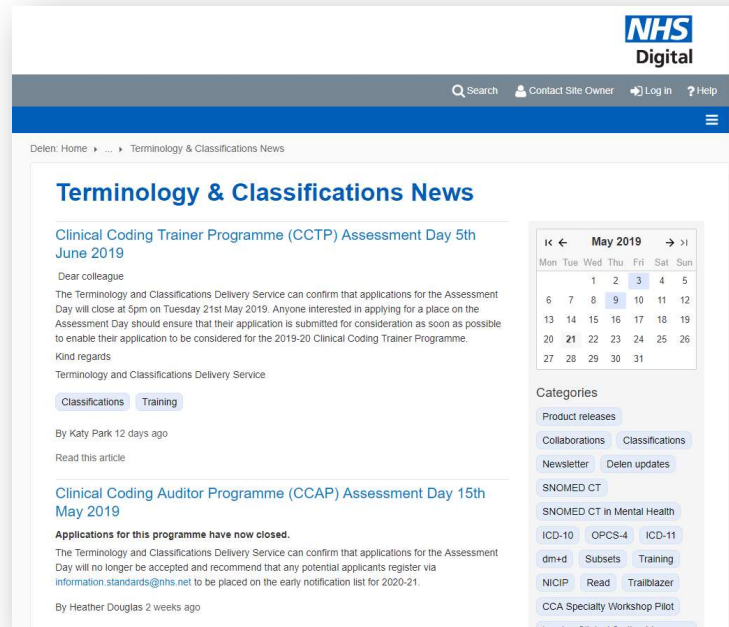


The workspace blog feature allows workspace members to post articles and project updates. For ease of retrieval, blog posts can be assigned to one or more pre-defined categories or displayed using a calendar view.

When created, there is an option to send a blog post summary to each workspace member to make them aware of the post. Blog owners can also allow users to comment on blog posts and, if held within a public workspace, provide an RSS blog feed to external sites.

## 1.19 Content searching and what's new?

All workspace content can be tagged for subsequent search and retrieval. A quick workspace search facility is provided as well as functionality for users to search across all the workspaces they are a member of.
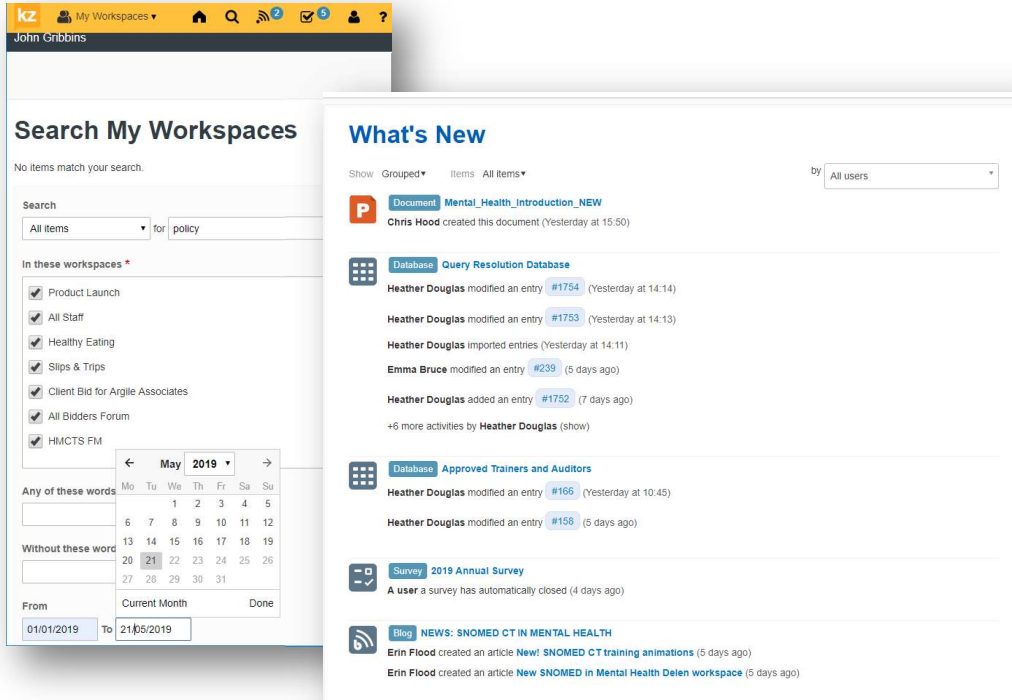
A 'What's New' function and a 'What's New' email digest can be used to keep workspace members informed of workspace content additions and modifications.  In addition, 'What's New' widgets can be added to the user and workspace dashboards to highlight new content.

## 1.20 Support and the Kahootz Knowledgebase

Kahootz is extremely easy to use and most of our clients implement Kahootz with zero training.

To help your users get the most out of Kahootz, we provide a very informative online Knowledgebase. We also provide an online support ticket service to every user in case they need extra assistance.
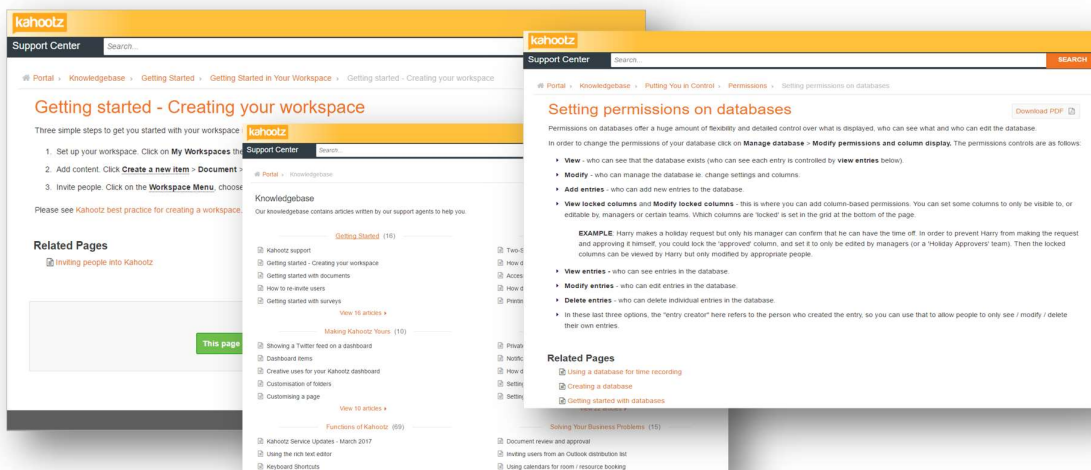
# 2 Pricing, ordering and commercial terms

## 2.1 Pay-as-you-go licensing

As a Cloud commodity software service you only need to pay for what you need as we don't artificially force you to purchase user licenses you don't yet require.

Ordering the service is extremely easy; just go to the Kahootz website, answer a few basic questions and your site will be available for use within minutes.  To avoid delays you can also use the free 30-day trial whilst you finalise contracts and arrange a purchase order. The minimum subscription is for 10 users and the minimum subscription period is 3 months.   You can choose either an annual or a monthly subscription.  The annual subscription is more cost-effective because the yearly price is equivalent to the cost of 8 months (i.e. 4 months free).

We include 0.5 Gb of storage per user, and additional storage can be purchased separately.

The Kahootz site owner has access to an online cost calculator to provide a quotation of potential license costs based on the number of users and storage required.  Further details with regard to pricing can be found in our G-Cloud Kahootz Pricing Document.

## 2.2 Payment

Payment is due within 30 days of the start of each subscription period.  For public sector customers we will send you an invoice and you can pay by BACS.

In situations where an organisation has several distinct subscriptions and Kahootz sites, an aggregated invoice can be provided.

To make the invoicing and payment easier, you can pay in advance for as many months or years as you like (2 years is the maximum G-Cloud contract length). Invoice amounts should be for a minimum of £250 unless otherwise agreed.

## 2.3 Free and trial services

We offer a free trial service.  This provides the full functionality of a paid subscription but have some restrictions as shown in the table below.  You can upgrade a free or trial service to a paid subscription service at any time, and your service will continue uninterrupted.

| Level | Trial |
|---|---|
| Maximum users | Unlimited *(let us know what you need)* |
| No. of workspaces | Unlimited |
| Storage | 2Gb |
| Duration | 30 days |
| Included features | All |
| Customer support | Included |
| Website | https://www.kahootz.com/start-trial/ |
| Security | OFFICIAL over the Internet |

To help you make the most of the service, users of free or trial systems may receive updates by email regarding Kahootz functionality, helpful suggestions and case studies.

The site owner may receive more frequent tutorials, tips and advice.

## 2.4 Subscription and termination terms

Within a contract term, a subscription will automatically renew on the same terms as the original subscription unless it is cancelled at least 5 working days before it expires.

You can increase or decrease the number of users or storage at any time.

If you place an order for increased capacity, the extra capacity will be available for use immediately. The difference in fees is usually calculated using the monthly rate from the time the extra capacity is available to the end of the existing subscription period.  The change will be invoiced in the calendar month in which the upgrade order was placed.

You can decrease capacity providing your existing user count and storage used are below the new subscription parameters required. The reduction can be requested at any time up to 5 working days before the end of the existing subscription period.  The reduced capacity will be applied at the end of the existing subscription period and the future subscription fee will be reduced accordingly.

You can ask to terminate the service and it will be terminated at the end of the current subscription period.  Upon request, the service can be terminated part way through a subscription period but there is no refund for unused portions of the current subscription.

Kahootz is permitted to terminate the service if the customer falls more than 30 days behind with the payment of the subscription fees that become overdue. Once a subscription has lapsed all data will be archived after 30 days and deleted after 60 days, a cost will be incurred for recovering archived data

## 2.5 Consumer responsibilities

We ask our clients to:

- Provide a single point of contact, the "site owner", for billing, payment, reporting and notifications about the service.
- Ensure that purchase orders are raised and the subscription fees are paid promptly.
- Provide clear guidance to their users as to the storing and sharing of OFFICIAL and OFFICIAL-SENSITIVE information.
- Follow their GDPR Data Controller processes as appropriate.

# 3 Kahootz Enterprise

The Kahootz Enterprise license is the ideal choice for organisations that want the simplicity of a quick-to-deploy cloud collaboration service together with more in-depth administrative control, customisation and configuration capabilities.

Kahootz Enterprise provides your site administrators, and your budget holders, with improved methods of operational control and flexibility.

Kahootz Enterprise includes all the capabilities of our standard Kahootz offering plus:

*"Promoting the sharing of ideas and content is crucial. The NHS has a large amount of content which is 'forgotten' about in 12 months and it is not uncommon for the 'wheel to be reinvented.''*

*The goal (with Kahootz) is to build a sustainable community of practice and change the behaviour of users."*

- More flexible licensing options and payment terms
- Increased storage
- Deeper levels of site customisation and configuration
- Access to advanced system administration tools
- Additional product functionality
- Preferential consultancy support services
- Adoption and implementation reviews and audits

We can also provide options enabling:

- Single sign-on and system integration (Microsoft Power BI, etc)
- Custom plug-in development
- Multi-site configurations
- Corporate branding
- Public web communities

The sections that follow provide greater detail as to what you can expect when you purchase Kahootz Enterprise.

## 3.1 Commercials suited to corporate and partnership implementations

Kahootz Enterprise provides budget holders with certainty, adaptability and excellent value for money.

### 3.1.1 License terms

A Kahootz Enterprise license costs an additional 50% over our standard Kahootz pay-as-you-go license fees. The minimum contract size for Kahootz Enterprise is 50 users for a license term of 1 year.

### 3.1.2 Increased storage

The amount of storage provided is an aggregate of 1.0 GB per user and additional storage is available if required.

### 3.1.3 Pay only for Active Users

Kahootz Enterprise customers who commit to an annual license of 1,000 users or more have the option to utilise our "Active User" licensing scheme. Instead of paying for the total number of users that are registered on the service, you need only pay for the number of users that have actually used the service in each month.

This provides you with the best possible commercial terms because users can be registered on the service, ready for action, but you only need to pay for them during the months that they use the service. In addition, you can take advantage of a low-cost annual license for most of your users, by paying for them in advance, but still have the flexibility for the number of users to fluctuate from month to month.

At the end of each month, we will calculate the number of users that have used the service during that month, and only charge for extra users beyond your annual commitment. For example, suppose you have an annual license for 2,000 users. If in January, February and March there are 2,200, 2,700 and 2,100 active users, the additional monthly billing would be for 200, 700 and 100 users respectively because that is the number of users over and above your annual license of 2,000 users. To facilitate this, we request a single call-off purchase order which the monthly bills can be raised against.

### 3.1.4 Aggregated site billing for the Extended Enterprise

Kahootz Enterprise clients can benefit from aggregated volume discounting of a license that encompasses several Kahootz sites belonging to different internal cost centres or partner organisations. Because the cost per user decreases as the number of users increases, this can offer considerable savings on license costs.

On a month-by-month basis, we can provide a report showing the usage per Kahootz site and the proportion of the total license utilised by each department or organisation.

To take advantage of this, orders and invoices must be centrally managed by a single client who is responsible for cross-charging other users of the aggregate license.

### 3.1.5   Disaggregated billing and Partnership licensing

A single, centrally-managed, G-Cloud call-off contract can be used to license Kahootz Enterprise for use across partnership organisations. Such an arrangement provides the economic benefits of a shared-service collaboration platform across multiple organisations, typically for use within a local strategic partnership or between a government department and its arm's-length bodies.

Each partner organisation can have one or more separate Kahootz collaboration sites, each with total data segregation if required. Such site separation might be desired if a partner organisation requires:

- Specific site branding, password policies, configuration and customisation.
- Their own payment terms and billing arrangements.
- Restricted System Administration access to their staff.

The benefits of using a single G-Cloud call-off contract for partner organisations are:

- Once the primary contracting organisation has ordered the initial Kahootz Enterprise license all subsequent user licenses, irrespective of who orders them, are added at a lower flat-rate (monthly or annual) providing an instant saving.
- To avoid double-counting, each person (unique email address) will only be counted as one user license, even if users are registered on several partner Kahootz sites.
- The cost for each licensed user is distributed proportionally based on the number of workspaces they are a member of within each partner site.
- Once Kahootz has been formally evaluated and selected, and a G-Cloud contract is in place, the subsequent call-off ordering process for partner organisations will be simple and efficient.
- All partner organisations are able to use a uniform method of collaborating internally and externally with their communal staff and stakeholders.

To qualify for site customisation, system administration and integration services a partner organisation must have an annual Kahootz Enterprise license for at least 250 users.

To qualify for the benefits of Active User licensing a partner organisation must have an annual Kahootz Enterprise license for at least 1,000 users.

### 3.1.6 Upgrade path to Kahootz Enterprise

G-Cloud clients can upgrade to Kahootz Enterprise by paying the difference in license amount due for the term remaining in their Kahootz license.

## 3.2 Kahootz site customisation

Kahootz Enterprise clients have the option, through consultancy services, to customise the look-and-feel of what is presented to their users, which can include:

- Branding the Kahootz service to match your own (existing) website design
- Use of your own URL/domain
- Custom user profiles and site registration pages
- Your own custom default workspace and/or database templates

### 3.2.1 Promoting your brand, not ours

By default, you can use the Kahootz default brand for a quick, low-cost, no-fuss start.

We can also brand the Kahootz service to match your own website design, delivering all our functionality as though it were an integral part of your public website or intranet.
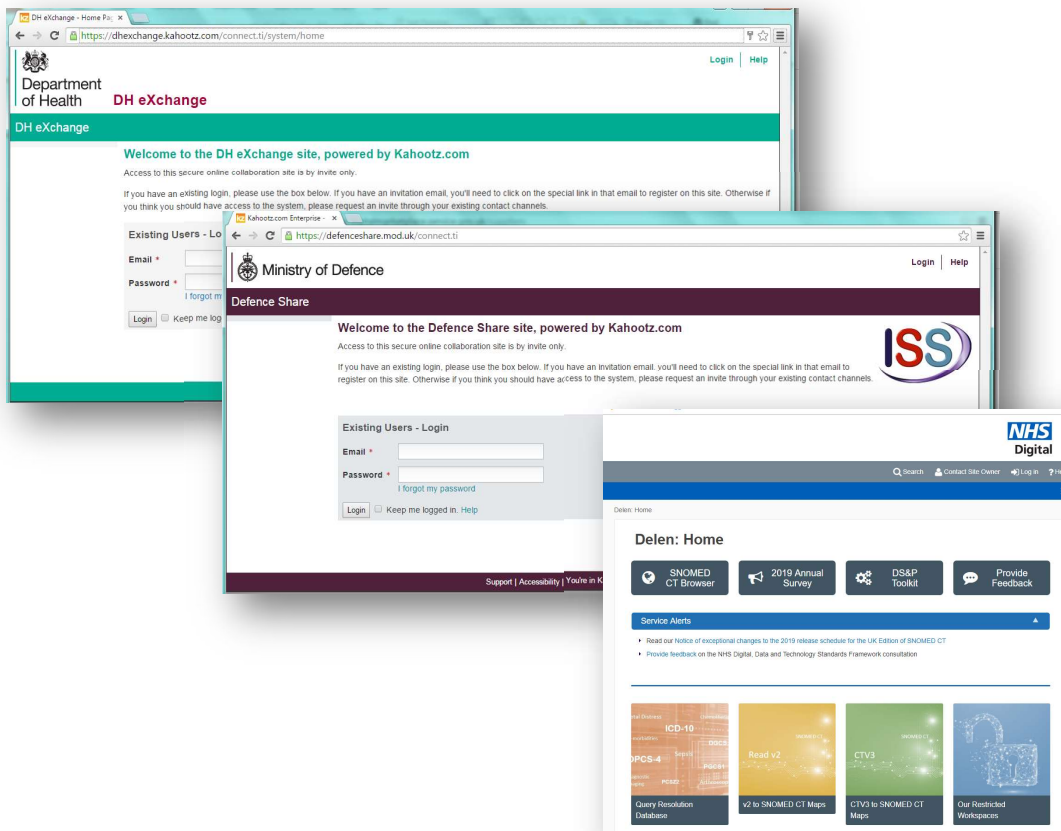
Our 'Full Immersion' branding service:

- Uses your styles for colours and graphics
- Fits your existing menu structures
- Uses your own breadcrumb trail
- Reproduces your code for monitoring/tracking

The result is that your staff and stakeholders understand that they are dealing directly with you because your identity remains consistent.

As part of this branding exercise, we can also configure Kahootz to use a custom URL or sub-domain that you own. Please note that this may require additional costs for the provision, application and support of custom SSL certificates.

Branding the service incurs a one-off consultancy fee, plus an annual maintenance fee.

Note: To provide continuity of service, G-Cloud clients that have previously purchased this service option, as part of our standard Kahootz offering, are also eligible to purchase consultancy support for the application and maintenance of custom branding without a full Enterprise upgrade.

### 3.2.2 Customised user profiles and stakeholder database

Our standard Kahootz service includes a default set of user profile fields that users complete when they first register.



The Kahootz Enterprise license includes assistance from us to set up a user profile specific to the information you want to capture and share about your staff and external stakeholders. Profile attributes can include a variety of field types including simple or formatted text, drop-down, pick-one and check-box lists that can be made either optional or mandatory.

The profile attributes form a self-maintaining stakeholder database that can be used by authorised users to search and identify people as contributors for new initiatives, projects or special interest communities.

## 3.3 Additional product functionality included

As part of our standard Kahootz offering we provide a license upgrade option to add workflow facilities to the creation of structured documents so that document managers can add editing and approval workflows to each document section. Included in this upgrade option is also a facility to publish structured documents directly to print-ready PDF utilising pre-defined corporate document styles and layouts which are created through consultancy services.

A Kahootz Enterprise license includes this option at no extra cost and we also enable your end users to build and maintain your own set of PDF document templates without the cost of additional consultancy support from us.

## 3.4 Option for adding public web communities

Focussing on secure team and project collaboration, our standard Kahootz offering is restricted to private, invite-only, workspaces.

A Kahootz Enterprise site, licensed for 250 or more users, can also include public web communities to enable public sector organisations to attract, engage and collaborate more freely, and publicly, with external stakeholders and members of the public.

## 3.5 Advanced Kahootz site configuration and administration

As part of your Kahootz Enterprise license, we can provide nominated staff members access to our extremely powerful System Administration tool.

Not only will Kahootz Enterprise allow authorised system administrators to configure a Kahootz site with your preferred system defaults, it will also allow them to run and manage multiple Kahootz sites concurrently, each with their own configuration sets, customisations and policy settings. This impressive capability becomes invaluable when supporting public and private collaboration spaces for a mix of internal and external use or when you want to create a cloud collaboration infrastructure with partner agencies as a shared ICT service. For ease of system management and control, each site configuration can inherit or override settings and values from a nominated master site.

The System Administration tool provides many useful facilities, including:

- User administration:
- Workspace administration:
- Site administration
    - Modify the default permissions and availability of Kahootz functions
    - Customise the notification emails
    - Allow direct subscription and define invitation rules
    - Customise password policies
    - Create database and workspace templates
    - Create and maintain custom attributes
    - Site statistics and reporting
- Workspace category administration
- Server admin and log views for:

- ○ Notification queues, image processing, timed jobs, mail and search services
- Control/deny access by IP and domain address

Once trained, Kahootz Enterprise System Administrators will find it easy to fine-tune and manage your Kahootz site configurations without the need for further help from us. Your Kahootz Enterprise license agreement also includes Site Administration support should you need help from us at any time.

## 3.6 Additional Kahootz Enterprise consultancy services

Subject to additional consultancy, we are able to provide services to support:

- The consolidation of multiple pre-existing Kahootz sites
- Single sign-on integration
- Integration with 3rd party services via our Application Programming Interface (API)
- The development of specialised plug-ins to support specific business applications
- Consultancy to help you define and share your own Kahootz workspace template libraries
- Site audits to provide guidance on workspace layouts, best practice and user adoption

# 4 Kahootz Exclusive

Kahootz Exclusive is a Private Cloud installation of Kahootz Enterprise, provisioned for exclusive use by a single organization comprising multiple consumers (e.g. business units). It may be owned, managed, and operated by the organization, a third party, or some combination of them, and it may exist on or off premises.

Kahootz Exclusive is the ideal choice for organisations that require the additional security and access control that a private cloud installation provides.

Kahootz Exclusive will be installed and configured by one of our consultants. We will work with you to arrange precise installation and configuration details as these are likely to vary per client. The day to day management of the service will be performed by your own staff or a nominated third party.

## 4.1 Upgrades

Kahootz will provide access to system improvements and upgrades throughout the licenced period. You can choose when to install those on your system. Depending on the nature of the improvements, some may be installed by local administrators, others will require a chargeable on-site visit by a Kahootz consultant and will likely involve service downtime.

To ensure quality of support, Kahootz Exclusive clients should ensure their installed version of Kahootz is never more than one year out of date and should therefore budget accordingly for at least one service upgrade per year.

Support and fixes will be provided for releases for two years from their release date. If an issue is fixed by an upgrade to a version that you have not yet installed, we will recommend the upgrade rather than back-port a patch.

## 4.2 Support and Performance

As Kahootz is not in control of the hardware or network components of your Private Cloud, the service performance elements of the SLA will not apply. Support ticket response targets remain the same, though local administrators may be needed for more diagnosis and patch installation.

# 5 Training and other services

| Service | Description |
|---------|-------------|
| Workspace manager training | This is a 1-day course aimed at those who will be running groups on the system.  It covers:<br><br>• Different types of workspaces<br><br>• Overview of the features<br><br>• Workspace layout and customisation<br><br>• Policy and workspace defaults<br><br>• Principles of good workspace management<br><br>• Help, support and guidance resources |
| System administration training | This is a 1-day course aimed at those who will be administering one or more collaboration sites as part of a Kahootz Enterprise license agreement. |
| Branding | The service can be branded to seamlessly match your corporate brand or website. (available to Kahootz Enterprise clients only) |
| Workspace consultancy | This is a 1-day consultancy exercise to review what you want to achieve and help you set up the service so that you receive maximum benefit.  Consultancy services for smaller work packages are also available at an hourly rate. |
| Audit reviews | This is a 1-day workshop to review your implementation of Kahootz including workspace design, custom template requirements and user adoption approach. |
| Integration and plug-ins | We can integrate the site with other applications and develop custom plug-ins to extend the functionality. (available to Kahootz Enterprise clients only) |
| Data take-on | We can create scripts to automate data import from another service, or from data files you have exported from another service. |

# 6 Service management

## 6.1 Service utilisation

### 6.1.1 Provisioning and de-provisioning

Kahootz.com enables requests for provisioning and de-provisioning. Once a request has been submitted at https://www.kahootz.com/start-trial/ the service is provisioned immediately.

### 6.1.2 On-boarding

There are quick and simple interfaces available to users to:

- Bulk upload documents and images from a ZIP file
- Bulk import data into a database from a CSV file
- Bulk invite users to workspaces

Kahootz can design and develop an on-boarding process that imports data from specific formats, subject to design and development costs. Given the necessary information, Kahootz will provide a fixed-cost quote within 2 days using our published consultancy day rate and subsequently start the work within 2 days of being requested.

### 6.1.3 Off-boarding

There are quick and simple interfaces available to users to:

- Export databases, users, document comments and survey results to Microsoft Excel, XML and CSV format
- Export documents and images to a ZIP file

### 6.1.4 Data extraction

A data extraction service is available on request at any time during the subscription period or for a period of up to one month after the expiry of the subscription period. All the data that the service holds for a consumer will be exported as follows:

- Structured data will be exported as XML files
- Document and image data will be exported as system files, in their original format, and referenced within the XML files.

Data exports of up to 1Gb can be supplied as a download. The cost of full data extraction using our standard export tools is often nil but we may charge a fee if there is a large volume of data. Partial

data extractions will be charged for. Data exports are limited to one per month (if free) and will be available for download or dispatch within 2 days of being requested.

Kahootz can design and develop a data-extraction process that exports data to meet specific requirements, or to assist in the import of data into another service, subject to design and development costs. Given the necessary information, Kahootz will provide a fixed-cost quote within 2 days and subsequently start the work within 2 days of being requested.

### 6.1.5 Data removal

We will commence data removal one month after your license to use Kahootz expires or earlier upon your request.

When this happens, all the data that the service holds for a consumer will be permanently deleted. Data will be removed from the live service within 2 days of being requested but can take 1 additional month to be removed from backup services. The data removal service is free of charge.

### 6.1.6 Data restoration

In the event that users delete content which you would like to be restored, we will make reasonable efforts to restore the content, provided we are advised of such in a timely manner. We shall not be liable for any failure to restore such content.

The fee for such a service is typically one day of consultancy and Kahootz will start the work within 1 day of the request.

### 6.1.7 Customisation

The service is highly configurable and there are a large number of configuration options to control exactly what functionality is available and how the software works. Much of this configuration is available to workspace managers, but far more configuration options are available to Kahootz Enterprise System Administrators.

Kahootz is an off-the-shelf product, so we are not able to tailor the source code for individual users.

## 6.2 Service Level Agreement (SLA)

The service level agreement is as follows:

- The minimum availability for the service is 99.95% per month.
- The minimum performance is for the server to process 99% of page requests (excluding bulk operations and reports) within 1 second.

The minimum availability excludes up to 6 hours per quarter annum of scheduled downtime - between 10pm and 6am on weekdays or between 7pm and 6am on weekends.

The minimum performance excludes bulk operations, reports, and pages that contain content from a third-party source.

To demonstrate that we meet our SLA, we use an independent 3rd party service (Pingdom) to monitor the site and create a public record of availability.  It is available at:

http://stats.pingdom.com/3as4us3d6yr7/674246

### 6.2.1   Service Credits

Service credits can be claimed when the service availability within any month falls below the target service level.  The service credit is a percentage of that month's service fee.  For subscriptions that are not billed monthly, the service fee is treated as the pro-rata monthly fee.

| Availability | Service Credit |
|---|---|
| >99% and <99.5% | 5% |
| >= 98% and < 99% | 10% |
| >=97% and < 98% | 25% |
| <97% | 50% |

Service credits will not accrue unless a site owner is up-to-date with their payment obligations.

To receive service credits, a site owner must submit a request to accounts.info@kahootz.com, within 30 days after the end of the month in which the service failed to meet its service level agreement.

### 6.2.2   Service monitoring and reporting

Site owners have access to a real-time reporting page which displays metrics corresponding to the parameters on which the subscription in based:

- The number of users paid for and how many are being used
- The number of users, broken down by day or month
- The amount storage paid for and how much is being used
- The amount of storage used, broken down by day or month

## 6.3 Support service

Support is provided to any user of the service via an online knowledgebase and a ticketing support portal. Every support request is acknowledged and assigned a unique case number that allows Kahootz support to prioritize and track it.

### 6.3.1 Support hours

User support requests can be sent on a 24/7 basis and they will be responded to when the support desk is manned. The support desk is manned on weekdays from 08:30 to 17:30 (UK time), excluding United Kingdom public holidays.

### 6.3.2 Priority levels

When logging a Technical Support Request, you should indicate its priority with one of the following levels:

| Level | Description |
|---|---|
| 1 - Critical | The website is inaccessible to all users, or a critical software function cannot be performed by all users. |
| 2 - Major | A major area of software functionality is not working correctly for many users and there is no convenient workaround. |
| 3 - Minor | Several users are experiencing a software bug that is causing a minor loss of service. The problem is an inconvenience. |
| 4 - Problem | All other bugs. The inconvenience is slight and can be tolerated. |
| 5 - RFI | Request for information - You are requesting guidance or help with the software configuration or functionality. |
| 6 - RFE | Request for enhancement - You are requesting a new or improved feature in our software. |

### 6.3.3 Technical support response levels and times

Kahootz Technical Support responds to your problem as follows:

- Acknowledgement – The support portal automatically acknowledges receipt of your support

request and assigns it a case number.  If Kahootz disagrees with or has questions about the priority level you have suggested, we will discuss with you what the appropriate priority level should be.

- Response - Kahootz provides an initial response.  This may include an answer, advice, workaround or full resolution of your problem.  If Kahootz cannot reproduce or diagnose the problem, we may ask you for more information or suggest you do certain things to help us diagnose the problem.

- Resolution – If your case has not been resolved already, Kahootz will resolve it fully.  For priority 1 and 2 cases, this may involve a software patch, a new release of the software or revised documentation.  If Kahootz cannot reproduce or diagnose the problem or you are not satisfied with the solution, the case may be further escalated.

The priority of a Technical Support Request determines our target response times (within the Support Hours) as follows:

| Level | Response | Resolution |
|---|---|---|
| 1 - Critical | 1 hour | 4 hours.  A software or hardware fix will be applied if necessary. |
| 2 - Major | 1 hour | 1 day.  A software or hardware fix will be applied if necessary. |
| 3 - Minor | 4 hours | 2 days. |
| 4 - Problem | 1 day | Next release. |
| 5 - RFI | 1 day | Information provided. |
| 6 - RFE | 1 day | Request noted. |

Support requests that are received outside the Support Hours are handled at the start of the following support day.  Response times may vary due to circumstances out of our control.  Support for users with a paid subscription takes priority over users on free and trial services.  Kahootz is under no obligation to meet the target response times for users of free and trial services.

### 6.3.4 Software releases

The service is 'ever greening' and will always be kept up to date with the latest release of Kahootz. We make incremental releases to update the functionality at least once per month and will add patches to solve Priority 1 and 2 issues as required.

It is very unusual for functionality to be deprecated in Kahootz, but we continuously work to make it easier to use. Our usual policy is to create new functionality and to migrate existing data into the new functionality. If this cannot be done, then the old functionality will be supported alongside new functionality for a period of at least six months.

## 6.4 Roadmap

The product roadmap can be provided to subscription holders under a standard non-disclosure agreement.

We hold annual User Group Meetings where new Kahootz developments are showcased and future development plans are discussed. These events are open to all site owners.

## 6.5 Support for UK Government ICT Policies

We support the Information Principles for the UK Public Sector, the Government ICT Strategy and the Greening Government ICT Strategy.

### 6.5.1 Information Principles supported

Kahootz provides a modern way of working, sharing both information and knowledge across an organisation and/or with partner organisations and other external stakeholders.

Information sharing is primarily controlled by the data owner who can control both access and edits rights on all content, ensuring both data integrity and data protection.

All data held within a Kahootz workspace can be exported by authorised users, in commonly used formats, to avoid lock-in to a proprietary legacy system.

On certain data types, such as documents, custom meta-data fields and descriptions can be used to define quality characteristics and usage parameters.

Kahootz users can search for documents and other content that they are permitted to access, across one or more Kahootz workspace. Both the content and the meta-data are indexed for searching.

Kahootz supports the application of Related Links between content within a workspace and with links to external content on public web sites using open standard URLs.

### 6.5.2　Government ICT Strategy – why Kahootz?

Kahootz is well positioned to support the ICT strategy because:

- After 16 years of use by the UK public sector Kahootz provides a proven, common application environment for stakeholder engagement and improved team working across government.

- Kahootz helps public sector organisations to provide *"channels to collaborate and share information with citizens and business, which in turn enable the innovation of new online tools and services."*

- Kahootz *"enables citizens and businesses to comment on and contribute to the decision-making process."*

- Kahootz is easy to use and customise and allows public sector staff to develop new digital skills.

- Kahootz is developed and sold by an innovative UK SME.

- Kahootz can be licensed for use across multiple public sector organisations providing both scalability and cost efficiencies.

- Kahootz supports the sharing and re-use of solution templates across government to avoid the commissioning of new solutions where something already exists.

- Kahootz supports the use of standardised document formats and open standards.

- Kahootz empowers government employees to exploit collaboration tools and mobile technologies to find new ways of working.

### 6.5.3　Support for Greening Government: ICT Strategy

Delivered as a multi-tenanted cloud service Kahootz provides a green, efficient, and less costly way of providing an essential ICT capability across the whole of the UK public sector.

A Kahootz Enterprise license can be shared by one or more public sector organisation to help rationalise usage and reduce surplus.

Kahootz can be accessed via any mobile or computing device that is Internet enabled avoiding the need for specialised client hardware and software.

Kahootz enables public sector organisations to work smarter, streamline business communications and drive change in behaviour.

## 6.6 Security

Kahootz is absolutely committed to keeping your data secure, and providing a well-supported and highly available service.

We were one of the first services to gain Pan-Government IL2 accreditation for cloud collaboration, in March 2013, and Kahootz was re-accredited in March 2014.

Kahootz is currently the only service of its type to be departmentally accredited by the UK Ministry of Defence to store and share information marked as OFFICIAL-SENSITIVE.

For managing data at OFFICIAL and OFFICIAL-SENSITIVE, the Cabinet Office has created a set of Cloud Security Principles that should be considered when purchasers are evaluating the security features of cloud services. Kahootz offers a robust and evidenced conformance to each of the fourteen principles. In particular:

- To demonstrate that the company follows comprehensive and effective security policies and procedures, we are accredited to ISO27001, and undertake an annual audit to prove our compliance (Principles 4, 5, 7, 8, 12, 13).
- To demonstrate that the service is safe from attack, we undertake a rigorous annual IT Health Check, by a CHECK accredited testing partner (Principles 1, 2, 3, 9, 10, 11).
- To demonstrate that our office IT infrastructure is secure, we are accredited to Cyber Essentials Plus (Principles 4, 5, 7, 8, 12, 13).
- All Kahootz staff are screened to BS7858 (Principle 6) and SC and NPPV where required.
- We use independent third-party services to demonstrate that we meet our SLAs for software availability and support (Principle 2).

For more information about our compliance to the Cloud Security Principles, please ask for our in-depth whitepaper:

- **Sharing OFFICIAL Information**.
  A description of how Kahootz meets the 14 Cloud Security Principles as defined by the UK Government

### 6.6.1 Application Security

All the communication between user devices and Kahootz uses a secure HTTPS connection with an SSL certificate signed by GlobalSign. This provides both server authentication and 256-bit AES data encryption.

Kahootz undertakes an annual IT Health Check by a CHECK accredited testing partner. This is an exhaustive and rigorous test that ensures:

- The service is secure against all common attacks such as Cross Site Scripting (XSS),

Cross Site Request Forgery (XSRF), Offsite redirection, Click-jacking and SQL Injection

- The user authentication and session management are secure
- Client data is secure and cannot be accessed by other clients' users, or by unauthenticated users.

Each user has a unique username and password that must be entered each time they log on. Passwords are never sent by email. To help users choose a secure password, Kahootz displays a 'password strength' meter to users wherever they can set or change their password.

For additional security, Kahootz supports two-factor-authentication (2FA). When this is enabled, every time a user logs on to the service, as well as their username and password, they must enter a code that Kahootz sends to one of their registered phone numbers. 2FA can be enabled for either all users or just Site Administrators.

Kahootz (Enterprise only) Site Administrators can control their own configuration for:

- Minimum password length and complexity
- Maximum and minimum password age
- Prevention of password re-use
- Lockout after incorrect logon attempts
- Automatic logout on inactivity

The service allows users to reset their own password using a secure-token 'forgot password' facility. Passwords are stored in the database using 1-way encryption so it is not possible – even for Kahootz administrators - to ever see a user's password. To manage user sessions, Kahootz uses a secure cookie – which does not contain the user's username or password.

### 6.6.2 Data centres

Kahootz uses modern and purpose-built Tier 3/4 data centres. Our hosting partner provides the world-class infrastructure necessary to keep our service up and running, uninterrupted around the clock.

**Data Location**

The Kahootz service is wholly hosted, managed and supported in the UK. It is protected by EU data laws and exempt from the US Patriot Act.

**Physical Security**

Physical access to data centres is controlled by an Electronic Access Control System (EACS). All

internal and external doors are linked to the EACS, which uses a zoned system to delineate between access rights to various areas. The EACS logs activity on the system. Appropriate alarm systems and perimeter fencing are in place to deter and detect unauthorised entry.

Appropriate CCTV monitoring is present at all sites with footage retained for at least 90 days. It is also secured with internal and external PIR intruder detection systems.

Physical security and visitor access to all data centres is controlled by an ISO27001, PCI-DSS and HMG Baseline Control Set compliant policy. All visitor access to site must be pre-approved by the security team.  Visitors must provide government issued ID on arrival and are escorted at all times. Visitor access to the data halls is strictly forbidden.

**Resilience and Redundancy**

Data centres have at least two entirely geographically diverse network connections. Significant network capacity overhead is maintained. The cooling systems, UPS and generator backup are all at least N+1 resilient.

Traffic volume and netflow is monitored to enable an appropriate response to disruptive events such as Denial of Service (DoS) and Distributed Denial of Service (DDoS) attacks.

### 6.6.3   Backup

To minimize any interruption due to hardware failure or any other disaster, data within the service is backed up as follows:

- Near-time replication of the database and file store to secondary servers
- Hourly backup of the database
- Daily backup of the configuration, database and file store to online storage, stored for up to a month
- Daily backup of the configuration, database and file store to a separate remote backup server

Backups are encrypted when not on Kahootz controlled equipment.

### 6.6.4   Disaster recovery

Kahootz operates a comprehensive disaster recovery program, which is tested annually. The Kahootz service is replicated in near real-time to standby servers, which seamlessly take over in the event of any problem.  The Support Team has secure access to the service in order to provide 24/7/365 infrastructure support.

### 6.6.5 Privacy and Data Protection

Kahootz as an organisation is GDPR compliant. Kahootz maintains a strong privacy policy to protect customer data. Data within the service remains the property of our customers and we do not use your data or share it with any third parties.

**You** - a Kahootz client - are the Data Controller.

> You are responsible for (and must be able to demonstrate compliance with) the principles relating to processing of personal data. It is your responsibility, as the Data Controller, to respond to data protection requests from users.

> We believe that you have the capabilities within the service to respond to these requests and in many cases, users can be self-sufficient. If you receive a request that you can't deal with, we're happy to assist you where we can.

**We** – Kahootz - are a Data Processor.

> We must guarantee to implement appropriate technical and organisational measures in such a manner that processing will meet the requirements of the GDPR and ensure the protection of the rights of the data subject.

We use subcontractors to help deliver the Kahootz service and will supply their details on request. Our subcontractors are GDPR compliant, operate to a high level of security and are ISO27001 accredited. A data-processor agreement is in place with our subcontractors. In order to deliver our service in the most efficient and effective way, we need general consent from you to appoint new subcontractors. We will ensure that any new subcontractors are also GDPR compliant and let you know beforehand.

We have a board-level data protection officer and we are registered under the UK Data Protection Act (registration reference: Z8289153).

Apart from the normal operation of the service, we do not and will not do any processing of your data without your expression instruction. We keep a record of any such activities and will supply them to you and the ICO on request. We will tell you if we believe any processing instruction breaches the GDPR or any other EU or Member State law.

Our service is wholly hosted, managed and supported in the UK. It is provided by a UK company, under UK legislation, which is protected by EU data laws. We never transfer data outside the UK.

We have always taken data security very seriously. We have ISO27001 certification, Cyber Essentials+ certification, all staff are vetted to BS7858 and we commission an annual IT Health Check to CESG CHECK standards.

Access to your data by Kahootz staff is on a strictly need-to-know basis, and we only ever view your data in order to perform the operational or support duties you have asked us to undertake.

If there is ever a data breach, we will let you know as soon as possible and report it to the ICO and GovCert if applicable.

For more information, please ask for our in-depth whitepapers:

- **Sharing OFFICIAL Information**
  A description of how Kahootz meets the 14 Cloud Security Principles as defined by the UK Government
- **Kahootz & the GDPR**
  A description of how Kahootz meets the EU's General Data Protection Regulation (GDPR)

### 6.6.6   Governance and Operational Security

Security of the Kahootz service is a board-level responsibility. The delivery and support of the service is specifically stated in our ISO27001 scope, and the data we hold on behalf of our clients is afforded the highest possible asset ratings for confidentiality, integrity and availability.  As such, the service dominates our well-documented security governance framework, which contains our policies and procedures governing information security relating to the service.

Our security framework is modelled on the concept of 'continuous improvement' and includes comprehensive processes for:

- Configuration and change management
- Vulnerability management
- Protective monitoring
- Incident management
- Supply chain security
- Secure development
- Secure service administration

All Kahootz staff are security screened to BS7858 standard.

## 6.7 Technical background

### 6.7.1 Client-side Requirements

Kahootz supports all current browsers including Microsoft Internet Explorer (10+), Microsoft Edge (Windows10), Mozilla Firefox (1.5+), Google Chrome, Opera (9+) and Safari (3+) as well as screen readers and other assistive technologies.

The software provides full functionality without requiring any software installation or plug-ins. Enhanced functionality for document editing is provided when the client PC has Microsoft Office installed.

Kahootz has no specific bandwidth or latency requirements and the service has been designed to cope with limited connection speeds.

### 6.7.2 Mobile Devices

The service uses a responsive design to optimise itself for smartphone, tablet and desktop devices, with no need to download any apps.

### 6.7.3 Accessibility

The Equality Act (2010) imposes a legal obligation on service providers to ensure that their services are accessible to disabled persons.  The World Wide Web Consortium (W3C) - the international organisation concerned with providing standards for the web - publishes the Web Content Accessibility Guidelines 2.0 (WCAG 2.0) which is a set of the best practices that services are expected to meet. The Kahootz service is WCAG 2.0 Level AA compliant.

### 6.7.4 Kahootz API

The Kahootz API is available to Kahootz Enterprise customers.  It provides access to all the functionality and features that are available in the service, apart from reporting.

The API operates over a secure HTTPS connection and uses secure token-based authentication. Data is sent to and from the service using JSON.

### 6.7.5 Open Standards

The service uses Open Standards where they are available and applicable.  For example: WebDAV, SQL, XHTML, CSS, REST, XML, HTTP, HTTPS, SMTP.

The software makes use of open source components but is not itself open source.