



PReP – Appraisal and Revalidation Software for Doctors
SERVICE DEFINITION

SERVICE OVERVIEW

PReP is an appraisal and revalidation management system, specifically developed to support and manage your implementation of medical appraisal, simplifying the process of revalidation for your key stakeholders. PReP is seamlessly integrated with GMC connect.

Accessible anytime and anywhere, PReP is a SaaS web-based, cost-effective IT solution, developed with the guidance of our Medical Steering Group. Its functionality includes more than any other revalidation management system, plus a patient and colleague feedback tool, job planning module and mandatory e-Learning content.

Key features include:

- * Portfolio of Supporting Information
- * Personal Development Plans
- * Appraisal management
- * Patient and colleague feedback
- * Mandatory e-Learning
- * Job planning
- * Organisation administration
- * Appraiser appraisee management
- * Responsible Officer Dashboard and reporting
- * Quality assurance reporting

PReP is fully compliant, fully developed, safe, secure and reliable. We offer a future proof guarantee that PReP will always be current with GMC and RST guidance and fully aligned to Good Medical Practice and the MAG form. PReP is ISO27001:2013 accredited and Information Governance toolkit compliant.

Premier IT is a specialist provider of appraisal, revalidation and training solutions to the healthcare sector. We have over 200 healthcare clients and work with all types of GMC Designated Bodies in the primary care, secondary care and independent healthcare landscape. These include NHS Trusts, independent hospital groups, CCGs, Area Teams, medical staffing agencies and Medical Royal Colleges.

INFORMATION ASSURANCE

Premier IT has assessed locations, processes and security measures and can deliver services up to Impact Level (IL) 2.

Premier IT is ISO 27001:2013 for Information Security Management System (ISMS) certified. ISO 27001:2013 accreditation requires rigorous repeated external assessment and demands applicants meet high standards of risk management and security control on an on-going basis. The certification also guarantees that all relevant networks are protected against any systemic vulnerabilities.

The PReP system is Information Governance toolkit compliant (level 2 assessment) and meets or exceeds all requirements of RST IM4/5.

BACKUP/RESTORE AND DR

For the new NFS share allocated to the live environment Premier IT are using Node4 NetApp Private Storage as a Service (**NPSaaS**) on a **Tier 2/SAS** storage which can be expanded on demand.

Our backup policy comprises of:

- Incremental (every 6 hours) - kept for 3 days
- Daily - kept for 30 days
- Monthly (last day of month) - kept for 1 year

You know where your data is at all times and it never leaves the UK. Data is also unaffected by international law, such as the USA PATRIOT Act.

Your data will sit securely in our UK data centres, which operate at the highest level of physical security. Perimeter security fencing, PIR sensors, strict access policies, zonal swipe card systems, 24/7 manning of all sites, and extensive CCTV coverage, all ensure that the platform is protected from intrusion at all times.

Our data centres are protected by enterprise-grade, next-generation firewall technology, keeping your data secure.

ON-BOARDING AND OFF-BOARDING

A client configuration document is used to ensure swift and accurate deployment of new systems. This information is gathered as part of the scoping phase and collects everything from users, roles and permissions through to emails and automated response text.

Premier IT uses both PRINCE2 and Agile project management methodologies depending on the nature of the project and therefore project implementations are well planned and seamlessly implemented.

Off-boarding is not a regular requirement but we commit to assisting with any migration of data and subsequent removal of data from our systems. We will liaise with any new supplier to ensure adequate transfer of data.

It is also straightforward to disable individual users when they leave the organisation.

SERVICE MANAGEMENT DETAILS

Premier IT has a highly experienced and skilled team including project managers, developers, account managers and customer service professionals. This enables the provision of excellent service to clients from project inception to ongoing support.

Each client will have an account manager, project manager and helpdesk operator assigned to them for more personalised support.

A dedicated helpdesk is operated Monday to Friday between the business hours of 09.00-17.00.

A sophisticated internal software system is used to manage projects and ongoing support requirements. Every interaction and issue is logged and a unique number assigned to enable the client to track progress.

24/7 system support is provided via the data centre, back up and disaster recovery procedures.

Software reassurance is provided through penetration testing.

All staff are in-house, with no parts of the service outsourced to third parties.

SERVICE CONSTRAINTS

The system is configurable but not customisable. Bespoke development is possible but not offered as standard. A high level of configuration usually negates the need for customisation and development.

Maintenance periods are kept to a minimum and 98.9% uptime is guaranteed. Maintenance releases to the system as part of a programme of routine maintenance will be conducted in addition to responses to technical support requests and software updates

SERVICE LEVELS

Premier IT implements standard Service Level Agreements in addition to client specific terms where appropriate. This includes project deadlines, system uptime, helpdesk response times, bug fix deadlines etc.

Standard requests can be defined as follows:

Priority	Description	Initial Response Time*1	Problem Fix Turnaround Time*2
1.	Critical problem. System is down.	4 hours	1 Business Day
2.	Major problem. System is functioning but operation is severely affected. Priority 2 problems may be resolved with a Maintenance Release or a workaround. If a workaround is provided, the priority level will be downgraded to priority 3.	8 hours	5 Business Days
3.	Minor problem. System is functioning and workaround is available. Priority 3 problems should be resolved with a Maintenance Release or a workaround.	Next Business Day	To be mutually agreed between the parties
4.	"How to" request. Customer requests advice on how to use an existing function of the System	Next Business Day	N/A

*1 "Initial Response Time" refers to the targeted response time in which Premier IT will communicate with the Customer in respect of the reported problem.

*2 "Problem Fix Turnaround Time" refers to the targeted time in which Premier IT will resolve the problem identified in a problem log form and such resolution may be by way of a fix or a workaround

FINANCIAL RECOMPENSE MODEL

Premier IT will ensure that the system is implemented in line with pre-agreed project deadlines and that it is available at all times e.g. 24/7. The client will be recompensed as per pre-agreed terms if these SLA's are not adhered to.

TRAINING

Training for system administrators is provided as standard within the contract.

Appraiser training sessions can be arranged if deemed necessary and would usually be offered as onsite workshops/drop-in sessions or as online sessions. In-system e-Learning is also freely available along with Quick Reference Guides.

End user (appraisee) training is not deemed necessary due to the intuitive nature of the system. In-system e-Learning is also freely available along with Quick Reference Guides.

First line help and support for doctors is usually provided by trust administrators, however our helpdesk will also help out if necessary and agreed at contract stage.

ORDERING AND INVOICING PROCESS

Premier IT complete a heads of engagement process whereby the contractual terms and pricing are agreed and the project is then scheduled for implementation.

Subject to a three or five year fixed contract payment can be made in its entirety up front or annually in advance of the ongoing provision. Additional charges may be added for additional users.

TERMINATION TERMS

The Services supplied under this Agreement shall continue to be supplied for a minimum period of three years after the commencement date and, after that, shall continue to be supplied on an annual basis unless this agreement is terminated by one of the parties giving to the other not less than three months' notice prior to the commencement of the next year.

Upon termination Premier IT will supply the client with a copy of the Data in a standard database format, upon confirmation of receipt; Premier IT will delete all electronic copies of the Data.

The client will make no attempt to decompile, reverse engineer or otherwise seek to copy or reproduce the system at any time during the agreement or afterwards.

DATA RESTORATION/SERVICE MIGRATION

Data restoration falls under the remit of Premier IT's back-up and DR policies where clear SLA's are implemented for each client.

In terms of service migration Premier IT will, in the same way as on and off-boarding, assist in the migration of data. The client will also need to resource this project.

CONSUMER RESPONSIBILITIES

The nature of the system dictates that the client will have to allocate resource for both the configuration and deployment phase and the ongoing administration of the system. Premier IT will assist the client by ensuring they are fully skilled in using the system.

During configuration the consumer will be required to supply Premier IT with a range of information as outlined in the client configuration document.

The client is also obliged to adhere to the terms and conditions of their contract including those specific to security and acceptable use.

TECHNICAL REQUIREMENTS

Due to the SaaS nature of the product an internet connection and a modern web browser will be required.

Premier IT cannot be held accountable for the quality and availability of a client's own network, computers and virus protection.

TRIAL SERVICES

A pilot of the system can be made available in order to provide a 'try before you buy' service. This will be for a set amount of time with a pre agreed number of users.