Public Protection Unit Database

Overview

The Public Protection Unit Database (PPUD) is an accredited Casework Management System for the management of Offenders, including Parole, Probation, Release, Recall, Mental Health and various other related processes. It includes a full Document and Dossier management system, complex workflow processes and a variety of other unique functionality. The system is fully customisable by end users.

Information Assurance

The system has been accredited by The Home Office to IL3. There was an IT Health Check carried out in June 2017 covering the application on its current infrastructure. There is an RMADS available to cover this service.

Backup and Disaster Recovery

Individual backup and disaster recovery services will be discussed as part of the on-boarding process and priced individually.

On-Boarding/Off-Boarding Process

An initial consultancy will be required to understand and convert data into the correct format, migrate documents and map processes onto the PPUD workflow model. As a guideline CenturyLink would allocate at least 10 days of effort for scoping, data conversion and on-boarding tasks, at our standard consultancy day rate.

At the end of service delivery, if necessary CenturyLink can provide the data from the application in a suitable format at no additional charge.

Pricing

This service provides for all the core functionality required, including the following aspects:

• Access to all core functionality

• Full helpdesk service 08:00-18:00 during normal working days

• Defect fixes

• Monthly reporting on support calls and KPIs

• 99.5% availability based on the core software suite (assuming the underlying hosting provides the same)

• Service level SLA for call response.

Pricing does not include any consultancy time for enhancements, reporting, mail merge creation, workflow mapping or process creation. It is recommended to purchase a block of development days for Business as Usual changes. Additional enhancements can also be purchased and will require formal written requests for works and contract change notices.

Service Management Details

CenturyLink service management process is straightforward. Calls are managed based on priority levels with direct access to support staff available for urgent issues.

Repetitive incidents around the same issue will warrant escalation and Problem Management.

The Service Levels that come with PPUD are as follows:

• Priority 1 calls are responded to within 2 business hours, with an ideal fix time of 4 business hours.

- Priority 2 calls are responded to within 4 business hours, with an ideal fix time of 8 business hours.

- Priority 3 calls are responded to within 1 business day, with an ideal fix time of 2 business days.

- Priority 4 calls are responded to within 2 business days, with an ideal fix time of 4 business days.

Service Constraints

The helpdesk services are available from 08:00 to 18:00 during normal working days. Whilst the system is operable outside these hours CenturyLink does not guarantee response times or availability during those hours.

Service Levels

CenturyLink guarantees the following service levels:

ID	Metric	Minimum SLA	Trigger SLA
1	Response time to calls (in minutes)	Under 60 mins	5% over 60
This metric is triggered if there is a failure to respond to more than 5% of the calls logged within a month inside 60 minutes. Response is counted as either a CenturyLink engineer making contact with the end user or an email response (including automated) being sent out. Each additional 5% of calls increases the metric (subject to a minimum of 1 call).			
2	Application availability	99.5% during working hours	0.5% during working hours
This metric is triggered if the overall application in its entirety is unavailable for more than 0.5% of the working time during the month. This specifically excludes partial failures of the system. Each additional 0.5% triggers the metric again. Failure of the hosting provider does not trigger this metric, this is for application failures only.			
3	Application performance (with exceptions), based on 95 percentile.	3 second response per page	Per 1 second over 3
This metric is triggered if the average time to process a page is over 3 seconds, based on the 95 percentile of the daily average. Certain pages are excluded from this (specifically the reporting system, To Do List and Tracker functions as they are all complex queries). Each additional second triggers the metric again.			
4	Time to fix (Priority 1 calls)	4 hours	Per call > 4 hours
This metric is triggered for each of the Priority 1 calls logged during the month that took over 4 hours to provide a solution to. This includes provision of a workaround. Each additional call triggers the metric again.			
5	Time to fix (Priority 2 calls)	8 hours	Per call > 8 hours
This metric is triggered for each of the Priority 2 calls logged during the month that took over 8 hours to provide a solution to. This includes provision of a workaround. Each additional call triggers the metric again.			
6	Application partial availability	99%	99%
This metric is trigger if a single significant part of the application is unavailable for more than 1% of the time during the month. This is separate to metric 02. Each additional 1% triggers the metric again. As with metric 02, this metric is not triggered if there is a failure with the hosting provider. Each element of the system has a separate availability metric, although metric 02 overrides this.			

Financial Recompense Model for Not Meeting Service Levels

Each metric that is failed during the month attracts a 2% discount on the following month's charges. Some metrics can be exceeded multiple times, with each additional trigger adding on an additional 2%.

Training

CenturyLink can provide a variety of training guides for the system, alongside the capacity to run a training environment of the system with the hosting provider, based on individual requirements at additional cost.

Ordering and Invoicing Process

As PPUD is a complex system, CenturyLink recommends an initial consultation with the buyer to warrant the suitability of the application for their purposes. Standard G-Cloud purchasing protocols can be initiated subsequently.

About CenturyLink

CenturyLink (NYSE: CTL) is the second largest U.S. communications provider to global enterprise customers. With customers in more than 60 countries and an intense focus on the customer experience, CenturyLink strives to be the world's best networking company by solving customers' increased demand for reliable and secure connections. The company also serves as its customers' trusted partner, helping them manage increased network and IT complexity and providing managed network and cyber security solutions that help protect their business.

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