babcock

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Enterprise Collaboration Service

G-Cloud 11 Framework

ENTERPRISE COLLABORATION SERVICE

SERVICE OVERVIEW

The Babcock Enterprise Collaboration Service is a web based work-space that is hosted within the MOD secure cloud. The service can be used to manage, store and securely distribute information up to and including UK SECRET classification.

The Enterprise Collaboration Service is one of the largest Collaborative Working Environment (CWE) in use across the UK Defence sector, with over 10,000+ users across a range of UK Government Departments and approved Industry Partners.

Our service is hosted from our UK based, DAIS approved data centre and conforms to all relevant UK Government standards and policies including JSP440 and JSP604. In addition, our service has an impressive history of operating at 99% availability for the past 10 years; this is supported by our ISO20000:2011 accredited IT Service Management processes to which Babcock has held accreditation since 2009.

Our service can be utilised to manage Assets Subject to Special Controls (ASSC) including; Defence Articles and Technical Data subject to International Traffic in Arms Regulations (ITAR), Export Administration Regulation (EAR), Personal, Financial, IPR and PSA data and can be enhanced to a to accept Identity and Access Management (IdAM) attributes for additional access control and distribution.

The Service can be accessed by DII(F)/MODNET(R) and DII(FS)/MODNET(S) end user devices and can also be utilised by Industry Partners with RLI, SLI or Secret Shared Zone network connection, either via a Secure Managed Interface (SMI), SNI gateway service or via an approved end user device.

A single information environment enabled by Information and Communications Technology (ICT) to allow for effective and efficient secure access control management and auditability, whilst supporting Enterprise collaboration.

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SERVICE BENEFITS

The Enterprise Collaboration Service provides the following Customer benefits:

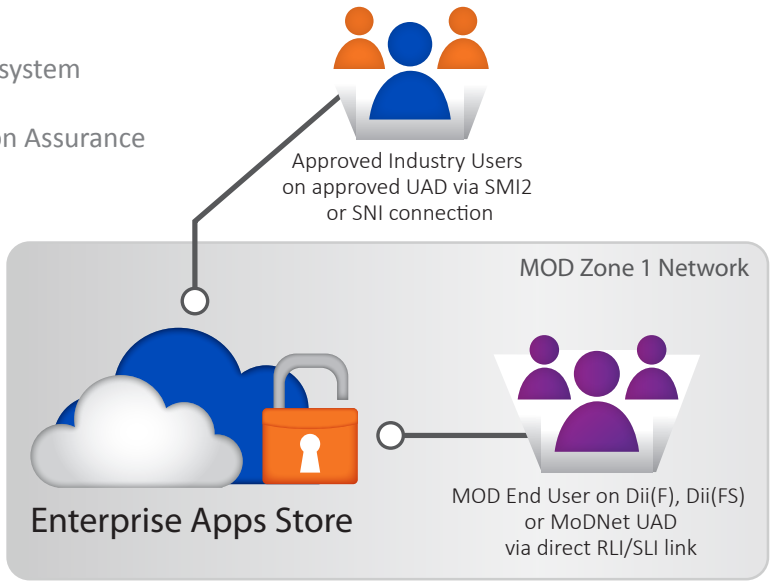
- Enables joint team alliancing, overcomes any local interoperability issues
- Allows teams / users to work collaboratively, and securely, from remote geographical locations
- Enables the sharing of information across RLI boundaries with approved industry partners and suppliers
- Allows the management and storage of UK OFFICIAL-SENSITIVE or SECRET data in their respective environments
- Enables the segregation and management of Export Controlled Information such as ITAR (subject to relevant approvals)

A key feature of he service is the ability to create unique workspaces and communities tailored to specific user requirements. Administration rights will be given to selected users to allow customisation of the workspace to meet team / project needs. Any technical customisation or configuration changes required will be priced at point of contact, these may include:

- Creation of Workflow
- Business Intelligence and Analytics reporting capability
- Single sign-on links and interfaces to external systems
- Implementation of a Virtual Desktop Infrastructure (VDI)

To support development and implementation of technical customisation it will be necessary to undertake requirements analysis, scoping study and IKM consultancy. The level of involvement will be dependent of what is required and the complexity of the development / implementation.

- Native MOD Zone 1a position
- High Availability Service with N+1 UPS resilience
- Dual Resilient RLI connectivity
- SC and DV cleared British Nationals undertaking system administration
- Conformance to at least level 3 of the Information Assurance Maturity Model (IAMM)
- Penetration testing and vulnerability assessments (LAN, RLI and SLI networks)
- ISO90001 accredited Quality Management System
- Robust Business continuity plans in place with regular simulation testing undertaken
- ITAR/EAR agreed and accredited process
- System auditability



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SERVICE FEATURES

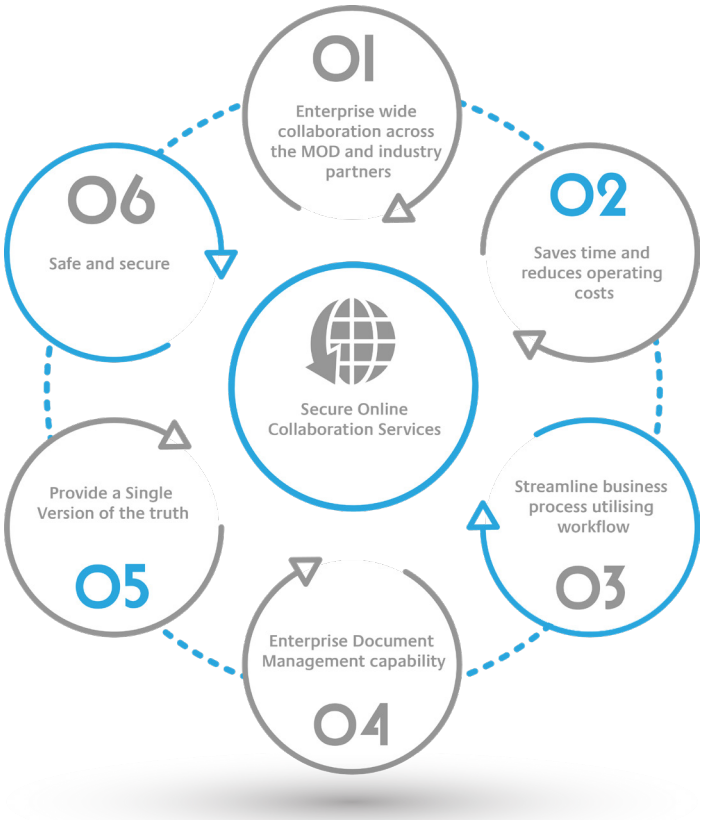
The Enterprise Collaboration Service is based on the world's number one application infrastructure: Oracle Fusion middleware, which includes Oracle Webcenter portal and Oracle Business Process Management (BPM) allowing you to create and run agile business applications and reporting functionality.

The Enterprise Collaboration Service provides the following:

- Secure Access Management via web-based portal entry with dedicated access controls and authorised permissions lists
- Secure Document management Systems, including version control, full document text search, full auditability and its own dedicated document access control functionality
- Data Dashboard and Visualisation Tools – powered by Oracle 12c Business Intelligence technologies
- Personalised Virtual Space, providing personal document storage, scheduling calendar, to do lists and key contact information
- Interactive Community Homepage – with notice areas, discussion boards, address book, key documentation store and simplified customisation toolset.
- Social Media- the provision of community Wikis, Blogs and Polls
- On-line availability from approved Government user devices
- Full Business Continuity Planning
- ISO 20000 accredited IT Service Management Helpdesk provision
- Cyber Essentials compliant

In addition there are the following options to enhance the service:

- Business Process Automation : providing simplified business processes and clear auditing capability
- Business Intelligence tool set comprising of KPI and performance management digital dashboards
- Single sign-on for external applications and links
- Extended IT Service Management Helpdesk hours
- Service provision up to SECRET



ENTERPRISE COLLABORATION SERVICE

SERVICE MANAGEMENT

The Enterprise Collaboration Service is supported by our ISO20000:2011 accredited IT Service Management processes to which it has held accreditation since 2009. Since accreditation, there have been zero non-conformance at any stage of our ISO20000 periodic assessments, we have also invested in a world class fully integrated Configuration Management Database to ITIL standards. Our service is constantly monitored and measured for performance. Reports are produced on a daily basis to capture the supply and demand on the service. Metrics and reports can be provided on request, subject to security arrangements, these may include but are not limited to the following: Bandwidth, Capacity, Usage and Processing Speed.

SCHEDULED MAINTENANCE

The system requires routine and planned maintenance which will result in temporary interruption to the managed service. Babcock will tightly manage the schedule of this work and will provide the client with appropriate notice of any downtime needed. Planned maintenance will normally be performed outside of the Working Day and will have at least 5 working days' notice.

BACK-UP/RESTORE AND DISASTER RECOVERY

Backups of data are made on a daily, monthly and yearly basis. Babcock have a robust disaster recovery and Business Continuity process which includes a mobile IT recovery service which is able to deliver and restore replica capability should an unprecedented event occur.

TRAINING

Training can be provided at a UK site of your choice at the man-day rates as defined in the Skills For the Information Age (SFIA) rate card. Training material is available to all users of the system and includes FAQ's and set-by-step diagrams to walk users through common procedures.

ORDERING AND INVOICING PROCESS

The Babcock Enterprise Collaboration Service can be purchased using a Purchase Order or G-Cloud Call off agreement and is invoiced on a 30 day payment terms. Costs quoted are exclusive of VAT and any additional taxes and expenses unless otherwise stated.

TERMINATION TERMS

Should the customer wish to terminate the service at the end of the agreed period then the notice period as defined in the Supplier Terms will apply.

DATA RESTORATION / SERVICE MIGRATION

Data will be held on our backup tapes for up to a year after cessation of the contract. After such time we cannot guarantee that the data can be retrieved. Any retrieval of the data held on our systems after a year will be subject to a annual charge which will be priced at point of contact.

CUSTOMER'S EQUIPMENT

As a minimum use of the service will require the following:

- Access to the Internet, RLI, SMI2, SLI or SNI SECRET Shared Zone, with the appropriate end device to access the different cloud based services.

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CUSTOMER'S RESPONSIBILITIES

The customer is responsible for the following:

- Adherence to MOD or Government security Policy
- Undertaking the necessary Security Checks for all users to be provided access to the system
- Adherence to SYOPS by their users
- Ensuring that user's access privileges are correctly defined and regularly reviewed
- 'Offline' handling and distribution of All Sensitive information
- Connection and maintenance of their user device to access the cloud based service (RLI, SLI, SNI SECRET Shared Zone)
- Observance of the fair usage policy
- Control and management of controlled information, including correct labelling of ITAR
- Identification of Information Assurance Owner (IAO)
- All users of the system must meet the following criteria
    - Security Check Clearance
    - Meet Government security criteria including conformance with:
    - Security Operating Procedures (SyOPs)
    - MOD or Government Sponsorship
    - Proof of identity
    - ALI/RLI access is required to access the service either through a direct network connection, SMI /SNI connection or an approved Internet access method.

Each on-boarded application and/or data will be subject to User Acceptance Testing for verification by the Customer and acceptance of the on-boarding process into service

TRIAL SERVICE

Although no free trial service is available at this time, we have a dedicated Team who are happy to work with our Customers to test applications not already hosted to investigate their applicability for the service. This can include interactive user sessions and demonstration of our capability.

OFF BOARDING

The off boarding process for the removal from the system is as follows:

- Formal notice is given for the termination of the service (90 days notice)
- Access to the customer specific workspace is removed
- Should you require your data to be extracted at the point of exit a discontinuation fee will be applied, this is subject to the amount of data and security level of data held on the system
- Data will be held on our backup tapes for up to a year after cessation of the contract. After such time we cannot guarantee that the data can be retrieved. Any retrieval of the data will be subject to an annual charge which will be priced at point of contact.

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SERVICE LEVEL ARRANGEMENTS

The Standard support service for the Enterprise Collaboration Service is as follows:

- The System will be available during the hours 04:00- 23:59, 7 days a week
- 95% Target SLA (Outside Scheduled Downtime)- Infrastructure and Applications may be available at times outside of the target availability hours stated above.
- Manned helpdesk support from our trained operators during the following office hours:
    - Monday to Thursday – 07:30 to 17:00 (excluding weekends, UK bank holidays and Christmas shut-down period) UK time.
    - Friday – 07:30 to 16:00 (excluding weekends, UK bank holidays and Christmas shutdown period) UK time.
- Out of hours support can be arranged at additional cost.

Enhanced services can be provided on request and these will be priced on a case-by-case basis.

In the event of an unexpected occurrence, Babcock will record such occurrence as a separate technical issue. Those technical issues will be reviewed and prioritised in line with the table below to ensure that business critical needs are met as soon as possible:

Priority	Definition / Typical Scenario	Software Response Times	Hardware Response Times
Critical (P1)	System capability severely de-graded or down. Restricted service available. No work round. Business impact important.	4hr Response Time	1hr Response Time
Major (P2)	System capability degraded. Some business impact. Short term work round available.	8Hr Response Time	8hr Response Time
Minor (P3)	System capability intact but us-ability degraded. No business impact. Work round acceptable.	48Hr Response Time	48hr Response Time
Request for System Enhancement (RSE) / Request for Change (RFC) (P4)	A Customer requested change to the agreed scope or design.	5 Day Response Time	5 Day Response Time

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ON BOARDING & OFF BOARDING

The setting up of a new community and the addition of users will follow defined business implementation processes to ensure the service provided meets the customer requirements:

NEW COMMUNITIES

- Each new community is subject to a one off set up fee which is dependent on the number of users of the system, the amount of data to be loaded to the system and any non-standard functionality which the user requires.
- RLI, SLI, SMI2 or SECRET Shared Zone access is required and we can help you with the connectivity required.
- We can help transform Legacy information formats into re-usable digital outputs to enable on-boarding into the service with the right security privileges assigned
- All Communities will require a System Owner who can describe the business rules for user access, authorise the set-up of new user accounts and grant access to shared areas within the new community.

NEW USERS

Once the new community is established, a list of new users will need to be provided. All users of the system must meet the following criteria

- Security Check Clearance
- Meet Government security criteria including conformance with Security Operating Procedures (SyOPs)
- MOD Sponsorship
- Proof of identity

All user of the system will access to the Training community Space which provides a range of training material including process flow summaries, downloadable user guides and animated tutorials.

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WHAT'S INCLUDED

	Standard	Enhanced
Document Management System	✓	✓
Security Classification	OFFICIAL SENSITIVE or SECRET	OFFICIAL SENSITIVE
Storage Allowance	50GB per community per year (up to 250 user base)	Defined at point of contact
Full document text search	✓	✓
Meta-data search	✓	✓
Access control lists	✓	✓
Accredited to hold export controlled information	✓	✓
Direct user management and community customisation	✓	✓
Scheduling calendar and address book	✓	✓
Team to do lists	✓	✓
Personal document storage	✓	✓
Community blogs and notification areas	✓	✓
Service Level Agreement	95%	95%
Working hours help-desk (other hours by arrangement)	✓	✓
Access via RLI	✓	×
Access via SLI	×	✓
Restricted Internet Access (RIA) via Public Key Infrastructure (PKI) authentication	Optional	×
Automated Back-up	✓	✓
Custom work flow	×	Optional
Business Intelligence and Analytics reporting capability	Optional	Optional
Single sign-on to external applications	Optional	Optional
One-off set-up fee	Priced at point of contact	Priced at point of contact
Monthly licence fee	Priced at point of contact	Priced at point of contact
Implementation of a Virtual Desktop and Secure Containers to address any browser issues and to meet enhanced content management handling requirements.	Optional	Optional

DIGITAL CONVERSION AND ON-BOARDING OF INFORMATION ASSETS UP TO SECRET

Any pre-existing data can be loaded to the system, Babcock also has the capability to undertake digital conversion of multiple format information assets up to SECRET, this can include:

- The provision of Optimal Character Recognition (OCR) scanning capability to digitally convert information assets
- Digital conversion of numerous file formats including: Paper based, Microfiche, Microfilm, Hardcopy books, 35mm/110mm film slides, 35mm spool film, video cassette, electronic drawings and velograph, Existing Legacy Digital Files format conversion.
- Metadata tagging of these assets to enable search and retrieval & Analytics Reporting capabilities.
- Should the on-boarding of such materials be necessary these can be reviewed and priced separately as part of the overall on-boarding process.
- Bulk On-boarding to the CWE of existing Digital Files including the additional metadata tagging service to improve search and retrieval and analytical reporting.
- Secure destruction of Legacy materials (Paper, Micorfilm, Microfiche, Films, Drawings, velographs, hard drives, Video cassettes, CD/DVD's, etc including a certification to prove destruction .

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PRICING

STANDARD OFFICIAL SENSITIVE ENTERPRISE COLLABORATION SERVICE	PRICE
• Standard functionality as defined in 'What's included' table • For use up to OFFICIAL SENSITIVE classification • Price is subject to fair usage policy which includes up to 50Gb of storage per community, per year (up to 250 user base). Additional capacity can be provided and will be priced at point of contact.	£29 pl/pm
One off set up fee (Dependant upon initial data load and customisation requirements)	Priced on point of contact
STANDARD SECRET ENTERPRISE COLLABORATION SERVICE	
• Standard functionality as defined in 'What's included' table • For use up to SECRET classification • Price is subject to fair usage policy which includes up to 50Gb of storage per community, per year (up to 250 user base). Additional capacity can be provided and will be priced at point of contact.	£45 pl/pm
One off set up fee (Dependant upon initial data load and customisation requirements)	Priced on point of contact
ENHANCED OFFICIAL SENSITIVE ENTERPRISE COLLABORATION SERVICE	**PRICE**
• Includes all functionality as defined in 'What's included' table including: ○ Business Intelligence Tool-sets ○ Work-flow • Price is subject to fair usage policy which includes up to 50Gb of storage per community, per year (up to 250 user base). Additional capacity can be provided and will be priced at point of contact.	£38 pl/pm
One off set up fee (Dependant upon initial data load and customisation requirements)	Priced on point of contact
ADDITIONAL SERVICES	
Additional Storage	Priced on Request
Data Onboarding (documents, data, video content)	Priced on Request
Creation of system interfaces	Priced on Request
Training	Priced on Request
Idam Enablement	Priced on Request

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Digital Conversion and On-boarding of Information assets	Priced on Request
Business Intelligence and Analytics	Priced on Request
Integration of Virtual Desktop Infrastructure	Priced on Request
Creation of Work-flow	Priced on Request
Creation of System Interfaces	Priced on Request

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