

GCloud13

Access Mosaic Social Care Case Management System Service Definition

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1 Service Overview

Modern, innovative and fully-integrated, Mosaic has been specifically designed for adults, children's and finance services case management. Mosaic is proven to cost less, and require fewer resources to run, cutting out waste and seamlessly replacing older, complex systems and databases. Mosaic's intuitive, sophisticated user interface helps you navigate the customer journey, quickly, cost-effectively and efficiently. Case workers can see the progress of any case at any time.

As the only modern customisable case management system to incorporate information on an individual, their immediate family and finances in a single database, we can provide you with a single view of a person's situation and their environment. We simplify the way you record and monitor pathways, and by aligning your data with healthcare, education and other organisations, we can help you save time, reduce paperwork and minimise risks.

Mosaic for Adult Social Care

We understand that adult social care teams are required to capture and record large amounts of data. Reviewing the prioritisation to meet increasing case-loads is a growing challenge. Legacy case management systems present many challenges for local authorities. There are significant data quality issues and many systems do not support collaborative working internally across services, and externally with partners. Mosaic has been designed to support social workers and associated professional partners. It helps you to focus on the individual and their outcomes. The very flexible nature of Mosaic means that the configuration is fit for them, and they have access to a solution that truly supports what happens at the point of care.

Mosaic for Children's Services

Mosaic provides a 'single view' of a child. We help you put practice excellence first and achieve the best possible outcomes for children and their families throughout the early help and social care spectrum of need. Sharing information between Mosaic and Access' Synergy education management solution gives Children's Services a clear and reliable way of managing critical information around the education, safeguarding and care of children and young people.

Mosaic for Finance

Mosaic provides a fully integrated and flexible finance module to support end-to-end case management for Adults and Children's services and partner organisations including health and education. Mosaic supports finance teams in commissioning, paying and charging and can be used to manage providers and contracts, authorisation and schemes of delegations, budgets and charts of account structures, as well as control all financial elements related to the delivery of social care.

Portals

Mosaic Portals are professional online social care portals that interface with the Mosaic case management software so that citizens, associated professionals and care providers can manage the effective care of an individual. Core functionality supports three types of users: citizens, professionals and service providers.

Options include:

- Mosaic Portal
- Mosaic Provider Portal
- Mosaic Information & Guidance (IAG) Portal
- Mosaic Directory Portal
- Mosaic eMarketplace Portal
- Mosaic Online Assessment Portal
- Mosaic Dynamic Purchasing System (DPS) Portal

Mobile Working

Using Mosaic's mobile web interface, practitioners are not restricted to working in an office environment. Unlike other solutions on the market, there is nothing to download, Mosaic's mobile solution will run on any device with a modern browser and is designed for speed and use whilst on the move.

Mosaic offers seamless working for record-taking in any location regardless of available connection. You can 'check out' forms providing the important features of Mosaic for use offline, so you can focus on the needs of the service user in any situation. When you are back in a connected environment, you can simply import the captured information at the click of a button.

Mosaic – configured for Scotland

We understand the specific social care requirements in Scotland, and Scottish legislation and Criminal Justice functionality is an integral part of Mosaic. We provide you with the Mosaic Scottish Standard Practice Configuration with a set of fully developed workflows and forms to cover the requirements for adults, children's, young people social work and criminal justice legislation.

Interfaces

Mosaic provides a range of interfaces that give the ability to launch a Mosaic user directly to a given service user's record from the case record of that service user in Mosaic. They will be presented with a view of data from all connected systems appropriate to the calling user.

Below is a summary of the key system features.

Reporting

Clear, concise reporting can bring together information from any area of the Mosaic system to pull together relevant information from records and link them directly to outcomes and cost.

Best Practice

Our Customer Led Configuration (CLC) provides an 'out of the box' solution that includes all the standardised workflows and forms you need to meet legislation and all statutory reporting requirements.

Secure

Mosaic uses granular security permissions based upon worker roles, which provides a streamlined and accurate system without creating numerous verification rules or complicated user profiles.

Clear and Transparent

Mosaic's Team Workload View promotes transparent ways of working. Having an overarching view of the whole business allows management teams to plan and assign resource where it is needed, particularly in struggling areas or unallocated cases.

Simple

All case management information is presented in easy to navigate, concise screens for a seamless user experience.

Group Working

Group working enables practitioners to link family groups within Mosaic so that case notes and relationships update automatically. Users can update multiple records with just one action and also upload group attachments.

Seamless Workflow

By providing seamless workflow from assessments to delivery of care, Mosaic gives you a single view of organisations and providers. This allows your social care teams to actively monitor and review provision against actual outcomes achieved by individual, service user cohorts or contracts.

2 Onboarding

The social care team at Access has worked with local authorities for many years to develop a robust, tried and tested implementation process. We know that successful implementation starts with a partnership, so we work in collaboration with you during

the initial phase to help your teams understand the powerful, insightful tools and features within Mosaic.

Implementation Approach

Implementation will be delivered by our dedicated team of experienced Project Managers and Consultants. They will work in partnership with the Customer's project teams to deliver on time and to the agreed specification. Your implementation requirements will be discussed and agreed in detail prior to the start of the project.

Data Migration

Access takes a methodical and logical approach to data migration and understands that every migration has specific challenges to overcome. Our Data Migration and Application Consultants will work closely with each team to analyse the scope and data volumes and detail the options that will be available.

Training

Training will be scheduled as part of the project plan and agreed by both parties.

The following on-site/remote system training is provided:

- Mosaic Familiarisation
- Workshop Preparation
- Finance Familiarisation
- System Administration
- Workflow and Template Manager
- Template Manager - Day 2
- Train the Trainer
- Mosaic Reporting
- Go-Live Guidance

Training courses are designed to be interactive for up to 12 delegates.

Access also provide access to MosDocs, our online library of Mosaic user guides which contains our guides relating to system administration and configuration, workflow configuration, form design and building and system properties.

In addition to the training offered by Access, an additional option is the use of MeLearning, an e-learning module that supports Mosaic training. This is used by a number of customers, either to support system implementations or business as usual training.

3 Additional Service Options

On top of the services included within the standard onboarding services, the table below highlights the additional value added services that our consulting teams can provide. Please take some time to review these.

Familiarisation Suite - Mosaic Overview	Training designed for new and existing Mosaic Users.
Familiarisation Suite - Systems Administration	The system administration training is designed to provide a comprehensive overview of the system administrator functions available in both Mosaic and the Admin Tool.
Familiarisation Suite - Workflow Configuration and Template Manager	Training on both workflow configuration within Mosaic and Form Creation. A 2 day course.
Familiarisation Suite - Finance Overview	The finance familiarisation training course is designed to provide a comprehensive overview of the finance functionality available in both Mosaic and the Admin Tool.
Familiarisation Suite - Reports Overview	The Introduction to Reporting from Mosaic training session is designed to provide a comprehensive overview of functionality provided within Mosaic to meet operational and statutory reporting requirements of the organisation.
Additional Support Suite - User Acceptance Testing Training	The course is designed to be delivered to a core number of UAT (user acceptance testing) personnel. Once individuals responsible for leading the testing have been identified, this workshop will give all those involved an opportunity to explore testing approaches and Access will share with you some lessons learned from other implementations.
Additional Support Suite - Train the Trainer	This course is designed to support existing trainers or those who have volunteered to deliver training to support your social care teams. This course is a great way for you to induct new trainers into your local authority during periods of growth, restructures or changes to roles and responsibilities. The Train the Trainer training course is designed to provide a comprehensive overview of the training skills required to plan, design, develop, measure and evaluate learning interventions.

Additional Support Suite - Go Live Guidance	The course is an interactive Workshop Facilitated by Access and candidates are expected to move around the room and engage with activities in an interactive way, lead discussions, participate in breakout sessions and take away actions.
Children's Services Health Check	Including Early Help, Social Care and MASH.
Adult Services Health Check	Including Social Care, Occupational Therapy and MASH.
Finance Services Health Check	Meeting key finance project team, stakeholders and end-users reviewing the configuration from finance reports, providing recommendations.
Data Services Consultancy	Ad hoc Data Services requests.
Interfaces	Integrations with other systems such as corporate finance, EDMS, D2A, HIE, NHS Mini Spine, CM2000.
Local Government Viewers	Integration between Mosaic, Synergy and Core+ - a platform for interoperability between LG systems.
Mosaic Information Viewer (MIV)	Integration with Mosaic via Mosaic Information Viewer - holistic approach to care whilst reducing admin burden.
RIV integration with Mosaic	Integration of Mosaic and Rio through the Rio Information Viewer.
MeLearning	Licences to access the Me Learning Mosaic Digital Learning Suite (Training Portal).

4 Service & Support Management Details

At Access we know why you choose our products, it's because you want to be more successful. We want you to be more successful too. So, we've taken a good long look at how we support you, taken on board feedback and made it a whole lot better. We're not just here to support you when you need a hand - we're here with you at every stage of your journey.

Support Commitment

We recognise that the systems, software and services we supply may be critical to the well-being of your business. Our aim is to ensure that you have continuous operational capability from our products. We will help you to achieve this by providing efficient support, resolving the majority of tickets at first-line contact.

We will help you maximise your return on investment by providing the best in technical assistance, advice and customer care. We own your support queries and will ensure that they are resolved as promptly and efficiently as possible.

We provide 3 main support plans as detailed below.

The Essential Plan

The online service The Essential Plan is available to all Access customers as part of your license fee and provides you with easy-to-access online support for all your queries, facilitated via our Customer Success portal.

The Standard Plan

Get answers faster

As a Standard Plan customer you benefit from faster response times and can access our support teams via telephone and live chat, as well as through our Customer Success portal. To help your team be more productive, you are provided with continued access to our e-learning content as well as a programme of Success webinars, designed to keep you up to date with new features and share best-practice advice and guidance.

The Premier Plan

Boost productivity with direct access to the experts and achieve a higher return on investment

Our Premier Plan enables your team to achieve more and improve productivity through an ongoing relationship with your own designated Customer Success Manager. Your CSM will get to understand how you're using the technology and will advise you on how to get more from it.

Full details of our Customer Success Plans can be found here [Customer Success Plans](#)

Get to know our knowledge base

Knowledge Base is our huge database of commonly asked questions, articles and videos. All you need to do is Register and Login and you can find the answers you need any time of the day.

The advanced search function not only searches articles from Knowledge Base, but links up with our Community hub to display the topics that you need. So you've got everything you need all in one place.

Can't find the article to answer your question? Not a problem. Each article links to our Community so you can ask a question, or to raise a case with the Access team.

Got a question? Ask our Community

Community connects our customers together to help them solve problems and share how to get the very best out of their Access products.

Our customers know more about using our products in their jobs than anyone else. Community gives you the chance to receive – and share – friendly expert advice that goes beyond normal customer support. Discover best practice hints and tips from peers in your industry to help you make the most of your experience with your Access product.

Each of our products has its own dedicated Community, so you can get straight to the discussions that matter to you. No unnecessary searching needed.

If a question can't be answered by Community a member of the Access team will reply. We'll make sure that no query goes unanswered.

5 Account Management & Customer Success

With over 45,000 customers using products supplied by the Access Group we have a large team involved with ensuring that our customers are able to build on their investment with Access.

This includes the Customer Success team who are specialists in specific products whose role is to ensure that our customers on Standard and Premier Success plans benefit from educational webinars to ensure that you are always taking advantage of new functionality and most importantly continuing to adopt best practice in the day to day use and set up of the software.

Our Account Management team work with our customers specializing in vertical sectors or specific products. Depending on the complexity of the customer these are either office based using the latest technology to provide our customers with the highest possible levels of service or will visit sites for face to face meetings.

Our Account managers work with you keeping our customers informed on the way emerging technologies can help their business. They prepare briefings on the business, technical and financial benefits of technology and collaborate with customers to ensure the customer is aware of the breadth of software and support that Access can provide.

6 Outage and Maintenance Management

Outage Reporting - Customers will be provided with frequent email updates advising them of outage statuses and ETAs for resolution followed by Root Cause Analysis (RCA) as applicable.

Maintenance Management – downtime due to maintenance is very infrequent and is run outside of normal working hours with all customers being informed in advance to minimise disruption.

7 Backup and Disaster Recovery

The solution has been designed to cater for disasters ranging from a database restore through to a complete datacentre outage.

Backups are stored on disk and are retained for a period of 12 Months.

Backups are stored locally before being replicated to the secondary geographically diverse datacentre and are encrypted at rest.

All Servers are backed up on a daily basis. These backups go directly to storage in the DR Datacentre to ensure off-site availability.

The solution has been designed to deliver Recovery Point Objective (RPO) and Recovery Time Objective (RTO) using the following definitions:

- RPO is the maximum time period in which data might be lost.
- RTO is the duration of working time within which data should be restored after a disaster. This time starts from when a support call is logged with Access.

DR Testing

We run a full DR test on a 12 monthly basis.

SQL Server

SQL Server Full Database backups are taken weekly in conjunction with daily differential backups as well as having SQL transaction logs taken at 15 minute intervals. This supports point in time recovery of the database to the nearest 15 minutes.

Single Virtual Machine Failure

In the unlikely event of a single virtual machine (VM) failing, a backup of the affected VM will be restored. In most cases, VMs are loadbalanced for resilience. As such the remaining VM will continue to deliver the surface until the affected VM is recovered.

Complete Primary Datacentre Outage

In the unlikely event that the primary datacentre is unavailable customers will be failed over to the secondary datacentre.

8 Business Continuity statement/plan

The Access Groups full and most up to date business continuity plan can be requested by emailing Natalie.gilesgrant@theaccessgroup.com

9 ISO27001:13 accreditation

The Access Group has achieved full ISO27001:13 accreditation across the Group. ISO/IEC 27001:2013 (also known as ISO27001) is the international standard that sets out the specification for an ISMS (information security management system). Its best-practice approach helps organisations like Access manage their information security by addressing people and processes as well as technology. Independently accredited certification to the Standard is recognised around the world as an indication that our ISMS is aligned with information security best practice.

We are finding that this is a key requirement of organisations that work with the Access Group.

10 Development Life Cycle

Access Mosaic has a detailed roadmap of improvements driven by customers, statutory requirements and our own roadmap.

We take a partnership approach to developing and refining our product roadmap and delivering on the promises we make. This includes individual meetings with our customers and active participation in user groups.

The developments set out in the roadmap are the direct results of this partnership approach and reflect individual specifications refined through this rigorous process. UI/UX prototyping tools form a critical part of this process, allowing wireframes and example user journeys to be demonstrated to our customers at an early stage, gaining valuable feedback before development begins.

This allows us to ensure that what we develop meets the wider needs of our customer base and provides users with the opportunity to help shape the end product.

11 Technical Requirements

Mosaic runs on any computer or iOS / Android mobile device with a browser and Internet connectivity.

Web Browsers

- Microsoft Edge
- Chrome

- Safari

Owing to the way most browsers now auto-update, our testing can only practicably focus on the most recent version of the browser publicly available at the time of testing a development item. As part of our regression and release procedures, wider application testing is performed to ensure continued compliance.

12 Service Levels

We recognise that the systems, software and services we supply may be critical to the well-being of your business. Our aim is to ensure that you have continuous operational capability from our products. We will help you to achieve this by providing efficient support, resolving the majority of tickets at first-line contact.

We will help you maximise your return on investment by providing the best in technical assistance, advice and customer care. We own your support queries and will ensure that they are resolved as promptly and efficiently as possible.

The Access Group has developed a set of proven technical support packages (with different prices to reflect the different levels of technical support required) called "Customer Success Plans". During the lifetime of the G-Cloud 13 framework, the Access Group hopes to make Customer Success Plans available for Mosaic as an alternative to the technical support package described below. If and when made available for Mosaic, an applicable Customer Success Plan can be procured as an alternative to the technical support package described below.



Mosaic Case
Management SLA.pdf

13 Service Constraints

Where Access is providing managed hosting services, the agreed threshold for application availability through the Access Hosted system in any month is 99.5%.

Maintenance management: Downtime due to maintenance is very infrequent and is run outside of normal working hours with all customers being informed in advance to minimise disruption.

Planned maintenance: We will advise customers 5 working days in advance of a 'normal' change.