PDMS

SignedUp Skills

Service Definition

Simplifying regional labour markets

SignedUp Skills is an employment and skills platform that enables economic regions to empower citizens with an improved understanding and awareness of their local employment and skills landscape.

By presenting jobs, apprenticeships, courses and labour market information in a local context, SignedUp Skills helps regional economies engage citizens with actionable insights into their local economy.

There are four SignedUp Skills packages – Starter, Basic, Standard and Plus. Each package has been carefully crafted to meet the needs of local labour markets. For example, the Starter package enables customers to quickly spin up a slimmed down version of the product that allows users to search for jobs, apprenticeships and courses. The Standard version comes with a Content Management System, priority sector pages, organisation pages and relevant content.

During the buying process we will work with you to identify which package is most suitable for your requirements.

See our website for more information on packages and features.

Key Features

SignedUp Account
Access and engage with all SignedUp Skills services using one SignedUp account

Local Jobs
Each implementations is packed full of searchable local jobs

Local Apprenticeships
Each implementations is packed full of searchable local apprenticeships

Local Courses
Each implementations is packed full of searchable local courses

Analytics
Generate actionable local LMI based on user behaviour and analytics

GDPR Compliant
Meets all GDPR requirements

Careers Directory
Guide users through a huge range of career options with links to real time opportunities and LMI

Priority Growth Sectors
Encourage greater understanding of priority sector opportunities

Highlight Employers
Draw attention to local employers that you want citizens to be aware of

Map View
Displays local opportunities in a map view to help with decision making

Highlight Learning Providers
Displays opportunities from local providers in one place

Customised branding
Each instance can be given its own unique brand

Benefits for Clients

Some of the key benefits SignedUp Skills provides to Customers:

✓ Ready to launch

✓ Increase awareness of local jobs, apprenticeships and courses

✓ Generates actionable insights into user behaviour

✓ Establish a local one-stop-shop

✓ Minimal data entry required

✓ Customise and curate content with content management system

✓ Increase effectiveness of local campaigns

✓ Join and learn from a growing network of SignedUp Skills customers

✓ Support local CIAG efforts
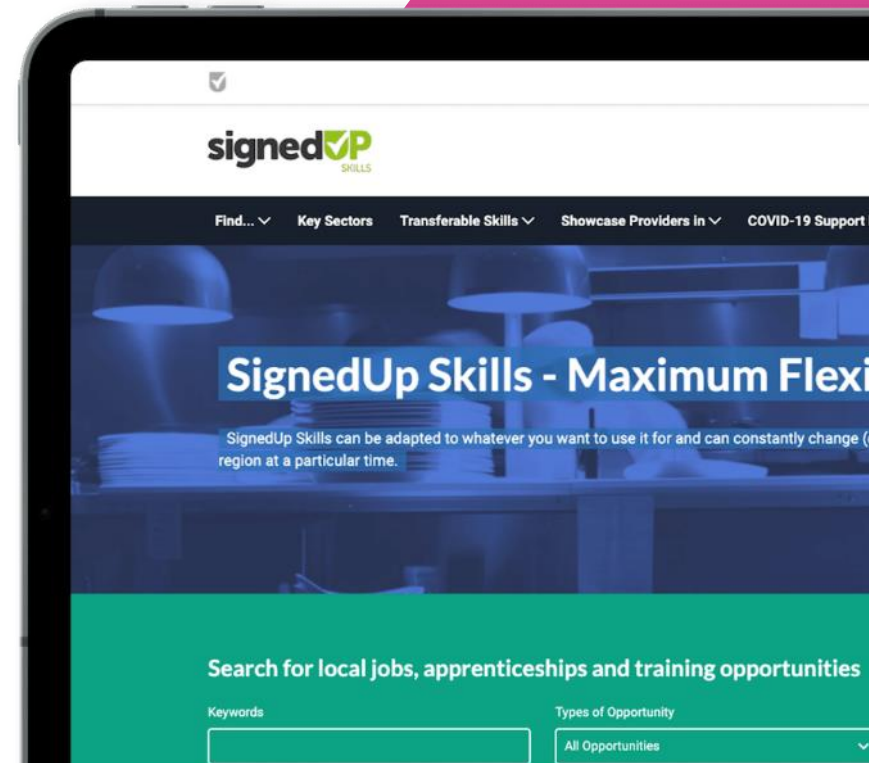
Implementation

Once you have decided to purchase SignedUp Skills a number of steps, outlined below, are required to set up your dedicated implementation.

Configuration

Our SignedUp Skills team will work closely with you during this phase to ensure that your configuration requirements are captured, checked and implemented.

Branding
Adding your logo and brand colours to the implementation

Data
Configuring our employment, apprenticeship and course data to localise it to your area

Links
Adding your social media links and contact details

Training
Providing training on use of the platform

Content
Adding your content and/or selecting which content you want to use

Testing
Establishing your own dedicated testing environment

Technical Information

Browser Compatibility

Our software is compatible with the latest versions of modern browsers: Internet Explorer, Microsoft Edge, Google Chrome, Safari and Firefox.

PDMS will endeavour to ensure that software remains compatible with future versions of these internet browsers as they are released. We can also provide advice on other browser compatibility as required.

Virus Protection

PDMS uses and will continue to use all reasonable endeavours to prevent the introduction, creation or propagation of any disruptive elements (including any virus, worms and/or Trojans, spyware or other malware).

Service Availability

The Service Availability is set at 99.95%, 24/7/365.

Support

Raising a Request for Support

A request for support can be raised via by phone, email or via our CAPS case management system.

A response to a support request can be expected to be received within 4 working hours of the support call being raised. A resolution, or work-around, can, in most cases, be expected to be received within 1 working day of the support call being raised.

Hours of Support

Support is provided between 09.00 – 17.00, although support requests can be raised via email or CAPS at any time.

Variations

The scope of the support can be extended by agreement and on payment of an additional monthly fee if relevant.

Training & Assistance

A standard training package is available which can be tailored to the customer's implementation and requirements.

If additional training and/or materials are required, then this can be provided, but is outside the terms of the standard subscriptions.
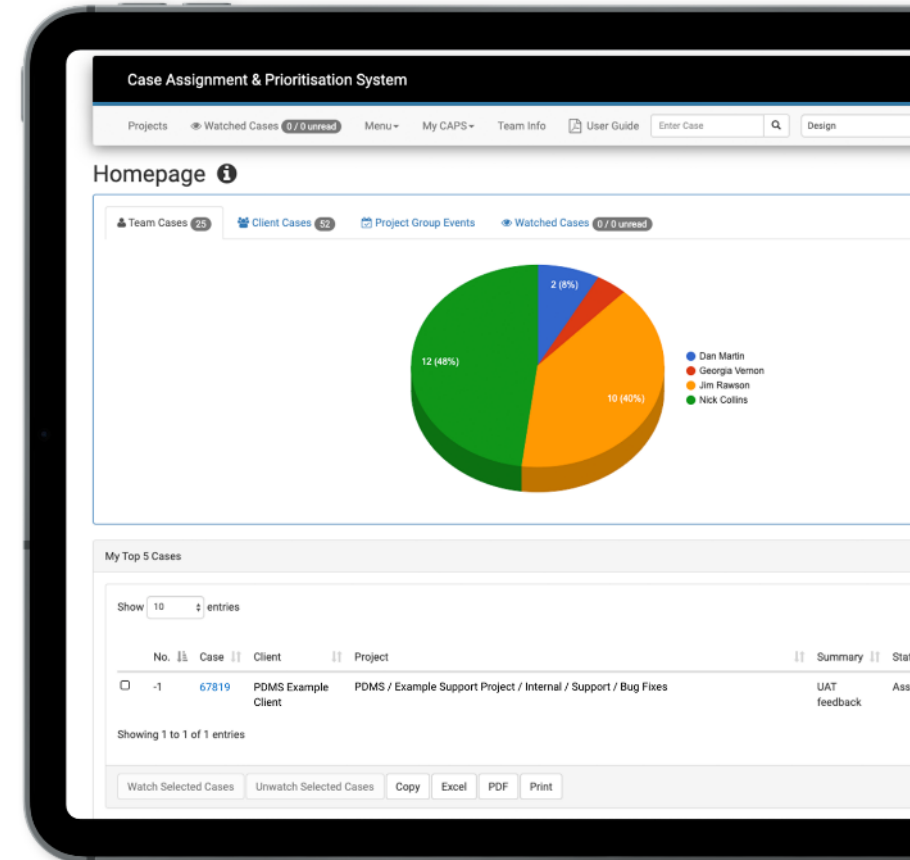
CAPS case management system

Hosting

The following hosting provision is included in the delivery of the Service. Please note, that alternative hosting provisions can be accommodated.

Data Storage and Processing Locations

SignedUp Skills is hosted on top of resources provisioned within the Microsoft Azure public cloud and our highly resilient private cloud that uses multiple storage, memory and processing units across multiple locales in multiple data centres on the Isle of Man – an architecture aimed at achieving extremely high availability. Both Azure and our private cloud meets a broad set of international, industry and regional compliance standards including ISO 27001 and UK G-Cloud. PDMS holds ISO 27001:2013 Information Security Management System standard certification and Cyber Essentials Plus.

The Cyber Essentials Plus Scheme covers cyber security in an organisation's enterprise or corporate IT system. It concentrates on five key controls:

1. Boundary firewalls and internet gateways
2. Secure configuration
3. Access control
4. Malware protection
5. Patch management

Customer access to SignedUp Skills is via the Internet; all data transfer is secured by industry standard encryption mechanisms.
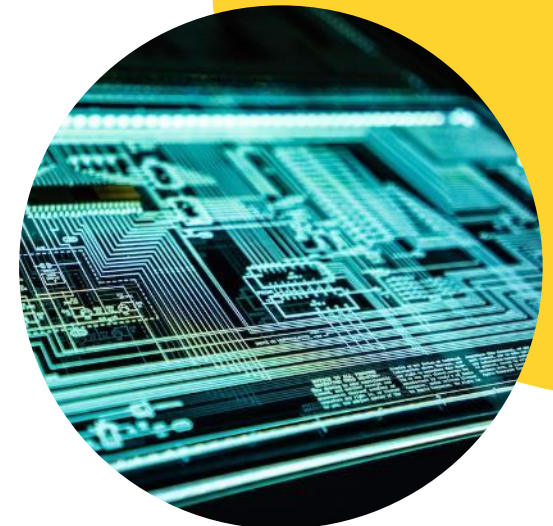
Hosting

Persistence of Storage

All data (including documents and images) input into PDMS' Software-as-a-Service offerings are stored in a persistent manner on multiple storage instances, and will remain that way until actively off-boarded on termination of a subscription.

Backups

The data managed by PDMS' Software-as-a-Service offerings is backed-up nightly using a combination of disk and tape mechanisms. These backups are intended purely to restore data in the highly unlikely event of a complete infrastructure failure; they are not intended to, nor do they provide a data archive. If such an archive facility is required, then this can be provided on request, but is outside the scope and the terms of the standard subscription.

Disaster Recovery and Business Continuity

Designed for resilience and high availability, systems are implemented on two discrete sets of infrastructure in two separate on-island locations. We have implemented an 'active-active' system with data replicated synchronously to provide exceedingly high levels of uptime and business continuity.

Information Security

PDMS is certified to ISO/IEC 27001:2013, the internationally recognized standard for Information Security Management and are certified under the Cyber Essentials Plus scheme. In the Isle of Man, the Data Protection Act 2018 makes provisions for the regulation of the processing of information relating to individuals. This act gives effect in the Island to EU Directive 2016/79 of the European Parliament (General Data Protection Regulation).

Onboarding

Trialling the service

A 30-day trial/demonstration version of the Service can be made available. To gain access, please contact PDMS.

Subscriptions

The minimum contract period is 1 year and commences following the trial period, subject to contract agreements.

Payments are invoiced quarterly in advance.

Please refer to the SignedUp Skills Pricing Document and PDMS SFIA Rate Card for pricing details.

Use of the service (under both trial arrangements and subscriptions) is subject to the PDMS Customer Code of Conduct (available on request), the PDMS SaaS Terms & Conditions and any terms outlined in the Call Off Contract.

Offboarding

If you wish to terminate the service you will need to contact PDMS. We will work with you to identify your offboarding requirements.

Data

As standard PDMS will supply:

- A standard extract of the data in a delimited form to facilitate on-boarding elsewhere to include suitable definitions of the extracted files and delimited fields.

- Relationships between entities through the use of appropriate keys.

- An extract of all the latest versions of the documents stored within the system along with their metadata.

- Previous versions if required for reasons of compliance.

- A document reference index to map the association of the document to its owning entity.

The cost of this is included in your Subscription to the Service except where extra services are required. Bespoke extract requirements can also be provided on request, but would form part of a service request.

Termination

PDMS reserves the right to terminate the Service at the end of a subscription period where 3 months notice has been given via e-mail to the administrative user(s) of the termination of the Service, or at any time when at least 12 months notice has been given. In either case, all data (including documents and images) will be off-boarded by PDMS and supplied to the appropriate Customers in an agreed manner.

Compensation

Any request for compensation must be provided in writing. The details of any financial recompense shall be calculated as a portion of the monthly subscription fee to the customer proportionate to the unavailability of the system. This can be taken as a credit against any future subscription or as a payment to the customer.

About PDMS

We are public sector specialists. If you need practical digital platforms and solutions which can integrate with your existing systems and make the migration from legacy to digital less complex – we can help. We can break down the barriers to digital transformation and help you find new ways of working which increase productivity and reduce costs. We can help improve the citizen experience but also ensure that your staff are equipped with the best tools and data to do their jobs.

29
Years track record in delivering technology solutions and services.

100+
Technology projects being actively supported and developed.

75+
Team of friendly, motivated and creative people

99.95%
Average uptime across our hosted systems.

10+
disciplines from research and design to management and development.

17+
Countries where our software is used

"Collaboration is key. We have the know-how and experience to collaborate remotely or on-site. We value long term partnerships and our team is your team."

Jo Pontee – Chief Marketing Officer

What We Do

Software Development
We design and build systems to improve operations efficiency and deliver competitive advantage

Websites & CMS
Combining technical expertise with creative flair for websites which deliver results

Digital Consultancy
Providing practical solutions to guide you through the digital chaos

Discovery
In-depth discovery to ensure the most effective start to any project

User Insights & User Experience
Actionable insights from your web data and customer centric UX

Mobile App Development
Mobile apps based on great UX design and cross platform applications

Hosting
A fully managed service, tailored to your needs, whether on our private cloud or Microsoft Azure

Support
Flexible support arrangements tailored to you, your team and your customers

Accreditations

We work tirelessly to meet industry best practices and standards.

CERTIFIED LR UKAS MANAGEMENT SYSTEMS ISO 9001 001

CERTIFIED LR UKAS MANAGEMENT SYSTEMS ISO/IEC 27001 001

CERTIFIED LR UKAS MANAGEMENT SYSTEMS ISO 14001 001

CYBER ESSENTIALS CERTIFIED PLUS

Microsoft Partner — Gold Application Development, Gold Application Integration, Silver Cloud Platform — Microsoft

ORACLE Silver Partner

Our Clients

Here's a quick snapshot of just some of our customers:

Crown Commercial Service · centrica · Institute for Apprenticeships & Technical Education · West Midlands Police · Isle of Man

NHS · Maritime & Coastguard Agency · Isle of Man Ship Registry · States of Guernsey

Fife Council · Hertfordshire Local Enterprise Partnership · Thurrock Council · The Bahamas Maritime Authority

"Our original mission, over 28 years ago, to be a trusted software engineering partner helping people get value from technology, is as important now as it ever has been."

Chris Gledhill– CEO

Contact Us

Isle of Man Office

Global House
Isle of Man Business Park
Cooil Road
Douglas, Isle of Man
IM2 2QZ

phone: +44 (0) 1624 664000
email: saasenquiries@pdms.com

Glasgow Office

Unit 5000
Academy Park
Gower Street
Glasgow
G51 1PR

phone: +44 (0) 141 880 1000
email: saasenquiries@pdms.com