

Core-Vet Service Definition

Core-Vet Functional Overview

Core-Vet

Core-Vet is a browser-based system built from the ground up to support the UK public sector. The system is designed to not only manage vetting information efficiently, but to also streamline the vetting process and offer the advanced functionality to reduce administrative burdens.

Core-Vet is a well-established vetting management system, designed to manage the entire vetting process, from notification that vetting is required; to the receipt of an application; to the checking process; through to the post-clearance after-care. Core-Vet provides a vetting unit with an efficient and streamlined approach, ensuring that vital vetting data is available and managed appropriately. The system ensures less time is spent on the administration of data and helps to manage the flow of vetting checks and balances required.

Core-Vet continues to be enhanced with an established user group, ensuring the system is continually improved and kept in line with latest guidance. The system caters for collaborative working, with a force-layer enabling information sharing whilst maintaining force ownership of data. This partnership working allows vetting statuses to be shared and stops neighbouring forces duplicating work. Contractor vetting statuses can also be securely shared with relevant front-desk staff, including photographs to ensure that contractor clearance levels are available 24/7.

When a user first logs into the system they are presented with the Dashboard screen. The Dashboard screen shows user-specific information to manage their workload. It is designed to alert a user to applications that need attention, and prompts when reviews and renewals are due. A traffic light system used throughout the system ensures the status of applications are easily identified.

The core person record captures all personal information including details of applications, clearances and checks that have been performed as well as all linked people and organisations. Applications can be customised to pre-populate the checks that are required to complete the application.

Core-Vet utilises a 'Golden Nominal' approach when storing people and organisations records, meaning that they are only recorded on the system once. This allows users to be able to view a full person or organisation history and all the applications, clearances, checks etc. performed on them.

Core-Vet comes complete with comprehensive search facilities which allows for easy navigation of the system. Users can perform a specific search for People, Applications, Clearance, Checks and Addresses using a wide variety of fields.

Core-Vet allows users to generate pre-populated customisable letters, forms, certificates, and other documentation as required. The system provides a comprehensive Management Information System (MIS) that gives users the ability to create custom reports and charts.

Core-Vet Web Form Applications

Core-Vet Web Form module provides the facility for applications to be completed electronically. This module links with the main Core-Vet system and drastically reduces the amount of time taken when processing vetting applications, and also leaves no paper trail.

Applicant information is automatically uploaded into Core-Vet quickly and securely, following approval by vetting staff. Not only does this reduce the amount of time taken to process forms, but data quality is also vastly improved as the forms will guide the applicant and ensure data is entered in correct formats where possible.

This system follows the guidance and regulations of the College of Policing vetting forms, ensuring compliance with national standards. While the questions are standardised, there is some room to tailor the forms to fit your needs and branding.

Core-Vet Web Forms provides a secure method of interfacing with the public. Access to the Online Application module is restricted by user permissions and is separate from the main Core-Vet database, providing extra levels of security when storing sensitive vetting information.

Applicants for online applications are easily created by the vetting department or other authorised users. Details of how to securely log in to the portal are automatically sent to the applicant, who can then complete and submit the vetting application in their own time. Completed applications are stored within the holding pen area of Core-Vet pending approval from vetting staff, after which it is automatically uploaded as a new vetting record in Core-Vet.

Features

- Record all vetting information
- Online Applications module
- Automatic validation of data
- Case log facility
- Tasking with email allocation feature
- Full person and organisation history
- MIS reporting tools
- 'My Last' feature to show recent people/organisations
- System Overview screen
- Colour coded traffic light system to see progress of checks, applications etc.
- Comprehensive search facilities
- Generates letters, forms, certificates, and other documentation as required
- Document Management System
- Manage Applications
- Manage Checks
- Manage Clearances
- Read only access for front desk staff
- Quick access to help guides
- View all pending, requested, completed, expiring and expired web applications
- Granular user permission levels
- 'Holding pen' for applications before being imported into the system
- Full audit trail
- Established User Group

Core-Vet Technical Overview

WPC Core-Vet is a web-based application making use of the latest web development methodologies and technologies. This section is a high-level technical overview of the solution.

Cloud Software and Information Assurance

WPC Products delivered as a cloud service is delivered by WPC Software through our cloud-hosting partner Microsoft Azure.

WPC has a fully implemented Information Security Management System, which outlines the governance and clear responsibilities relating to information security including the cloud service provided. The ISMS is accredited to ISO27001. WPC Software also holds ISO9001 and Cyber Essentials Plus accreditation.

Microsoft Azure undertake formal accreditation activities and accreditations include NPIRMT – PASF, Cyber Essentials Plus, CIS Benchmarks, CSA STAR Certification, ISO 20000, ISO 22301, ISO 27001, ISO 27018, ISO 27701, ISO 9001, and SOC 1/2/3.

All data centres used by WPC are highly resilient, UK-based and separated by >100 miles for geographical diversity.

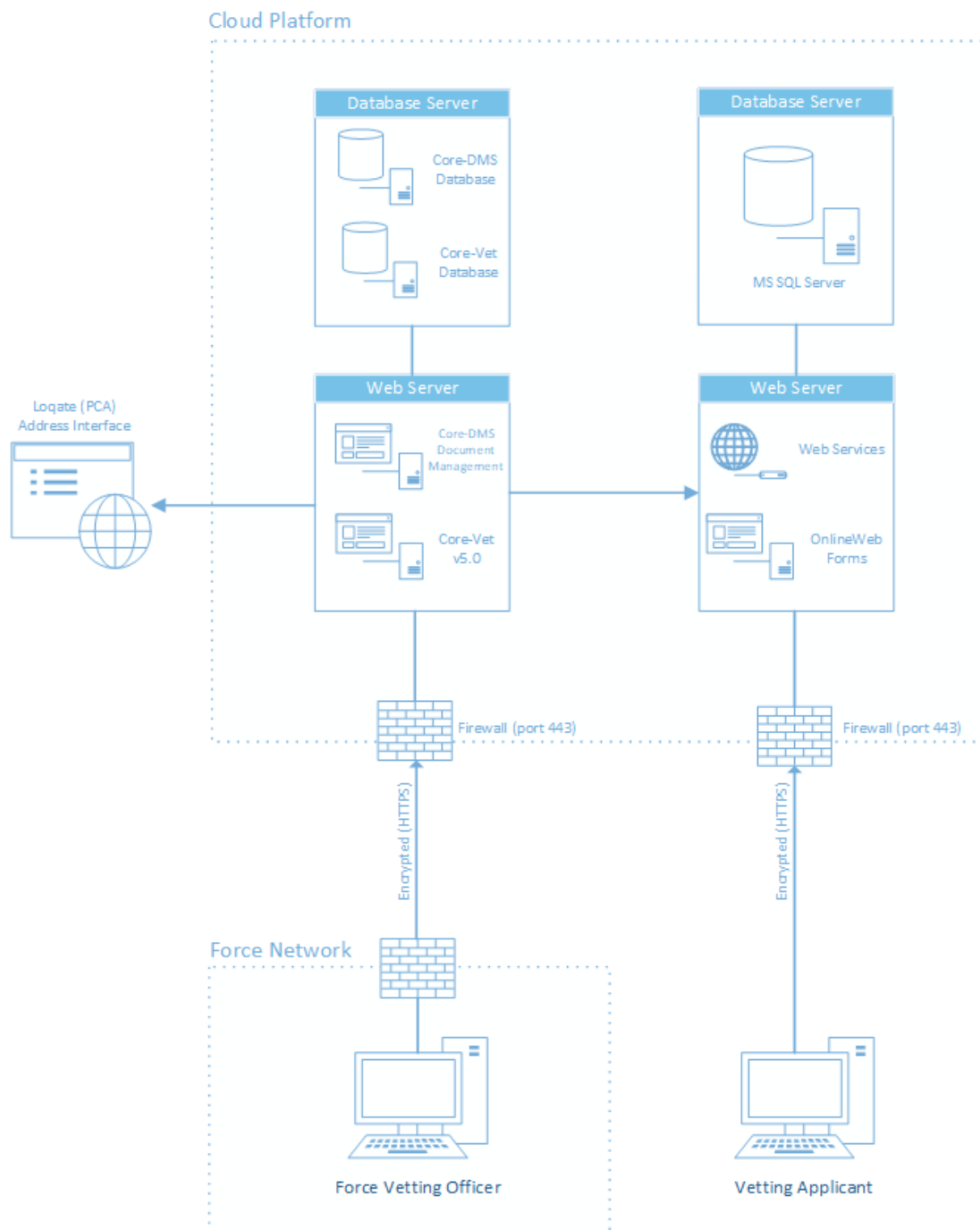
Relevant WPC staff are vetted to NPPV3 level and are Security Cleared.

Example Architecture for Core-Vet as a Hosted Solution

Below is an example architecture diagram for Core-Vet as a fully hosted solution, including the Core-Vet Web-Forms Module. WPC are also able to offer the main Core-Vet application as an 'on-premise' solution with the Core-Vet Web-Forms being cloud hosted. For more information about hosting options, please contact WPC.

Core-Vet utilises *Core-DMS*, WPC's document management system, to store documents against Person and Organisation records within Core-Vet.

The Core-Vet solution also has the ability to link to an online address lookup solution, although this will incur an additional charge. For more information, please contact WPC.



WPC Cloud Products standard package

WPC Products can be delivered as cloud software through Microsoft Azure. The standard service includes:

- Provision of a multi-tenanted environment within Microsoft Azure. Separation between customers is ensured with completely individual databases dedicated to the customer along with dedicated credentials.
- Delivery of Premium Disk/High Memory Trusted Launch Web Servers through Azure IaaS Compute which are scalable to meet customer needs.
- Azure SQL Server Managed Instance with provision for up to 500GB of storage per customer (individual files should not exceed 50MB).
- Both the Web and Database environments are provided with 99.95% availability.
- All data is stored in a clustered environment with three copies within geo-redundant data centres, with each data centre within the UK.
- Access via Standard Internet connectivity over common protocols - namely HTTPS, using a SHA-256 Secure Hash Algorithm and TLS 1.2/1.3 protocol.
- Backup of the Web Servers is taken as a daily VM snapshot and is stored for 7 days.
- Backup within Azure SQL Server MI includes transaction log backups every 5 to 10 minutes, which are retained for a seven-day period. All data is stored in geo-redundant storage BLOBs with replication only in UK data centres and allows for point in time restoration.
- Access to WPC cloud solution is restricted to authorised users only, with role-based access being key to system authentication. Access to the service can be restricted in a number of ways. Options include:
 - A two-step authentication process, where a user is required to log-in to access the service prior to logging into the application itself.
 - IP Address Restriction to a customer network.
 - Two-factor authentication using mobile application (additional costs and configuration may apply)
 - Potential integration with Azure Active Directory (additional costs and configuration may apply).
- WPC perform regular internal penetration tests and other security checks on our software. Internally, we make use of the Burp Penetration Test suite, which automatically detects and highlights any possible vulnerability from SQL Injection to Cross Site Scripting to authentication/password protocols. Third-party penetration tests are also commissioned annually on WPC products, as well as customer-commissioned penetration testing taking place regularly. Any highlighted issues raised by internal or external testing are prioritised for immediate resolution, retesting and release.

The above outlines the standard cloud software offering. Customers will need to discuss requirements with WPC should alternative options around resiliency and configuration be required. Additional details are available in WPC's Cloud Security Principles and Information Assurance documentation, which is available upon request.

Service management details

Software support

Software support is provided by WPC Software's dedicated team of developers. The support is provided from 8:30am to 5:30pm Monday to Friday (excluding English public holidays). When

purchasing support each customer is entitled to receive fixes and upgrades to the version of the application they are using.

WPC has active User Groups for each of its products, all new customers will be invited to join and become an active member of the user group community. Each group is entitled to a number of development days within the support agreement, new customers will be able to influence the direction and development of the application.

Service Levels

WPC Software's service levels and support guidance is outlined within our Support Issue Management Process guidance, which is available upon request. Our standard SLA for software support is:

Priority	Time to respond	Regularity of Updates	Time to fix
Critical	4 working hours	Every 1 working hour	4 working hours
Major	4 working hours	Every 4 working hours	8 working hours
Minor	8 working hours	Every 2 working days	2 working days
Cosmetic / Trivial	2 working days	Every 2 working days	Next release, or earlier by agreement.

As part of the basic package, WPC cloud software is delivered through Microsoft Azure and has an availability of 99.95% on a monthly basis.

Service constraints

All software upgrades and patches are applied by WPC Software and agreed in advance with the customer. Planned maintenance of the product cloud service occurs on the second Tuesday of every month between the hours of 18:00 and 23:30. Urgent security patches may be applied on an ad-hoc basis if required and any possible downtime will be notified to the customer.

Details of the level of backup/restore and disaster recovery that will be provided

Backup of the Web Servers is taken as a daily VM snapshot and is stored for 7 days.

Backup within Azure SQL Server MI includes transaction log backups every 5 to 10 minutes, which are retained for a seven-day period. All data is stored in geo-redundant storage BLOBs with replication only in UK data centres and allows for point in time restoration.

Disaster Recovery

As part of our standard service, backups are stored at a remote site. In the event of a major failure affecting the primary data centre, WPC Software will endeavour to re-provision the environment within the second data centre, subject to capacity. In a complete disaster the RPO would be "up to" 60 minutes with an RTO of 1 working day.

Training

WPC Software have a team of trainers available to train end users in the use of our systems. Prices for training can be supplied on request based upon our advertised daily rate.

On-boarding and Off-boarding processes/scope etc.

On Boarding

Prior to the service commencing WPC Software will appoint a Project Manager. The Project Manager will obtain information including the following from the customer:

- The configuration details for the product
- A copy of any data to be migrated into the system
- Quantity of users requiring access and resource requirements
- List of users requiring access and privileges
- The training requirements for the users

Once this information has been gathered the Project Manager will put together a project plan to complete the On-Boarding process. This project plan will identify the actions and timeframes to complete a successful start to the contract.

Off Boarding

When a termination date has been agreed WPC Software will archive the customer data in an agreed format. This data will be sent to the customer in a secure manner. The service will be switched off at the point of data archiving and service termination. All data will be securely deleted.

The price for completing the On-boarding and Off-Boarding can be provided following consultation with WPC and dependent on customer needs.

Customer responsibilities

Any customer using the hosted service is responsible for the content of data held on the system.

The customer is responsible for obtaining connectivity to the system within their own network.

The customer is responsible to ensure all users of the system are aware of the service definition and the constraints / Service Levels provided by the system.

Technical requirements

Consumers will require appropriate network connectivity such as internet access. Where required, consumers are responsible for procuring and managing appropriate devices or software to meet the requirement for data security over the various forms of connectivity.

Customers will require access to a modern up to date browser to use WPC cloud software.

Ordering and invoicing process

Communication with WPC Software should be made to ensure the correct elements have been specified. Once concluded a purchase order should be sent to the WPC Software Account Manager. Invoicing will be sent based on agreed payment profile or as outlined within the quotation, with payment required within 30 days.

Termination terms

The contract can be terminated with 30 days' notice. On the day of termination, the customer data will be archived and sent securely to the customer. Once terminated system access will be removed and restoration of the service will not be possible.