G Cloud 14 Service Description

Agile SaaS: Built Environment, Public Protection and Environmental Services suite

What's not included?

- Licensing of Microsoft services
- Support of Microsoft services

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Service Definition

This Service Definition applies to Agile SaaS: solutions for UK Local Authority customers in Land and Property, Public Protection and Environmental services. Agile SaaS: solutions are supplied and directly supported by Agile Applications Limited.

Overview – Agile SaaS

The following Agile SaaS: modules are available individually or in any combination:

• Planning / Development Control

• Building Control

• Local Land Charges

• Environmental Health

• Trading Standards

• Licensing

• Housing Grants

• Waste and recycling operations

• Environmental services

• Garden Waste

Standard service

Agile SaaS: is available as Software as a Service (SaaS).

Agile SaaS: is based on a property database which ensures that core information is held once and shared across all records. It has a comprehensive set of APIs for the purposes of integration and automation. It is highly configurable and can accommodate large and small administrations or those involved in shared services.

The standard service fees for Agile SaaS: include updates to existing modules to keep pace with legislative change.

The modules listed overleaf are integrated with Agile GIS for spatial integration. This provides the ability to plot the spatial extent of an application / case and perform spatial queries and return results from both customer-supplied and open access published data.

Online submission of applications, comments and requests for service/complaints is provided via the Agile Citizen Portal for the specific solutions listed in the Citizen Portal section.

Mobile working functionality is provided by the Agile@WORK productivity app for the specific solutions listed in the Agile@WORK section.

Modules

The following modules are available individually or in any combination:

Agile Built Environment

- **Planning / Development Control** –The solution provides functionality for the "end to end" back-office planning process from receipt of an application via manual entry or the national 1APP Planning Portal. It provides the ability to generate committee reports and manage the entire consultation process including neighbours and statutory bodies. The Planning / Development Control application also includes comprehensive modules for the management of Pre-Applications, Enforcements, Tree Preservation Orders and Listed Buildings.

- **Building Control** – Comprehensive management and processing of all types of Building Control applications with modules for Competent Persons and Dangerous Structures

- **Local Land Charges** – Complete management of the Land Charges process including the LLC1 register and the CON29 supplied with NLIS Level 3 connector. Register Management Tool allowing for creating, editing, and deleting registrations. Integration with HMLR service allows for automatic updates of the national LLC1 register.

Public Protection

- **Environmental Health** - The system provides for service requests, routine, and proactive work, permitted processes, HMOs, pest contracts, private water supplies, contaminated land, samples, accidents, notices, infectious diseases, anti-social behaviour, public health burials, dogs, and commercial premises, generating documents and emails as required and includes all statutory reports as standard.

- **Trading Standards** – Case management system for trading standards, including scheduled inspections and investigation work, and seamlessly imports notifications and referrals from the Citizen's Advice Bureau. Comprehensive metrology, animal health, feed, and food standards (FSDM) modules are included.

- **Licensing** – All types of premises, people and vehicle licensing including online application forms, consultation, and public registers, including renewals via the user portal so licensees can manage their own applications in one place. Integration

- **Housing Grants** – Processing of all types of grants and loans, including contractor management, approvals, and payments. Statutory returns are all included, and all documentation can be produced throughout the entire process.

Environmental Services

- **Waste / Recycling Operations Management** – Management and processing of service requests related to waste and cleansing including commercial and residential bin / container management, collection scheduling and contract administration

- **Garden Waste** – Management of citizen garden waste subscription service including online payments, processing of service requests and routing to third-party contractor systems

Citizen Portal

Online submission of applications, comments and requests for service/complaints is provided via the Agile Citizen Portal for the specific solutions listed in this section. The Citizen Portal provides secure, two-way communication between the authority and citizens/agents who are registered users of the Citizen Portal.

- **Citizen Portal for Planning / Development Control**

  Provides the ability for all types of Planning / Development Control applications to be submitted online via citizen / agents including attached drawings/plans and online payment. Allows the public to review and comment on planning applications on-line including the ability to review supporting documentation.

- **Citizen Portal for Building Control**

  Provides the ability for citizens and agents to submit and pay for all types of Building Control applications online with attached drawings / plans
  Provides secure, two-way communication between the authority and citizens/agents who are registered users of the Citizen Portal.

- **Citizen Portal for Local Land Charges**

  Provides the ability for Local Land Charges search applications and payment to be submitted online via citizens/agents and for secure return of results to registered users of the Portal.

- **Citizen Portal for Environmental Health**

  Provides the ability for residents and businesses to make a request for service as well as view statutory registers in real time.

- **Citizen Portal for Licensing**

  Provides the ability for residents and businesses to apply for licences online and make payment as well as view licence registers.

Reporting and Dashboarding

Web based reporting and business intelligence module with ability to create enhanced dashboards using the Agile reporting suite or through an integration with Microsoft Power BI.

Mobile Working – Agile@WORK

Agile@WORK is an app that runs on Android, iOS, and Windows devices (mobiles, tablets, and laptops). It provides mobile working functionality for the Agile SaaS solutions listed below. The app works on and off-line for delivery of in field working with access to documents stored in a corporate SharePoint Online (where integrated with Agile SaaS).

- Planning / Development Control

- Building Control

- Public Protection

Agile@WORK enables officers to view, create and update tasks with text, photos, and video, even when offline and provides access to associated media files. Pending visit/inspection details and updated visits/inspection details are automatically downloaded from/uploaded to the Agile SaaS back office. Data will automatically synchronise whenever the officer has a data connection.

EDMS or SharePoint Integration

Integration with Microsoft SharePoint means that officers can view, save, and load documents from the SharePoint cloud using Agile SaaS in the office or Agile@WORK on the move. Shared documents can be modified by officers using a variety of popular tools including Microsoft Paint or Adobe.

To ensure data protection, all documents are stored within your organisations' SharePoint environment and remain under your direct control.

Agile SaaS Environment

Security

Agile SaaS: is delivered in the Microsoft Azure cloud via Microsoft-owned, ISO27001 certified data centres in the UK. Microsoft has extensive physical and logical controls in place conformant with a range of international standards.

Capacity

Agile SaaS: is delivered via Microsoft-owned, ISO27001 certified data centres in the UK. Agile SaaS: includes:

- Application and Service Management

- Upgrades, backups, support, and maintenance

- Optional premium disaster recovery to another data centre at additional cost

Backup / restore and disaster recovery

Agile SaaS operates in a virtualised environment with inbuilt resilience which means that in the event of physical hardware failure of the host system, the environment will continue to function.

During core operating hours (Monday to Friday 9.00am to 5.30pm – Local Authority access), Agile Applications monitors the computing, operating, and networking infrastructure to detect and correct abnormalities. This includes network monitoring, load-balancing services to distribute load and redundancy across application servers, server and database monitoring, firewall monitoring and intrusion detection. The Hosting Service is monitored throughout the day via a secure Management Dashboard that gives the Agile infrastructure team up to date insight on performance, alerts on upcoming maintenance and advisories on any potential network disruption.

Backup

Data is automatically backed up throughout the day by automated processes running hourly for incremental backups and with a full overnight back up run daily. Data is retained for 7 days as standard, with options available to retain backups for three monthly or six-monthly periods if required.

Overnight security backups run automatically out of service hours and take into account system availability requirements and batch routines.

Disaster Recovery

The optional Azure Site Recovery service maintains a copy of the customer's Agile SaaS environment in a different geographical region within Azure, typically UK South and UK West. This means that, if there are any issues with the UK South environment, traffic will be redirected to the UK West environment / resources.

Agile is ISO27001accredited and has a Business Continuity Plan and policies, processes, and procedures in place to facilitate Disaster Recovery.

On-boarding

Agile SaaS:

Our on-boarding package includes project management, consultancy, and training. Data migration and any other associated services will be provided at a fixed price based on the SFIA rate card.

To ensure effective use of Agile SaaS: the onboarding phase covers:

- Configuration and personalisation of the Agile SaaS

- The set-up of System Administrator access to your pre-configured environment

- Data migration from existing system

- Training services

We will discuss and agree these services with you for inclusion in the G Cloud Call Off contract.

Agile@WORK

To ensure effective use of Agile@WORK, the onboarding phase covers:

- Set up and test of Agile@WORK connectivity to the Agile SaaS environment to provide a seamless app to back-office experience.

- Set up and test of example work items transfer from the Agile SaaS calendar to Agile@WORK

- Training

Off-boarding

Agile SaaS

When the contract expires naturally, we will let the customer know that the exit process is underway. The process is managed via a plan delivered by a nominated Agile Project Manager working in partnership with the customer's nominated transition manager. We expect to deliver customer data within 10 working days' notice of termination. We will provide an extract from the data as an export in CSV format for testing purposes. Data export in formats other than CSV is by negotiation at our SFIA published rates.

Following written sign off from the customer, the final data export will be produced in CSV format as standard (with other formats by negotiation). All related customer specific material is securely deleted from the hosted environment. Data is kept until full validation and sign-off by the customer. Beyond a data retention period of (a number of days agreed as per the contract) after the project work has been completed, this data will be securely deleted. The charge for this service is £5,000. However, if the customer chooses to terminate ahead of the normal contract expiry date, there may be additional Services costs associated with the off-boarding process.

Agile@WORK

Data is not held within the Agile@WORK app. All files are deleted when the user logs out. Termination of your Agile SaaS contract will automatically disable Agile@WORK functionality.

Service management

Agile SaaS: is managed by our Infrastructure team with requests for service co-ordinated via our Help Desk (which provides online fault reporting 24 x 7). The Help Desk, under the Operations Director and working closely with your Agile Account Manager, is responsible for the ongoing relationship and will provide assistance with reporting, incident escalation and continual service improvement. The Infrastructure team will manage processes such as Incident, Problem and Change Management.

Service constraints

Mobile device specification

Whilst there is no requirement to use a specific mobile device with Agile@WORK, Agile recommends the use of Android devices. There is no minimum device storage requirement. Agile@WORK supports different file types for documents to be downloaded and the relevant programs must exist on the device. For example, users will require Word on the device to open Word documents.

Maintenance

Planned maintenance is carried out during the maintenance window of midnight to 6.00am UK time; and any unscheduled maintenance is performed outside core operating hours (Monday to Friday 9.00am to 5.30pm – Local Authority access), in which case we endeavour to give customers at least 24 hours' notice in advance.

Availability

Agile SaaS is available 24/7, except for planned and emergency maintenance and with 99.5% - 99.9% availability as defined by Microsoft's Online Services SLAs.

Performance

Performance may be affected by factors which are inherent to the transfer of data over communications networks and the internet, and which are therefore outside of Agile's direct control. Factors affecting individual users' experience can also include and bandwidth, reporting and business processes configured to retrieve large amounts of data.

Support hours

Help Desk support is available between 09:00 and 17:30 Monday to Friday (excluding Public Holidays). Calls can be logged 24x7 using our self-service portal.

Prioritising calls

The Service Desk will prioritise the call, in accordance with the severity of the incident:

Priority	Defined As
P1 (Critical)	System down - the service is unavailable to all Authorised Users
P2 (Medium)	Urgent – significant business impact - an important business function of the service is unavailable for all Authorised Users
P3	Standard – some business impact - important system features are unavailable and Agile can offer a workaround OR less significant features are unavailable and Agile do not have a reasonable workaround
P4	Requests for information, advice and /or guidance

The Help Desk will respond to a reported incident and aim to resolve operational and minor technical issues. If required, they will escalate the request to the relevant technical support team.

Agile will use reasonable endeavours to provide identification and resolution or mitigation (including provision of a temporary workaround) of operational bugs or errors in line with the target timescales below:

Priority	Resolution to the customer
P1	Initial response within one hour, time to fix target 8 working hours
P2	Initial response within four hours, time to fix target 3 working days
P3	Initial response within 8 working hours, time to fix next maintenance release
P4	Initial response 2 working days, time to resolve 5 working days

Training and documentation

Agile SaaS: is highly configurable and provides extensive functionality across a wide range of operational areas. For this reason, Agile provides training during on-boarding. This is delivered in various ways to suit customers' requirements and typically comprises a mix of on-site training, webinars, and online help within the solutions themselves.

Client responsibilities

You are responsible for:

- Meeting your obligations as the Data Controller

- Providing us with the contact information for your nominated system administration, data protection and security staff

- Ensuring that all authorised users are aware of their responsibilities for data security and for compliance with your own control and access management policies and any measures we advise

- Sourcing and maintaining client-side equipment, software and services required to run Agile SaaS:/Agile@WORK including network connectivity

- Provision of data in the format defined by Agile as appropriate

- Facilitating any third-party relationship and documentation that Agile requires in order to deliver the solution – for example, configuration of interfaces to any third-party systems

- Acting on any updates or advice that we provide to your Agile SaaS:/Agile@WORK system administrator

Technical requirements

Service dependencies

1. Agile SaaS: requires a URL to provide access to the service. This URL will access the securely hosted service and will require you to authenticate as per instructions provided in the initial set-up. Other pre-requisites may apply for optional modules or if any on-premises integration is required.

2. Agile@WORK is downloadable from Google Play and Apple's App store and requires credentials to be set up

3. We will detail technical requirements as part of the on-boarding process

Technical interfaces

Agile SaaS: supports the following browsers for access:

- Internet Explorer 11
- Microsoft Edge
- Firefox
- Chrome

Client-side requirements

1. You will need to control and manage the access and responsibilities of your authorised users

2. Please nominate a Systems Administrator who will be responsible for the configuration of your authorised users' profiles

3. You may need to enable connectivity within your network infrastructure

4. The management of third parties to reconfigure and amend any required interfaces is the customer's responsibility

5. An appropriate Microsoft 365 licence to include MS Word and SharePoint Online

Administration and the Project Process

- Your Agile SaaS:/Agile@WORK implementation is delivered as a series of Work Packages

- It is our standard practice to deliver projects across a remote connection wherever possible. Work on site is by prior arrangement with our Project Management team.

- We ask you to provide as much prior notice as possible for on-site visits (e.g. training, technical meetings)

- Where site visits/consultancy are undertaken as part of this delivery, we will ask you to sign a Site Visit Report to confirm that work has been completed to your satisfaction and to identify any outstanding issues

We will provide you with a formal project plan and Project Initiation Document (PID) for your implementation. This will need your approval before the project can begin.

Part of the PID output will be to create a detailed Work Package setting out your obligations, roles, responsibilities, and pre-project requirements together with mutually agreed dates for implementation and other professional services (Work Packages).

At key stages of the project, we will ask you for your written confirmation of approval of the professional services work completed.

This will include:
- When professional services work is put into the test environment and requires user testing

- Before the professional services work is moved to the live environment

- When the live environment has been updated in any way

- When any new services are installed on your system

Please note that:

- We need your approval/ sign-off before the next stage of the project can begin and your sign-off is needed at every key stage for the project to continue.

- We ask you to test any professional services work supplied that requires testing within 10 days of delivery.

- If testing is not completed within this time, we will consider the professional services work completed. Any further changes will be subject to a further specification and charges.

- Where professional services work is signed off and you subsequently wish to make changes, this professional services work will be outside of the scope of the original implementation project and therefore subject to a consultancy charge.

- When a project concludes, we will consider the project as completed if we have not received your sign-off within 10 days of the date of completion. We will invoice you for any outstanding amounts at this point.

Request a demonstration

We would be pleased to demonstrate Agile SaaS: Please contact us at info@agileapplications.co.uk to arrange this.