

Service Definition

247lib.com

Perendie's Leadership,
Governance & Management
Platform

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Perendie's Leadership, Governance and Management Platform

Delivery partner name – ANS (Applied Network Solutions and Amlib UK)

Perendie's Leadership, Governance and Management Platform (LGMP) identifies and helps to realise service improvements and cost reductions of around 20% by transforming the leadership, governance and management of organisations, and is self-funding if you take the opportunities identified. Please go to www.perendie.com for a fuller description.

Organisations divide people and other resources, but productivity depends on resources co-operating across organisational and disciplinary boundaries. The integration, transparency, inclusion and predictability which LGMP provides improves an organisation's communication, coordination and collaboration. Better information and coordination and greater equity increase motivation and productivity which expedite outcomes which increases revenue and reduces costs.

Service features

Purpose Leaders are helped to define and relate the future outcomes.

Integration Everything produced, done and employed is connected.

Transparency Anyone can see what everyone is producing, doing and using.

Inclusion Everyone is empowered to say what they will measurably contribute.

Predictability The probability of people achieving their outcomes is predicted.

Productivity People with released time deliver under-resourced outcomes.

Profit Processes and products which don't deliver the required outcomes are stopped.

Time The automatable aspects of leadership, governance and management are automated.

Service benefits

Facilitates leadership

Strengthens governance

Improves services and increases revenue

Reduces bureaucracy and cost

Identifies risks and prevents problems

Increases flexibility and enables rapid change

Promotes collaboration

Empowers and motivates people

Extends diversity and fulfils aspirations

Increases productivity

Applications of Perendie's LGMP can be explored at the following sites:

1. <https://bms.LGMP/ACCA> Association of Chartered Certified Accountants
2. <https://bms.LGMP/AWG> An Anglian water company
3. <https://bms.LGMP/CT/> Caring Together, a charity supporting carers
4. <https://bms.LGMP/HSBC> A multinational banking and financial services company
5. <https://bms.LGMP/KCH/> King's College Hospital NHS Foundation Trust
6. <https://bms.LGMP/PwC> A multinational professional services network of firms
7. <https://bms.LGMP/RBKC> Royal Borough of Kensington & Chelsea
8. <https://bms.LGMP/Wickes> A home improvement retailer and garden centre

Pricing

Perendie's LGMP is applied in three phases.

PHASE 1 - FUTURE-PROOFING Envisages the future and what the organisation will need to produce, do and employ to thrive in that world £10,000

PHASE 2 - CORPORATE ALIGNMENT Asks everyone to specify and commit to what they'll deliver to implement the strategy £15,000

PHASE 3 - STRATEGY EXECUTION The platform manages the delivery of the required outcomes Annual software licence and consultancy support: £500 per user

LGMP is self-funding through the 20% productivity gains and savings it identifies.

Can buyers customise your service?

Yes

How can users customise your service?

Describe:

- what can be customised

- how users can customise

- who can customise

Users can add their strategy map, logo, currency, facility types, locations, periods and skills, and rename fields, headings and messages through LGMP. Users can define who is allowed to make these changes through LGMP.

247lib.com is a high security safe solution, which means that sensitive information and functionality is kept private to authorised users.

247lib.com provides unrivalled communication capabilities, which allows the librarians and users to communicate via OPACs, online surveys, email, print or SMS.

247lib.com utilises library and industry standards for classification, taxonomies, budgeting, acquisitions, finance, eCommerce and reporting, which means that information can be easily migrated to and from other information and library management systems.

Information assurance – Impact Level (IL) at which the G-Cloud Service is accredited to hold and process information

IL0. Most users run the solution as an ANS hosted service. Higher impact levels are supported through our hosting partners.

Open Standards supported and documented?

We comply with accepted open standards in IT and library management. These standards include XML, MARC 21, Z39.50, CSV, SQL, EDI and WSDL. These standards are fully supported by the ANS support team.

Open source software used and documented?

247lib.com uses the YAZ open source library for the Z39.50 client. Other open source software can be used with 247lib.com.

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

ANS has fully documented policies covering the backup and disaster recovery of information hosted by ANS. Because we use industry standard SQL database technology and standard web server technologies, 247lib.com can easily be implemented in any third party hosting centre.

247lib.com is designed to run on any cloud configuration which uses Microsoft .Net technologies.

247lib.com allows for the inclusion of firewalls, SSL, biometrics, encrypted databases, .Net security and special client side authentication.

A summary of our own hosted services is provided below:

- ✓ We tailor the security to the requirements of our users.
- ✓ A farm of web servers are used to share the workload among separate servers to provide for optimal uptime. No data is held on web servers, which would compromise security.
- ✓ A farm of database servers provide duplication of stored data, so that if one data

source fails, another data source will take over as the primary data source.

- ✓ Backups of information may be full or incremental with all backups taken offsite every day.
- ✓ Staff are fully trained and understand their responsibilities in the event of a disaster event.
- ✓ Our business continuity plan provides for the continuity of services in Coventry.

On-boarding and Off-boarding processes/scope

Information can be imported/exported in SQL, XML, MARC, MARC XML, CSV, Z39.50 and flat file formats. The information may be in Unicode, ASCII and foreign character sets with photos, book covers and images in jpg and gif formats. This allows us to rapidly import information from any other solution and conversely provide information for migration into other solutions rapidly and easily.

For real time synchronisation with other databases, 247lib.com allows the use of SQL triggers with associated stored procedures. This provides for the introduction of new processes without requiring programming.

247lib.com is based around web services technology, which means that new functionality can be added by reconfiguring/replacing one web service with another. This approach allows us to make optimal use of memory by eliminating unused functionality and therefore provide high performance.

Data location option can be defined by user?

Users can use the data centre of their choice.

Details of other thin client modes

247lib.com supports web browsers as listed together with Android, iPad and mobile devices. 'Apps' are available for iPhones and Android phones.

Other client software that may be used with the service

Android and iPad devices

Pricing (including unit prices, volume discounts (if any), data extraction etc

Annual rental fees:

£500 per user

Migration and consultancy:

- ✓ £ 1000 – installation
- ✓ £ 900 – project management per man day
- ✓ £ 700 – consultancy per man day
- ✓ £ 800 – per trainer day
- ✓ Travel, subsistence and mileage costs will be charged at cost.

Discounts:

Educational Discounts are available for schools, colleges and universities - please call for details
5% for orders over £ 30,000

Service management details

Included in our standard service is:

- ✓ Support desk responding to hotline and email queries
- ✓ Access to our client area where you can document issues and get written responses
- ✓ Upgrades and maintenance releases of 247lib.com
- ✓ Remote online support can be provided to third party hosting centres - £ 2000 per annum

- ✓ Our standard service is offered between 09:00 am and 17:30 pm from Monday to Friday excluding public holidays.
- ✓ Extended hours services can be provided:
 - ✓ £ 2000 per annum for extended hour support to 22:00 pm.
 - ✓ Additional service levels and tailored support services can be provided.

Service constraints (e.g. maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc.)

ANS impose no limitations on the degree of customisation, which you can undertake. When maintenance releases are available you will be informed and a preferred upgrade date will be agreed in partnership with you.

Service Levels (e.g. performance, availability, support hours, severity definitions etc.)

ANS ensure that the solution has 98% availability.

ANS will endeavour to perform housekeeping tasks outside peak hours of usage where these can be made known.

Where issues have been made known to our hotline, ANS will respond within 4 hours with an answer to the query raised.

Support boundaries / interfaces documented

Our support service includes hotline support, email support, onsite support, website knowledge base for downloads, free 'how to' guides and documentation, free training guides

Performance attributes defined and documented

The solution is very robust and you will get at least 98% uptime. The speed of response is usually less than a second. But where you are accessing external sources such as other library systems using Z39.50 for example, the speed may be limited by the connection speeds to those data sources.

Support service provided and documented

Our support service includes hotline support, email support, onsite support, website knowledge base for downloads, free 'how to' guides and documentation, free training guides

Time for provisioning/de-provisioning documented

We can provision the service in less than 24 hours.

Financial recompense model for not meeting service levels

A 1% discount on the following years rental fee will be given for any distinct service level which is breached.

Training

ANS provide a standard introductory course for 247lib.com, which takes a day. Further training is provided dependent on the role.

Ordering and invoicing process

Customers should place orders to ANS using the Government Procurement Service pro-forma via

email, post or fax. Our customer relationship management (CRM) system records and tracks all customers queries and request.

Invoicing terms can be agreed dependant on the agreed provision of specific services:

- ✓ IAAS - monthly in arrears depending on the amount of usage and /or users
- ✓ PaaS - monthly in arrears
- ✓ SaaS - monthly in advance
- ✓ Services - either monthly in arrears, or at milestones, or at the end of a work package.

Any setting up or other start up fees agreed in advance with customers would be payable with the first invoice. Similarly any termination fees agreed in advance with customers would be payable with the last invoice. Also see individual partner company standard terms and conditions. Payment terms – 28 days or, if an organisation is signed up to the Government 'prompt payment' initiative, then it is 10 days.

Termination terms

3 months' notice must be provided in writing for termination of the rental agreement by the consumer. ANS will provide 12 month's notice of any potential removal of the service.

Data restoration / service migration

If all inputs to the solution are provided in XML, MARC or CSV format, ANS will import the information in less than 5 days.

ANS consultants are skilled in data migrations and can provide guidance as to how to minimise the migration time and cost to move to 247lib.com.

ANS can undertake the complete migration for you on request. Our charges depend on the duration of the migration tasks.

247lib.com allows all information to be exported in SQL, XML, MARC, CSV and flat file format very quickly and easily using the reporting module of 247lib.com for migrating information to other systems.

Consumer responsibilities

The Consumer is responsible for ensuring the security of access to their users' user names, passwords and PIN numbers.

The Consumer must make reasonable endeavours to ensure that they do not reverse engineer or copy any part of the 247lib.com solution.

Technical requirements (service dependencies and detailed technical interfaces, e.g. client side requirements, bandwidth/latency requirements etc.)

247lib.com requires the Microsoft .Net framework to be loaded on the web servers.

Microsoft SQL Server Express Edition will be used as the default database. Additional fees are payable to Microsoft, if the database exceeds 10 Gigabytes in accordance with Microsoft's licensing policies.

ANS provides a fast uncontended 2Mb leased line. If you utilise more than 2Mb uncontended bandwidth, additional bandwidth may be purchased.

Details of any trial service available

A trial service is available.

Exit Process for data extraction and removal

All the information and system parameters are stored within an SQL database. You can use any SQL extraction tool to extract information from the database into another system.

247lib.com has a very powerful reporting tool, which allows the dynamic extraction of selected information into CSV, SQL, XML, flat files, MS-Word and Excel formats.

Pictures, photos and images will be exported in their original format e.g. jpg or gif.

The cataloguing module allows for the dynamic import and export of information into MARC 21 format. Using Z39.50 you can import records from any Z39.50 source.

To allow other libraries to import information directly from your resources using Z39.50 you will need to purchase the Z39.50 server software.

On termination of the contract ANS will purge the system of all your information to agreed timescales and reformat the discs.

Information will be held in Unicode format within the database. All data held within the database may be extracted; there is no part of the information database, which cannot be extracted very easily using the 247lib.com reporting tool.

If you would like our consultants to perform the extraction, the information can be extracted in under a day for common formats at standard consultancy rates.

ANS will purge and destroy consumer data from any computers, storage devices and storage media that are to be retained by ANS after the end of the subscription period and the subsequent extraction of consumer data on request."

Name of ISO 27001 compliant data centre used to host services

TechGate PLC
HP hosting centres
IBM hosting centres