

. Service name

Service name

TRUSTMARQUE BEDROCK APPLICATION DEVELOPMENT SUPPORT

. About your service

Service description

Trustmarque provide development support to exploit data held within the Bedrock, real-time data warehouse and other data warehouses. This can include development of new applications or taking applications already developed for use on Bedrock in NHS and other organisations and configuring them for use to a customer's specific needs.

. Service features and benefits

Service features and benefits

- Service features
 - Professional expertise covering a wide range of technologies
 - Bespoke solution to meet specific needs; or
 - Configuring existing solutions for expedience and cost effectiveness
 - Ability to integrate wide ranging technologies
 - Access to niche technology partners deliver bespoke requirements
- Service benefits
 - Applications that deliver specific benefits you require
 - Delivery of productivity benefits
 - Cost efficiency and reduction
 - Operational efficiency
 - Reduction of risk and assurance of compliance requirements
 - Improvement in quality

. Planning

Planning

- Planning service
Yes
 - How the planning service works

We provide a comprehensive planning service which takes an idea, provides business analysis to detail the solution, development of test requirements, and designs a solution to need. Existing solutions can be reviewed to identify a close fit. Designs will include process, technology architecture and end user. Designs are built with the end users - through comprehensive workshops, and can be adjusted through the Agile methodology as they are built. Solutions will identify and conform to Secure by Design, GDPR, a range of specific regulatory requirements (e.g. DCB0129.) Our teams work against an Agile framework to deliver solutions. We deploy different skills at different stages of development from both our internal and partner teams.

- Planning service works with specific services

No

. Setup and migration

Setup and migration

- Setup or migration service available

Yes

- How the setup or migration service works

Based on the solution recommended at the define stage, any existing data or digital assets will be migrated to the proposed new solution using best practice including new dev, test and live environments fed with appropriate data , access controls and governance.

- Setup or migration service is for specific cloud services

No

. Quality assurance and performance testing

Quality assurance and performance testing

- Quality assurance and performance testing service

Yes

- How the quality assurance and performance testing works

Trustmarque have a professional and comprehensive training service and solution operated through our internal team "Acutest". This service can take requirements, and convert them into testing strategy, requirements and plans. Processes as well as the associated software and solutions can be tested. For more complex requirements automated testing can also be developed. This level of testing is of the highest quality, and deployed on critical applications such as migration of business critical systems. Where

required Trustmarque will design an appropriate testing solution for the presenting requirements.

. Security services

Security services

- Security services

Yes

- Security services type
 - Security strategy
 - Security risk management
 - Security design
 - Cyber security consultancy
 - Security testing
 - Security incident management
 - Security audit services
- Certified security testers

Yes

- Security testing certifications
 - GBEST
 - CHECK
 - CREST
 - Tigerscheme
 - Cyber Scheme

. Training

Training

- Training service provided

Yes

- How the training service works

Trustmarque can develop specific training for the application developed, and also training for the associated infrastructure in Azure and the underlying data technologies (e.g. Bedrock.). Training can be provided as a dedicated service, or we can develop training for handover to the customer and

provide "Train the Trainer" support. Comprehensive documentation and training materials can be developed, as well as experiential training.

- Training is tied to specific services

Yes

- Services the training service works with
 - Microsoft Azure
 - Bedrock
 - Associated developed applications

. Ongoing support

Ongoing support

- Ongoing support service

Yes

- Types of service supported
 - Buyer hosting or software
 - Hosting or software provided by your organisation
 - Hosting or software provided by a third-party organisation
- How the support service works

Trustmarque provides cloud hosting or software services either directly through its established service desk, or as part of its Azure service wrap. Hosting and software services supported vary in accordance with the presenting solution and requirements.

. Service scope

Service constraints

No constraints are identified. However, it should be recognised that this service established for a very specific and potentially unique solutions which may rely on broad technologies. Constraints may be identified in specific Use Cases.

. Reselling

Supplier type

- Supplier type

I'm a reseller providing extra features and support not available from the original supplier

- Organisation whose services are being resold
New Company Services Limited

. User support

Email or ticketing support

- Email or online ticketing support

Yes, at extra cost

- Support response times

Response times can be configured to the specific client requirement.

- User can manage status and priority of support tickets

Yes

- Online ticketing support accessibility

WCAG 2.1 AA or EN 301 549

Phone support

- Phone support

Yes

- Phone support availability

24 hours, 7 days a week

Web chat support

- Web chat support

Yes, at an extra cost

- Web chat support availability

24 hours, 7 days a week

- Web chat support accessibility standard

None or don't know

- How the web chat support is accessible

Web chat typically includes typical bulk support request tasks such as password reset, FAQ help etc. This depends on the nature of the bespoke solution.

- Web chat accessibility testing

Web chat testing is provided when configuring the service for the specific use case and requirement.

Support levels

Support levels can be configured against the requirements of the specific client use case and requirements. Support levels are typically levels 1st, 2nd and 3rd line support although can be configured to provide Resolver Group support for aspects of a solution. Support may further include on-going training or development support for users, and on-going configuration support for continued development (perpetual Beta.) Our solutions can include dedicated development support permanently assigned to the client where a number of such bespoke use cases are identified. Our solution includes the ability to call on flexible offshore resources (in accordance with good governance and data practices) with a range of technical skills on a flexible basis. Support services can be configured and costed in accordance with the presenting solution.

. Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Developed Vetting (DV)

. Standards and certifications

ISO/IEC 27001 certification

- ISO/IEC 27001 certification

Yes

- Who accredited the ISO/IEC 27001

LRQA

- ISO/IEC 27001 accreditation date

06/03/2023

- What the ISO/IEC 27001 doesn't cover

Anything that is NOT covered in the following: Information Security for the provision and support of the end-to-end IT services; software, cloud, cyber security, managed services and datacentre solutions; including strategy, planning and integration, licensing, deployment, and management of third-party service providers. In accordance with Statement of Applicability version 5.n.

ISO 28000:2007 certification

- ISO 28000:2007 certification

No

CSA STAR certification

- CSA STAR certification

No

PCI certification

- PCI certification

Yes

- Who accredited the PCI DSS certification

We maintain and host PCI DSS compliant solutions

- PCI DSS accreditation date

25/07/2023

- What the PCI DSS doesn't cover

Trustmarque is PCI-DSS Level 4 Compliant

Cyber essentials

- Cyber essentials

Yes

- Cyber essentials plus

Yes

Other security certifications

- Other security certifications

Yes

- Any other security certifications

- PSN

- ISO22301 (Continuity and Data Recovery)