

GC15 Service Definition Document

Service: NMPR Number Intel

Service Description

Additional NMPR Device Intel service requiring an active Device licence. Augments Device results by providing information on searched MSISDNs revealing porting history, number status& linked IMEI. Results automatically leveraged to enhance NMPR Device Intel results. Uses published, commercially available data not captured by IPA when used by a public authority.

This is an add-on service to the NMPR Device Intel service and requires an active licence for that service. It augments that service by providing information about entered MSISDNs such as number porting history, status and in many cases, the currently linked IMEI. The results are automatically leveraged during a search to enhance the NMPR Device Intel results, creating connections that may previously have been unknown. This service constitutes published, commercially available data and as such is not captured by IPA considerations when used by a public body.

Backup, Restore, Disaster Recovery

We operate multiple redundant compute, storage and front-end systems, auto-scaling to balance load. Backups are achieved through multiple copies of data replicated in real time. Restoration is not necessary, in the event of failure, inoperable nodes are removed and rebuilt through the normal replication process. Disaster recovery is similarly operated, being mitigated by the use of multiple data centres.

Onboarding and Offboarding

Onboarding for web UI users involves simply registering online for the service, their organisation having been granted registration capability by virtue of purchasing a licence. Offboarding for users consists of simply not using the service and after a period of inactivity their account will be disabled until such time as it is reinstated or removed permanently.

Constraints

This service may contain information that while not protectively marked should nonetheless be always treated as sensitive and only ever accessed if the user can honestly attest during use to have a lawful purpose under GDPR and/or PACE as appropriate to the user's role.

Licences for this service provide for unlimited users and usage for employees or authorised agents of the licenced organisation.

Support

Support requests should be sent to support@thenmpr.com. We will provide phone support on occasion in response to tickets raised by email. We aim to provide answers or clarifying questions within one business day of a support ticket being raised.

Technical Requirements

Only a modern web browser and an internet connection is required to access this service.

Outage and Maintenance Management

This is not an operationally critical system. Outages do not risk harm to persons or time-critical delays to business-as-usual operations. In the event of planned unavailability, users will be notified by email to relevant contacts.

Hosting Options and Locations

We host in multiple diverse locations in the UK, EU and USA. Users do not have options over this.

Access to Data (upon Exit)

Usage logs are always retained. They become the property of the vendor during use of the service. There are classes of data that users may submit through the service. We will dispose of this data if requested to do so in accordance with our Terms and Conditions but for security, those terms exclude extracting or returning the data. To this end, user must not submit data that they do not securely store elsewhere. We should only ever hold a copy of data.

Security

All our systems are managed (and audited by UKAS approved auditors) to ISO9001 and ISO27001 at a minimum, with CHECK approved penetration testing for systems containing sensitive data.