



Form Flow

**DYNAMIC CASE
MANAGEMENT**

**SERVICE DEFINITION
DOCUMENT**

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1. Contents

2.	FormFlow Overview.....	2
3.	Service features.....	3
3.1.	Citizen & User Entry Points (“Who Interacts”).....	4
3.2.	Form Design & Publishing (“How requests enter the service”).....	5
3.3.	Submission → Case Creation (“How a case begins”).....	6
3.4.	Case Management & Workflow (“How a case is fulfilled”).....	6
3.5.	Interaction Channels (“On-going communications”).....	6
3.6.	The Platform (“Secure Foundations”).....	7
4.	Onboarding and Offboarding	8
4.1.	Onboarding	8
4.2.	Offboarding	8
4.2.1.	End of contract data extraction	9
5.	The Digital Toolkit Platform	10
5.1.	Platform Security Architecture.....	10
5.2.	Disaster Recovery.....	11
6.	The Stiona Managed Service	12
6.1.	Service Level Agreements (SLAs)	12
6.2.	Support and Service Management.....	12
7.	Additional Professional Services – For Information Purposes	15
7.1.	Mobilisation services	15
7.2.	Enhanced Configuration & Solution design services.....	15
7.3.	Data Services.....	15
7.4.	Payment Services	16
7.5.	Enhanced Support/Extended hours	16
7.6.	Business Continuity planning & support.....	16
7.7.	Business security risk management support.....	16
7.8.	Custom development services	17
7.9.	Hosting Services	17

2. FormFlow Overview

FormFlow is a ***no-code 'Commercial off-the-Shelf' (COTS) Case Management solution*** that enables business users to configure accessible online forms to be consumed by a variety of users and case workflows to align to business processes.

The service is hosted in our Azure Digital Toolkit platform and can be fully supported by our managed service.

3. Service features

The FormFlow service offers extensive form customisation and workflow features to a variety of users.

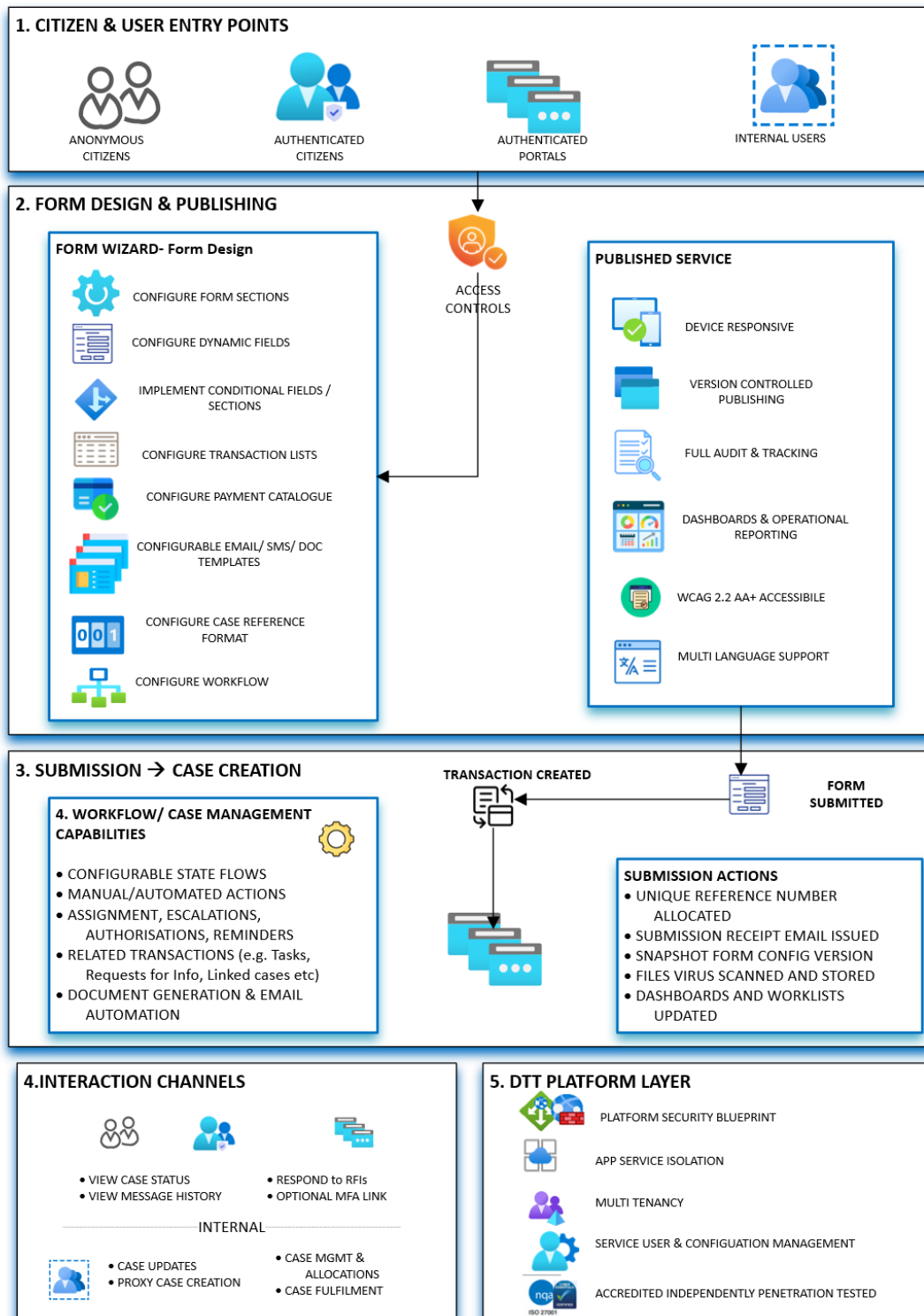


Diagram summary: The diagram illustrates the end-to-end journey within FormFlow. Citizens and users enter via anonymous forms, authenticated portals, or internal admin interfaces. Form design includes configuring fields, conditional logic, workflows, templates, and transaction lists.

Once submitted, a case is created with a unique reference, version snapshot, virus-scanned files, and dashboards are updated.

Workflow enables state transitions, assignments, automatic processes, escalations, notifications, and related transactions.

Interaction channels allow secure case updates and responses.

The Digital Toolkit platform provides security, tenancy management, service isolation, and configuration management.

3.1.Citizen & User Entry Points (“Who Interacts”)

FormFlow can be published to a variety of citizen and user entry points including:

- ***Anonymous citizen forms – with verification of SMS or email if required.***
- ***Authenticated citizens*** – the platform supports a variety of authentication providers including ADFS (Windows), Azure ID (Entra), Username and Password with SMS verification, NIDA and OpenID providers such as GOV.UK One. This can be extended
- ***Authenticated portals*** – FormFlow provides authenticated, role-based portals for distinct external user groups (e.g., organisations, solicitors, partner bodies). Using the platform’s *multi-tenant architecture*, each group is securely and logically separated from others, ensuring data isolation and controlled access. Each portal enables the group to manage its own administrators and users, giving them autonomy over user provisioning and access management while maintaining full separation and security between tenants.
- ***Internal users*** - FormFlow provides a comprehensive business administration service for internal users, tailored through role-based access controls. Depending on their assigned role, users can create or update forms, configure workflows, or manage and progress cases through the workflow.

The platform integrates with the organisation’s authentication provider via the identity service to deliver ***Single Sign-On (SSO)*** for provisioned internal administrative

users. Once authenticated, permissions are applied based on role, ensuring users only access the features relevant to their responsibilities.

3.2. Form Design & Publishing (“How requests enter the service”)

FormFlow internal users with the appropriate role can configure:

1. **Form pages, sections and fields**
2. **Conditional logic** within sections and fields
3. **Transaction list fields**
4. **Email, SMS and document templates**
5. **Case reference number format**
6. **Workflow logic**
7. **Payment catalogue and payment provider**

Once configured, the service can be published to the target user entry point(s). The published service will be:

Device responsive – All case management, workflow, and reporting features are available on both desktop and mobile; however, some advanced reporting or complex data-entry screens are easier to navigate on a larger desktop screen. There is no reduction in security or access controls across devices, ensuring consistent performance and functionality for all users.

Version controlled publishing – form configuration is snapshotted against each case submission, so the service implements version approval maintains traceability for data protection processes.

Audit – the platform audits and tracks user interactions and provides an event history for tracking as part of the case details

Dashboards & Operational Reporting - FormFlow implements some standard operational reports which can be linked to administrator dashboards including

- Number of cases submitted for a time range
- Average case processing time per user (from submission to end-state or completion)
- Number of cases completed per user for a time range

Additional reports can be provisioned at extra cost. See section 7.1 Mobilisation services below.

Accessibility – FormFlow is accessibility tested and independent verified at WCAG 2.2 AA and we are actively working towards AAA conformance.

Multi language support – FormFlow provides limited multi language support for citizen forms. It does not provide multi language support for business admin forms, just published citizen forms.

3.3.Submission → Case Creation (“How a case begins”)

Once a case is submitted, the service will:

1. **Allocate a unique reference number** based on the format configured
2. **Snapshot the form version** and store against the case
3. **Virus scan** case uploaded documentation
4. Issue a **submission receipt email** to the user
5. **Initiate the case management workflow** and update the admin transaction lists, create tasks and associated reporting.

3.4.Case Management & Workflow (“How a case is fulfilled”)

FormFlow offers *extensive workflow configuration* capabilities for case management including:

1. **Configurable state flows**
2. **Configurable actions** (manual and automated) including case assignments, escalations, assessments, approvals and reminders
3. **Case related transactions** including admin tasks, citizen requests for information and linked cases.
4. **Case document generation**
5. **Configurable email automations**

3.5.Interaction Channels (“On-going communications”)

FormFlow offers multiple mechanisms for **secure communications** between admin case workers, team leaders and citizens. Authentication and roles-based permissions govern the features offered to users. Secure requests for information can be initiated from within a case, so **all case communications can be encapsulated, audited and tracked within the case event history**.

3.6.The Platform (“Secure Foundations”)

The FormFlow service is provisioned on the Digital Toolkit platform hosted on the Stiona Toolkit Azure Cloud as standard. Should the business require the service to be hosted on a business owned instance, please see 7.9 Hosting Services.

The Digital Toolkit is a public cloud shared services platform that provides a suite of **reusable services** including the FormFlow Case Management service, backed by a core set of management microservices including Identity management, Service User Management, Configuration Management, Notifications Management, Payments services, Business and Portal Admin services.

The **platform is ISO27001 and ISO9001 accredited** and is built on a highly secure proven architecture which provides isolation of resources through autoscaling, load balancing, and logically separated multi-tenant architecture. Each customer’s environment is allocated dedicated or appropriately partitioned compute, storage, and database resources, ensuring that performance is not affected by activity from other users. This ensures **consistent, reliable performance for all customers**.

FormFlow service application is accessible from **supported web browsers** and does not require the Buyer to manage or control the underlying cloud infrastructure (unless linked to the Buyers own infrastructure by request).

4. Onboarding and Offboarding

4.1. Onboarding

We provide comprehensive online user documentation to help users begin using FormFlow. As part of standard service delivery, we will:

1. ***Publish the service to the target user groups*** (e.g. Citizen Portal, Authenticated citizen etc)
2. ***Configure the chosen authentication mechanism*** (if already supported by the platform identity service, additional integrations will cost extra)
3. ***Configure the service user roles*** applicable to each user group.
4. ***Create the initial 'Super' Admin users.***

Additional onboarding and mobilisation services are available at extra cost, including support with designing forms and workflows, business process mapping, forms configurations design, data migration, and remote or onsite user training. We can also assist with user testing preparation and execution to ensure a smooth and successful rollout where required. We highly recommend that for complex implementations that you consider mobilising our forms configuration design service support.

4.2. Offboarding

At the end of the contract, we provide a structured offboarding process to ensure a smooth transition. Included in the contract price are:

1. ***export of customer data*** in an Azure SQL supported format,
2. ***account closure***
3. ***revocation of user access for all user groups.*** This can be phased if required.

Users retain full ownership of their data.

Additional-cost services include assisted data migration, bespoke export formats, extended access beyond the contract end date, or support with transition to another supplier. All end-of-contract activities follow agreed security and data-retention requirements.

4.2.1. End of contract data extraction

All user data is ***encrypted in transit and at rest*** and stored in an Azure SQL database. Stored user details can be extracted in several ways. As standard, we provide a complete CSV export of all customer data at the end of the contract at no additional cost. Service configuration can be exported as JSON at any time. Additional export formats or structured migration support can be provided on request, subject to Azure SQL capabilities and may incur extra cost. All data extractions are delivered securely and follow agreed timelines and data-retention requirements.

5. The Digital Toolkit Platform

The Digital Toolkit platform is designed using a ***multi-layered security architecture that protects customer data, ensures resilient operation, and meets the security expectations of public sector organisations.***

5.1. Platform Security Architecture

1. **Hosting** – The FormFlow service runs in a high-availability architecture across Azure UK South and West data centres, with real-time replication of databases and file stores using geo-redundant services and SQL Failover Groups
2. **Network** – Network protections include
 - a. Private network or public sector network
 - b. TLS (Version 1.2 or above)
 - c. IPsec or TLS VPN gateway
3. **Identity & Access Management** – Is managed by the platform Identity service and includes
 - a. Authentication via Azure AD / the customer's configured identity provider
 - b. Single Sign-On (SSO) for internal admin users
 - c. Role-Based Access Control (RBAC) enforced at platform and application layers
 - d. Principle of least privilege for all roles
 - e. MFA enforced through the customer's IdP
4. **Multi tenancy security** – The platform supports multi tenancy and manages this through:
 - a. Logical separation of tenants within the platform
 - b. Strict segregation of data access paths
 - c. Tenant-specific roles, permissions, and boundaries
 - d. Isolation of workflows, forms, and case data
 - e. Isolation tested and validated during assurance activities
5. **Application Security** – We ensure the platform itself is built securely including
 - a. Logical separation of tenants within the platform
 - b. Strict segregation of data access paths
 - c. Tenant-specific roles, permissions, and boundaries
 - d. Isolation of workflows, forms, and case data
 - e. Isolation tested and validated during assurance activities

6. **Data Security** – Data is encrypted in transit and at rest in UK data centres. Database access is controlled by private networking and firewalls.
7. **Logging, Monitoring & Alerting** – Proactive monitoring and detection including real time anomaly detection and security alerts, extensive audit logging for authentication, data access and administrative actions.
8. **Vulnerability & Patch Management** – Regular penetration testing with a product roadmap including patch application for infrastructure components and scheduled application release with security updates if required.
9. **Data Protection & Compliance** – Compliance with UK GDPR and Data Protection Act 2018 including secure data management, retention and disposal processes. DPIA support additional cost services available if requested.

5.2. Disaster Recovery

Disaster Recovery capabilities are built into the Digital Toolkit platform as part of the **standard service**. The platform is hosted within Microsoft Azure UK regions using a resilient architecture designed to maintain availability in the event of a component or site-level failure. The standard DR capability includes:

1. **Resilient, multi-zone architecture**
2. **Encrypted, automated backups**
3. **Defined recovery objectives (RTO/RPO)**
4. **Platform-level failover processes** - Infrastructure and core platform services are configured with automated failover or rapid redeployment processes to minimise downtime in the event of failure.
5. **Regular (annual) testing and validation** - DR processes are periodically tested as part of ISO platform assurance activities to ensure recovery procedures remain effective
6. **Secure data restoration**

These Disaster Recovery capabilities relate to the resilience and recoverability of the Digital Toolkit platform itself. Stiona's support for customer-specific Business Continuity planning, operational continuity processes, or wider organisational risk management is not included as part of the standard service and is available as an optional, additional-cost professional service.

6. The Stiona Managed Service

Support for FormFlow is provided via ***the Stiona Managed Service from 08:00–18:00, Monday to Friday excluding Northern Ireland bank and public holidays.***

Standard Support ***includes email/ticket assistance and knowledge base access to user guidance material at no additional cost.*** Premium Support (optional) is available at additional cost and provides 24/7 phone/email support, faster SLAs, and access to a dedicated Technical Account Manager or Cloud Support Engineer, with pricing agreed per contract.

6.1. Service Level Agreements (SLAs)

Standard FormFlow support service SLA are highlighted below. Please contact us for full details of the Stiona Managed Service including definitions of priority levels and incident/problem management escalation processes.

Impact on service	Response Time	Resolution Time (Support)	Resolution Time (Defect)
Critical – P1	30 minutes	4 hours or as agreed by problem diagnosis	8 hours
High – P2	1 hour	6 hours or as agreed by problem diagnosis	32 hours
Moderate – P3	2 hours	8 hours or as agreed by problem diagnosis	Next planned release
Minor – P4	4 hours	12 hours or as agreed by problem diagnosis	Next planned release

Table 1 - Service Level Agreements

6.2. Support and Service Management

As standard, the FormFlow service support cost covers platform support and FormFlow incident/problem management including:

Platform costs cover:

1. **Live Support** including:
 - a. Incident Management & Reporting
 - b. Routine infrastructure maintenance
 - c. Bug fixing and security upgrade patching
 - d. Annual external Security Assurance Testing support and remediation
2. **Proactive optimisation** including:
 - a. Backups and disaster recovery
 - b. Automated transaction volume monitoring and scaling
 - c. Automated service health checks with configurable service availability alerts
3. **Platform governance** including:
 - a. Disaster recovery planning
 - b. User role reviews and MFA compliance

Incident/Problem management support includes:

1. Access to the **Stiona Service Desk for logging incidents** during standard support hours.
2. **Incident triage and prioritisation** based on severity and impact.
3. **Response and resolution** of service incidents, including workarounds where needed.
4. **Restoration of normal service** following platform issues or outages.
5. **Identification of recurring or underlying issues** impacting stability or user experience.
6. **Implementation of permanent fixes or corrective actions** to prevent recurrence (where within platform or service scope).

Stiona can provide a comprehensive Managed Service that covers all aspects of support and service management for the Digital Toolkit platform. This includes incident resolution, request fulfilment, system monitoring, change control, release

management, and ongoing communication with the customer to ensure stable and reliable service performance.

Additional support and service management are available at additional cost. See section 7.5 Enhanced Support/Extended hours.

7. Additional Professional Services – For Information Purposes

Stiona can also offer the following service and customer delivery support services at additional cost:

7.1.Mobilisation services

Stiona can provide customers with additional support throughout the delivery period from contract award to the point the service becomes operational and under Managed service scope. This includes

1. Project/Programme planning and co-ordination
2. Business Process design and optimisation
3. Planning and guided User Acceptance Testing
4. Implementation planning
5. Data migration support
6. Customer engagement support
7. Training materials and delivery via multiple channels
8. Change Management activities

7.2.Enhanced Configuration & Solution design services

We offer additional design services that go beyond standard onboarding into deeper implementation work including:

1. Advanced workflow design and optimisation
2. Advanced Form design and configuration services
3. Integration and design workshops
4. Requirements gathering / discovery sessions
5. Process mapping and business process re-engineering

7.3.Data Services

We offer additional data management services including:

1. Complex data migration support (multiple sources, data transformations and complex cleansing)
2. Legacy system extraction consultancy

3. Data modelling and design

7.4.Payment Services

We offer additional payment management services including:

1. Assistance in establishing the payment product catalogue configuration
2. Integration to payment provider(s) other than Worldpay or Gov.UK Pay
3. Additional payment reporting

7.5.Enhanced Support/Extended hours

We can offer enhanced or extended support on request including:

1. Extended service desk hours
2. Out of hours incident response
3. Priority Service levels with faster SLAs
4. Scheduled Evening/ Weekend maintenance windows
5. Extended proactive monitoring and notifications
6. Regular service review reporting and meetings

7.6.Business Continuity planning & support

We offer additional business continuity planning and support services including:

1. Helping the customer write or update their BC plan
2. Running BC workshops with stakeholders
3. Scenario modelling and impact assessments
4. Establishing customer playbooks or continuity checklists

7.7.Business security risk management support

We offer additional business security risk management services including:

1. Threat and risk assessments
2. Security policy development
3. Governance and compliance reviews
4. Support in meeting internal audit requirements

7.8. Custom development services

We offer additional custom development services including:

1. Bespoke module or feature development
2. Custom reporting/dashboard creation
3. Custom front-end design for forms and portals
4. Branding and UX improvements
5. Enhanced document management and bundling solutions
6. Enhanced Reporting services linked to service dashboards

7.9. Hosting Services

As standard, the FormFlow service will be provisioned and hosted on the Stiona Digital Toolkit. We can also provision the Digital Toolkit platform and FormFlow service onto another business Azure subscription at additional cost if required. Custom URL(s) and/or DNS configuration would be additional.