

WPC Inn Keeper Service Definition

Product Overview

WPC Inn Keeper is a browser-based system that provides an efficient and user-friendly solution to support the licensing function of the police. It combines the administrative needs of liquor licensing with a powerful intelligence capability, delivering information on alcohol related crime and disorder. It is an established customisable system for the recording of information and tracking of premises, people and activities related to liquor and other forms of licensing.

WPC Inn Keeper is comprised of a variety of records. The main areas of the system include the Premises records, the Person records, and the Incident/Visit records. These records along with other information such as applications, owners, licence holders and a range of management reports, provide users with a full picture of licensed venues, their history, and their performance.

The Premises record is designed to allow licensing officers to easily manage data relating to licensed premises, and allows operational officers to gain access to licence information on the go. Applications can be tracked and objections raised. A traffic light system is used to grade premises. This can be configured by the administrator to flag up problem premises and attention notices can be attached to highlight a particular area of enforcement.

The individual person record shows all the information regarding “responsible people”, particularly in relation to qualifications, personal licences and individual warnings. There is further information available which enables a user to drill down to specific information, building up a picture of all of their previous licences, associated premises and if any problems were reported.

Details of any incidents, which occur and involve either a premises or person can be recorded within the system, as can any visits or inspections carried out. This information is a valuable tool for officers when managing problem premises, or tracking the type of incidents which occur regularly within the force area. The recording of incidents within the system can flag up issues with a premises or licensee; the MIS within the system enables an officer to highlight hot spots and take measures to combat any further issues.

WPC Inn Keeper provides access to licensing data throughout the whole force area, meaning vital information is easily available to all officers. As the system is browser-based, it can be used across any mobile or tablet device. This enables a user to have consistent, quality data in real time, on the go. This in turn enables fast and effective decision-making.

The system includes several dashboard facilities that allows users to efficiently manage their workload. The dashboard facility also provides shortcuts to navigate through the system. The general search feature, accessible from anywhere, allows users to search for any record within the system easily. The system also includes a comprehensive tasking module to manage licensing activity and response.

WPC Inn Keeper has various searching and reporting tools that allow for the reporting and statistical analysis of information stored within the system. The MIS (Management Information System) enables officers to highlight problem locations and take proactive measures to combat any further issues. The tracking of activity within premises means WPC Inn Keeper can highlight problem locations, giving officers the full picture of alcohol-related disorder and other licensing infringements. The system includes a general search feature that allows users to search for any record within the system easily.

WPC Inn Keeper Features

- Manages all alcohol licensing information
- Modern and intuitive user interface
- Record and manage all visits and incidents
- Manage all applications while keeping a full application history
- Browser-based system
- Can be used on mobile and tablet devices
- Flexible tasking feature
- Force-wide access
- Highlights problem locations
- Various reporting tools
- Premises traffic light grading system
- Dashboards
- Search facilities
- Flexible and granular user permissions
- Regularly updates in line with latest legislation
- Full person history
- Full audit trail
- Document management system

WPC Inn Keeper Technical Overview

WPC Inn Keeper is a web-based application making use of the latest web development methodologies and technologies. This section is a high-level technical overview of the solution.

Cloud Software and Information Assurance

WPC Products delivered as a cloud service is delivered by WPC Software through our cloud-hosting partner Microsoft Azure.

WPC has a fully implemented Information Security Management System, which outlines the governance and clear responsibilities relating to information security including the cloud service provided. The ISMS is accredited to ISO27001. WPC Software also holds ISO9001 and Cyber Essentials Plus accreditation.

Microsoft Azure undertake formal accreditation activities and accreditations include NPIRMT – PASF, Cyber Essentials Plus, CIS Benchmarks, CSA STAR Certification, ISO 20000, ISO 22301, ISO 27001, ISO 27018, ISO 27701, ISO 9001, and SOC 1/2/3.

All data centres used by WPC are highly resilient, UK-based and separated by >100 miles for geographical diversity.

Relevant WPC staff are vetted to NPPV3 level and are Security Cleared.

WPC Cloud Products standard package

WPC Products can be delivered as cloud software through Microsoft Azure. The standard service includes:

- Provision of a multi-tenanted environment within Microsoft Azure. Separation between customers is ensured with completely individual databases dedicated to the customer along with dedicated credentials.
- Delivery of Premium Disk/High Memory Trusted Launch Web Servers through Azure IaaS Compute which are scalable to meet customer needs.
- Azure SQL Server Managed Instance with provision for up to 500GB of storage per customer (individual files should not exceed 50MB).
- Both the Web and Database environments are provided with 99.95% availability.
- All data is stored in a clustered environment with three copies within geo-redundant data centres, with each data centre within the UK.
- Access via Standard Internet connectivity over common protocols - namely HTTPS, using a SHA-256 Secure Hash Algorithm and TLS 1.2/1.3 protocol.
- Backup of the Web Servers is taken as a daily VM snapshot and is stored for 7 days.
- Backup within Azure SQL Server MI includes transaction log backups every 5 to 10 minutes, which are retained for a seven-day period. All data is stored in geo-redundant storage BLOBs with replication only in UK data centres and allows for point in time restoration.
- Access to WPC cloud solution is restricted to authorised users only, with role-based access being key to system authentication. Access to the service can be restricted in a number of ways. Our Standards options include:
 - A two-step authentication process, where a user is required to log-in to access the service prior to logging into the application itself.
 - IP Address Restriction to a customer network.
 - Possible integration with Microsoft Entra ID

In addition, WPC also offer the following authentication methods, although these would need to be discussed and confirmed with WPC Software.

- Two-factor authentication using mobile application (additional costs and configuration may apply)
- WPC perform regular internal penetration tests and other security checks on our software. Internally, we make use of the Burp Penetration Test suite, which automatically detects and highlights any possible vulnerability from SQL Injection to Cross Site Scripting to authentication/password protocols. Any highlighted issues raised by internal or external testing are prioritised for immediate resolution, retesting and release.

The above outlines the standard cloud software offering. Customers will need to discuss requirements with WPC should alternative options around resiliency and configuration be required. Additional details are available in WPC's Cloud Security Principles and Information Assurance documentation, which is available upon request.

Service management details

Software support

Software support is provided by WPC Software's dedicated team of developers. The support is provided from 8:30am to 5:30pm Monday to Friday (excluding English public holidays). When purchasing support each customer is entitled to receive fixes and upgrades to the version of the application they are using.

WPC has active User Groups for each of its products, all new customers will be invited to join and become an active member of the user group community. Each group is entitled to a number of development days within the support agreement, new customers will be able to influence the direction and development of the application.

Service Levels

WPC Software's service levels and support guidance is outlined within our Support Issue Management Process guidance, which is available upon request. Our standard SLA for software support is:

Priority	Time to respond	Regularity of Updates	Time to fix
Critical	4 working hours	Every 1 working hour	4 working hours
Major	4 working hours	Every 4 working hours	8 working hours
Minor	8 working hours	Every 2 working days	2 working days
Cosmetic / Trivial	2 working days	Every 2 working days	Next release, or earlier by agreement.

As part of the basic package, WPC cloud software is delivered through Microsoft Azure and has an availability of 99.95% on a monthly basis.

Service constraints

All software upgrades and patches are applied by WPC Software and agreed in advance with the customer. Planned maintenance of the product cloud service occurs on the second Tuesday of every month between the hours of 18:00 and 23:30. Urgent security patches may be applied on an ad-hoc basis if required and any possible downtime will be notified to the customer.

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

Backup of the Web Servers is taken as a daily VM snapshot and is stored for 7 days.

Backup within Azure SQL Server MI includes transaction log backups every 5 to 10 minutes, which are retained for a seven-day period. All data is stored in geo-redundant storage BLOBs with replication only in UK data centres and allows for point in time restoration.

Disaster Recovery

As part of our standard service, backups are stored at a remote site. In the event of a major failure affecting the primary data centre, WPC Software will endeavour to re-provision the environment within the second data centre, subject to capacity. In a complete disaster the RPO would be “up to” 60 minutes with an RTO of 1 working day.

Training

WPC Software have a team of trainers available to train end users in the use of our systems. Prices for training can be supplied on request based upon our advertised daily rate.

Details of any trial/demo service available.

WPC Software can provide access to a demo system upon request. It should be noted that this system should only contain demo, not live data.

On-boarding and Off-boarding processes/scope etc.

On Boarding

Prior to the service commencing WPC Software will appoint a Project Manager. The Project Manager will obtain information including the following from the customer:

- The configuration details for the product
- A copy of any data to be migrated into the system
- Quantity of users requiring access and resource requirements
- List of users requiring access and privileges
- The training requirements for the users

Once this information has been gathered the Project Manager will put together a project plan to complete the On-Boarding process. This project plan will identify the actions and timeframes to complete a successful start to the contract.

Off Boarding

When a termination date has been agreed WPC Software will archive the customer data in an agreed format. This data will be sent to the customer in a secure manner. The service will be switched off at the point of data archiving and service termination. All data will be securely deleted.

The price for completing the On-boarding and Off-Boarding can be provided following consultation with WPC and dependent on customer needs.

Customer responsibilities

Any customer using the hosted service is responsible for the content of data held on the system.

The customer is responsible for obtaining connectivity to the system within their own network.

The customer is responsible to ensure all users of the system are aware of the service definition and the constraints / Service Levels provided by the system.

Technical requirements

Consumers will require appropriate network connectivity such as internet access. Where required, consumers are responsible for procuring and managing appropriate devices or software to meet the requirement for data security over the various forms of connectivity.

Customers will require access to a modern up to date browser to use WPC cloud software.

Ordering and invoicing process

Communication with WPC Software should be made to ensure the correct elements have been specified. Once concluded a purchase order should be sent to the WPC Software Account Manager. Invoicing will be sent based on agreed payment profile or as outlined within the quotation, with payment required within 30 days.

Termination terms

The contract can be terminated with 30 days' notice. On the day of termination, the customer data will be archived and sent securely to the customer. Once terminated system access will be removed and restoration of the service will not be possible.