

WPC Coroners Service Definition

Overview

WPC Coroners is a case management and workflow system designed to manage a case from the point it is referred through to closure, be that after preliminary enquiry, investigation, or inquest. The system has a host of features to streamline the coronial process, minimizing the administrative burden of the coroner's staff, saving valuable time.

The WPC Coroners system has been designed in conjunction with Coroners and their staff, to provide a solution that meets the exact requirements of the Coronial service in England and Wales. The system manages both death and treasure cases for Coroners. Each of these areas have several workflows depending on details of the case and decisions made by the Coroner.

The system includes a dedicated workflow feature which guides users through process whilst ensuring adherence with legislation and overarching requirements. Additionally, it also manages the location and status of the body alongside the case to ensure appropriate adherence with the law, whilst allowing release to the Next of Kin at the soonest possible opportunity. The various paths within the workflow take into consideration all legislative mandates including the requirements for State Detention.

WPC Coroners includes a fully flexible tasking feature that allows the workflow to be customised to meet the exact needs of any jurisdiction. Tasks can be configured as pre-defined tasks set to auto allocate at the required stage of a case and according to other case criteria. The tasks have three priority levels and can have automatically calculated due dates and times. In addition to the pre-defined tasks, manual tasks can be generated at any time (subject to the user having the appropriate privileges) to perform required actions. The combination of priority tasks and mandatory stages in the workflow (driven by Coronial law) will prevent the user from inadvertently completing a case incorrectly, whilst reminding them of steps that need to be taken to keep the approach consistent across the jurisdiction.

The system comes complete with a Dashboard facility that allows users to easily manage their workload. The Dashboard displays a range of information that can be customised to fit the needs of the specific user. The Dashboard can show new referrals awaiting allocation (made through our referral system), time drive activities reaching a threshold etc, and customisable filters & searches that can be applied. An example of a customisable filter is the ability to show cases in any stage of the workflow, or cases that are requiring attention. The ability to view and change these dashboards is controlled within the user privileges settings.

As part of the standard licence, WPC Coroners includes a Referral Portal. This allows external referrers the ability to electronically refer cases to the Coroner, without the need to complete paper forms. The information inputted by the referrer (GPs, Police officers etc) is automatically uploaded to the system and once approved by a Coroner's Officer, available without the need to re-enter or scan any other information. This feature reduces errors and saves valuable time. The referral management system is completely customisable, with users being able to dictate what information is asked for as well as what information is mandatory or optional. Referrers have the ability to save draft referrals which they can then return to complete later if required. A big additional benefit to the Referral Portal is the ability for referrers to monitor the progress of their referred cases, which can cut-down call taken by the Coroner's Office asking for updates.

A key feature of the system is the ability to generate, manage, and maintain customisable documentation used in the Coronial process. These documents include letters, forms, and

certificates. Users are able to create any number of customisable templates stored in the background. These are then simply generated on a case, populating with case data, without the need for users to re-key information. As with all actions in the system, a full audit trail of documents generated, including a copy of the document, are stored for review later. Users also have the ability to upload attachments, such as documents, PDFs, images, and audio files, into the system. Users have the ability to upload multiple documents at once using a simple 'drag and drop' feature.

WPC Coroners includes an inbuilt notification feature that alerts users internally, or via email, to specific case activity, required actions, or messages sent internally. The notification system ensures that relevant staff are kept up to date with cases and are notified when they require action. This also includes scheduled "Time-Driven Notifications", which can act as reminder for upcoming or overdue activities each user may need to perform.

An in-built calendar enables the users to not only manage the workload of the Coroners and their staff, but also the availability of the courtrooms as well. Other, miscellaneous appointments can be added ensuring inquests are held at the earliest opportunity and without causing clashes of staff or rooms.

A document bundling feature allows customisable court bundles to be generated quickly from within the system. Bundles can be created for a range of purposes, and can be managed via a versioning system, ensuring there is a clear trail of the documents that have been prepared and disclosed over time. Bundles can be further customised with pagination, watermarks, title/section pages, colour-coded sections, and more. This feature is included with the standard package.

A full and comprehensive set of reporting tools are available within the system. These include up to date copies of the Ministry of Justice (MoJ) annual return and the Chief Coroner's Report, which can be generated within minutes. The Management Information System (MIS) allows for popular pre-built reports to be run, with optional filters applied, and saved for future use. The Query Builder allows for customisable reports to be generated on a number of the data fields held within the system, with users being able to pick which information is shown in the columns. The system also has a 'Query Editor' tool to create completely customisable reports from any information stored within the system. These reports can be saved for use at another time, and can even be set to run automatically on a recurring schedule, with results emailed to selected users.

Features

- Workflow, with multiple paths
- Upload multiple files into WPC Coroners at once, using simple 'drag and drop'
- Tasking, complex multiple priorities for both pre-defined and manual tasks
- Case alerting
- Dashboards
- Flexible access privileges
- Referral system
- Access for external users
- Auto populate council website with inquest listing information
- Audit trails
- Case logs including messaging service
- Ministry of Justice report (MoJ)/Chief Coroner's Report
- Ability to attach any file type to the systems
- Bundling
- Notification system

- Management information system
- Fully browser-based/thin-client solution
- Mail merge to templates
- Electronic signatures
- Internal Calendar
- Specific rules managing and reporting on state detention types
- Organise and manage PM examinations and results
- Ability to record and manage all contacts on a case, including juries and witnesses
- Juror spreadsheet upload to automatically populate jurors on the system
- Email direct from the system
- Body management in parallel with the case
- Organ & Tissue management
- Case tagging
- Warning tags
- Case Transfer functionality
- Suspend for police investigation
- Case financial management
- Complex searching (Including “Sounds Like”, with sensitivity setting)
- Treasure case specific workflows
- Case Appointment Plans
- Coroner’s Directions including Reports and Evidence
- Ability to download attachments or view in the browser

WPC Coroners Technical Overview

WPC Coroners 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.

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)
- Potential integration with Azure Active Directory or Entra ID (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. Third-party penetration tests are also commissioned annually on WPC products, as well as customer-commissioned penetration testing taking place regularly. 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 on 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.