

AskSara Service Definition

Service Overview

AskSARA is an online guided advice tool for the public, part of Living Made Easy's programme it aims to provide impartial advice about suitable assistive technology solutions that enable older and disabled people and those with health conditions to live independently and maintain their chosen lifestyle.

Data Backup and Restore

We will put in place a Security Management Plan and an Information Security Management System for the duration of the licence. After Buyer approval the Security Management Plan and Information Security Management System will apply during the Term of this Call-Off Contract.

We have a robust Business Continuity Plan in place that will be shared upon purchase of the licence.

If Malicious Software causes loss of operational efficiency or loss or corruption of Service Data, we will mitigate any losses and restore the Services to operating efficiency within the timelines stated in the Business Continuity Plan.

Onboarding

AskSARA takes a core engine and customises/wraps around additional materials, the development and testing follow a handful of simple stages.

Phase 1 (contractual) - Licence Agreement signed, terms and conditions agreed.

Phase 2 - Collation of local content and provision of identity guideline. Once the actions have been agreed a Workbook will be provided to the agreed contact at the licensee to be completed by them. The content can be handled in phases so that Phase 1 is at go live followed by planned additions at agreed intervals.

Phase 3 - Test site creation and test site URL released for review.

Phase 4 - Validation of test site by licensee and any feedback.

Phase 5 - Changes are made. Final sign-off of the service, release of final URL and go live.

Typical turnaround times are 8-12 weeks from sign off to going live.

Offboarding

The service would be taken offline at an agreed date and if the licensee required a copy of their latest custom content, we could provide this in a file.

Service Constraints

All maintenance work is carried out during scheduled maintenance windows which are during periods of low impact to minimise disruption of services. Users are made aware of any maintenance work in advance.

Service Levels

We use Microsoft Azure to host the services, which guarantees a Service Level Agreement (SLA) with regards to service up time of 99.95%.

Support is available to users from enquiries@livingmadeeasy.org during business hours 9am to 5pm.

After Sales Support

For each licence we will provide a workbook which is completed by the licensee. We then tailor this further to support their needs, imagery, logos etc. We also research and add local services. Our content creator alongside the Partnership Manager then gives technical support. Online training is provided and if on-site training is requested this will be at an additional cost.

Technical Requirements

There are no specific technical requirements as the service comes via our platform. The only requirement would be to add the links of relevant websites.

Outage and Maintenance Management

We will report any service outages via email alerts. Our web host, Mythic Solutions, run a report every 10 minutes and it gives us an auto alert via our content's inbox. The partnership managers then alert all licence holders and update immediately with any changes. The back up system means we have a fall back in case of this and so we have minimal distribution.

Hosting Options and Locations

The Service is hosted by Mythic Solutions in the UK.

Access to Data (upon exit)

Mythic Solutions (host provider) will create data reports at the end of the contract. We can close the licence with immediate effect and a final monthly report including all data is then sent to the user/customer once completed. The final report provides information on:

- Volume of visits to the site.
- Volume of products viewed.
- Geographical coverage.
- Types of Visits.

Customers are invited to renew their licences at certain points during their licences.

Security

We are fully compliant with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). We provide the following levels of security:

Protection between networks

SSL certificates with SHA256 encryption, minimum TLS 1.2.

Protection within our network

- Limited access to key personnel.
- Key vault.
- Firewalls.
- Regular backups - 35 period of point in time backups for Structured Query Language (SQL) Server and tiered backups, daily, weekly and monthly for the period of 3 months.
- Password management tools.
- Multifactor authentication.
- Keep software up to date, updating to the latest versions of frameworks and other technology when they become available.

Protection of Data at Rest

We use Azure SQL Server to store data (all within the UK). Support for server encryption at rest is provided through the SQL feature called Transparent Data Encryption.

Website

[Living Made Easy - AskSARA \(livingmadeeasy.org.uk\)](https://livingmadeeasy.org.uk)

Optional addition of Recite Me

Recite Me offers a range of on-demand accessibility solutions that support you in conforming to WCAG standards and ensure that your website is user-friendly for individuals with disabilities, situational challenges, and language support, through customisable options.

The Recite Me cloud based assistive technology toolbar makes your website more inclusive by allowing visitors to customise your content so that they can read and understand it in ways that work best for them. It offers multiple language translations, text to speak, reading aids.