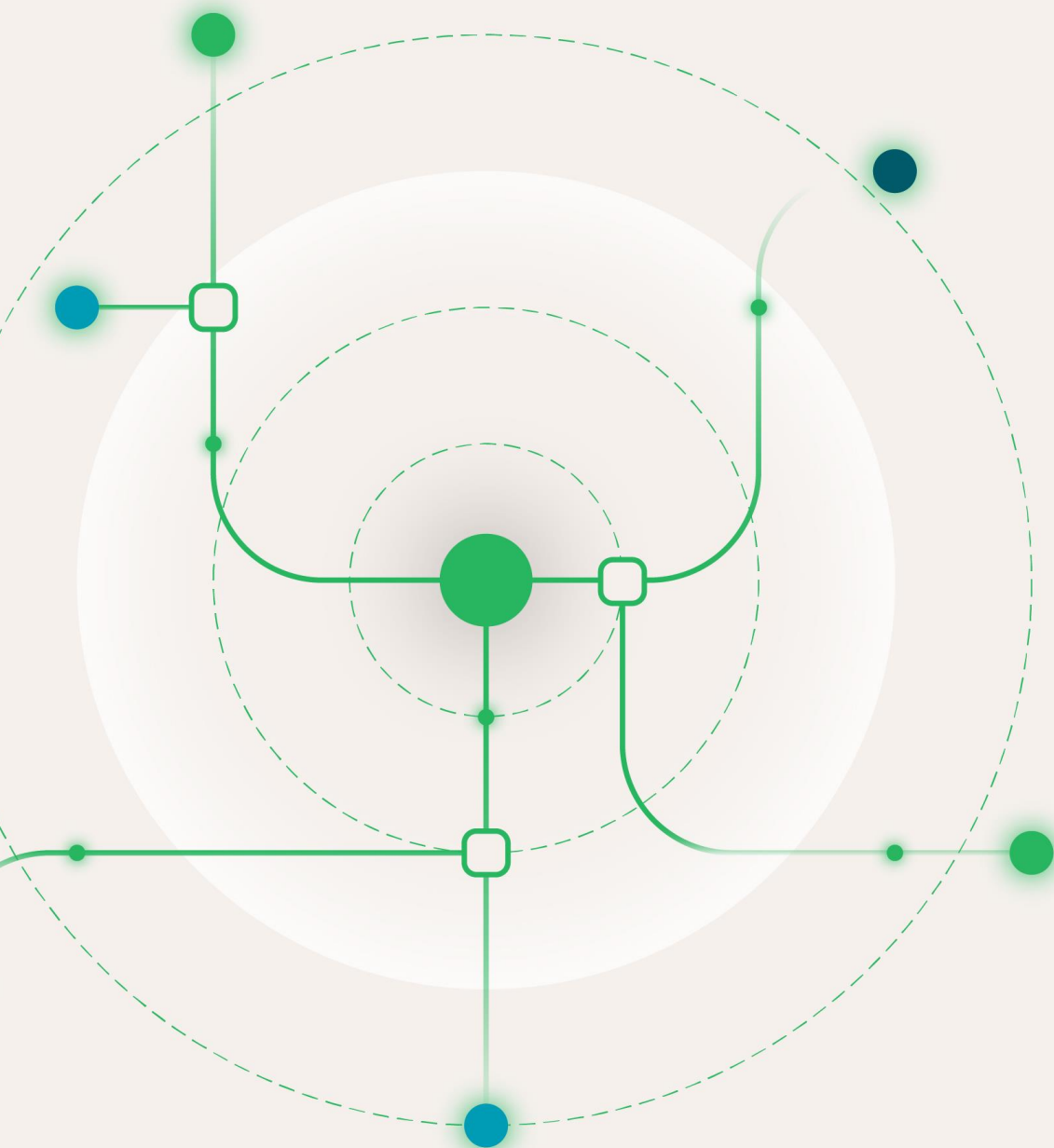




SERVICE DEFINITION - APPCHECK
Synectics Classification: Public

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INTRODUCTION

AppCheck is an easy-to-use applicant verification system powered by the intelligence from the National Fraud Initiative. Every application you receive carries a risk. There is always a risk that an applicant has failed to declare all relevant information, resulting in them receiving a benefit, service, or employment they are not entitled to. Investigating fraud after it happens is costly and time-consuming.

AppCheck solves this by providing a real-time authentication process across your organisation. It helps you reduce the number of fraudulent and erroneous applications entering your systems by validating information at the point of application against the NFI's comprehensive data sets.

SERVICE SUMMARY

ABOUT APPCHECK

AppCheck is built on the NFI framework and requires very little administration. AppCheck provides a permanently accessible system with proven capabilities enabling you to perform regular fraud checks on a range of applications. AppCheck from the cabinet office can help significantly reduce the number of application referrals organisations have to investigate. The usage of AppCheck will also ensure you have from the outset a validation and authentication process in place to minimise errors and costly investigations in the future.

The benefits of AppCheck are as follows:

- ✓ fraudulent applications are identified and stopped quicker
- ✓ genuine applications are verified and processed faster, ensuring fair access to services by identifying where entitlement has been obtained fraudulently
- ✓ ongoing investigation costs are reduced
- ✓ safeguarding of public funds by preventing and detecting fraudulent applications
- ✓ minimising losses due to fraud, and increasing revenues due
- ✓ ensuring accurate data and record keeping is maintained
- ✓ prevents fraud at the point of application
- ✓ real time interaction that enables you to verify individuals quickly with the provision of clear visual alerts
- ✓ Proactively protect your organisation and improve customer interactions

Key Solutions Features

- ✓ available 24/7 and includes the support of a dedicated service team
- ✓ low cost ready to access solution
- ✓ access to over 300 million records
- ✓ user friendly interface to support usage across all levels of staff

AppCheck enables your teams to have a clear view of applications that contain inconsistencies. This allows you to:

- Prioritise investigative resources efficiently.
- Improve customer onboarding processes.
- Make genuine payments with greater confidence.

AppCheck allows your front-line teams to easily check the validity of an application in real-time. Fraudulent or mistaken claims or payments can be identified before they become active.

AppCheck helps ensure only those with a genuine entitlement get the services they need. It is proven to detect and prevent:

- **Housing Fraud:** Tenants subletting unlawfully, false applications for re-housing, and fraudulent Right to Buy applications.
- **Tenancy Issues:** Unlawful tenancy succession.
- **Tax & Benefits:** Fraudulent Council Tax Single Person Discounts and undisclosed business interests by employees.
- **Post-Death Payments:** Residential care and personal budget payments continuing after the death of the applicant.
- **Concessionary Fraud:** Fraudulent applications for Concessionary Travel Passes.

TECHNICAL REQUIREMENTS

AppCheck sits within the national fraud initiative web services from the cabinet office.

The solution is built within the national fraud initiative web portal and sits within the data warehouse system owned by the cabinet office. This sits within a UK data centre. The system complies with all the ICO's regulations in relation to hosting and more. Front end solutions are delivered using windows server web edition and asp.net interfaces based on the highest protocols and methods. We have already met all the standards set under the government classifications of April 2014 and are accredited and able to provide data solutions and processing subject to is1 & 2 achieving a classification of official-sensitive under the GSC and IL5 under the GPMS. No data is transferred out of the UK or EEA. Title: service definition classification status: public page 5 of 7

Access and control levels can be set based on individual user's job roles, access and data controls will form part of the core design of the system and will be bespoke for this application. It will take account of all organisational, data segregation and user role requirements.

Permissions would determine what data is accessible and which actions are valid for any given user; thus, a user can be given an appropriate level of access only to those reports and functions they are authorised to use.

We operate a common platform disaster recovery (dr) service, utilising industry standard hardware and Microsoft SQL server databases running on Microsoft windows server operating systems. The architecture utilises SQL server replication between our main site and dr site.

DATA QUALITY

The application being checked via AppCheck is already held within each of the contributing members and collected for permitted use utilising fair processing notifications and awareness notices have been in place to advise customers their data can be used for the prevention and detection of fraud. Access to any of the national fraud initiative products is prohibited without this.

Specific opt in is not required from individuals as all the matching is done under the code of data matching practice, laid before parliament pursuant to section 32g of the audit commission act 1998, the local audit and accountability act 2014 schedule 9, paragraph 7.

Section 151 of local government act 1972 requires every authority to plan for the proper administration of their financial affairs

The accounts and audit regulations 2011 – part 2 financial management and internal control:

The accounting control systems ... must include ... measures ... to enable the prevention and detection of inaccuracies and fraud.'

Data is submitted via the web portal data upload facility, and each data must conform to a specific data schema as set out by the cabinet office.

SERVICE LEVEL REQUIREMENTS

We provide help desk support for 8 hours a day. The AppCheck service is designed to operate for extended periods without manual intervention and as such, client's system availability is covered well beyond core hours. The system is built on a fault tolerant, industry standard hardware configuration with redundant server capacity to provide resilience in the event of a system failure on any one component. We have two business support options available: telephone & email.

NFI help desk hours are 08:00 –17.30 GMT Monday Friday excluding public holidays in England & Wales. Title: service definition classification status: public page 6 of 7

Availability of at least 98%: down times scheduled outside of UK normal office hours (7am – 8pm) planned downtime does not typically exceed 3 hours per month for system maintenance (i.e., windows updates). Software releases do not typically exceed 3 hours per quarter.

SECURITY PRINCIPLES

Synectics is ISO27001:2013 accredited and is fully compliant with all aspects of relevant UK legislation around data protection. Our BSI certificate number (is 574727).

Synectics ensure that:

- information will be protected against unauthorised access
- confidentiality of information will be assured
- integrity of information will be maintained
- regulatory and legislative requirements will be met

Synectics comply with the following legislation and other mandatory legislation as appropriate:

- Data Protection Act 2018
- (Eu) 2016/679 General Data Protection Regulation Or 'UK GDPR' As Appropriate
- Modern Slavery Act 2015
- Copyright, Design and Patent Act 1988
- Computer Misuse Act 1990
- Regulation Of Investigatory Powers Act 2000
- Freedom Of Information Act 2000
- Bribery Act 2010
- Official Secrets Act 1989
- Human Rights Act 1998
- Copyright (Computer Programs) Regulations
- Code Of Data Matching Practice
- Serious Crime Act 2007 And 2015
- Trademarks Act 1994
- Police And Justice Act 2006
- Criminal Law Act 1977
- Investigatory Powers Act 2016

- Data Protection, Privacy and Electronic Communications (Amendments Etc) (Eu Exit) Regulations 2019 No. 419
- European Union (Future Relationships) Act 2020
- Privacy And Electronic Communications (Ec Directive) Regulations 2003
- Waste Electrical and Electronic Equipment Regulations 2013
- Companies Act 2006
- Economic Crime and Corporate Transparency Act 2023