# FUSION SERVICE DEFINITION

**SERVICE OVERVIEW**

FUSION is a web based debt reporting and analytics application that enables users to view and analyse datasets related to Council debt via a secure portal. The FUSION solution is currently used by a number of Local Authorities to analyse debt in areas such as Council Tax, Benefits, Housing Rents, Parking Services, Non Domestic Rates, Sundry Debts and Housing Benefits Overpayments. From the initial reports users can drilldown to gain a single view of debt in an authority and export the data for further analysis. The base datasets can be supplemented with geographic attributes to provide area specific groupings and assist in identifying trends. FUSION comprises a number of reports that provide both a high level managerial summary of the data as well as providing a low level detailed view of the data.

Some typical functions and uses of FUSION include;

- identifying the biggest debtors for more proactive targeting and a more bespoke approach to recovery
- consolidating all debt a single customer may have across different departments for a more unified approach to collections
- identifying trends and patterns by being able to drill down to an authority, area, debt type or individual level of debt
- provision of a more granular breakdown of debt for more informed decision-making and resource allocation
- Quickly and accurately report back at any point in time on total debt owed by account, by department or by individual
- Better manage case-load by reviewing recovery activity taken and success levels at an individual account level
- Re-direct team activity to where the bigger potential returns are
- Take a more proactive approach in informing debtors how much is owed and to which department

**INFORMATION ASSURANCE**

Destin Solutions takes it responsibilities for information assurance seriously and has introduced a number of measures to protect the security of client information and data as outlined below.

***Personnel Security Screening*** - Applicants to posts whose job involves working with government assets have baseline Personnel Security Standard checks carried out during the recruitment process. These checks include the verification of identity, confirmation of residency and ensuring the applicants complete a self-declaration criminal record form.

During employee orientation, each new employee receives proper training on the importance of confidentiality of covered data and information. Each new employee is also trained in the proper use of computer information and passwords.

Training also includes controls and procedures to prevent employees from providing confidential information to an unauthorised individual.

***Passwords*** - Active Directory is used to store authentication information. Passwords are encrypted by NT One-Way Function which uses MD4 algorithm to hash the password, prior to storage. Once encrypted the password cannot be decrypted. Passwords are not stored in any other part of the

solution. Passwords will expire every 30 days. Users are reminded by the system to reset their password 5 days before password expiry.

***Third party access*** - The solution uses the Kerberos protocol for all authentication and authorisation. As such access to all service functions is granted on a per-user basis and are logged. 3rd party contractors are made members of an appropriate Active Directory Group which is granted the minimum permissions required to meet the business operations required.

***Compliance with UK data protection act 2018 -*** The basis of the system is to provide users with the means to analyse and explore data imported into the solution. The system does not generate data on individuals itself. Therefore provided users adhere to the principals of the UK Data Protection Act themselves the system is compliant.

In addition by consolidating disparate records of individuals the system can highlight areas where the data imported is inconsistent. Clients can use this information to correct the data on their source systems.

***Encryption -*** The solution uses Reverse Proxy to make its hosted services accessible to users. The clients achieve access to the Proxy server through a channel encrypted using Global Sign SSL certificates.

Within the secure network perimeter connections made to the SQL Server are accomplished using Secure Socket Layer (SSL) to validate the server's authenticity and encrypt the data exchanged between the servers. Data held within the SQL Server is accomplished via Transparent Data Encryption (TDE). TDE uses server level certificate to do page level encryption on the raw database files.

**DISASTER RECOVERY**

The objective of Business Continuity is to have a Recovery Time Objective from any disruption of 48 hour period with a Recovery Point Objective of 60 minutes i.e. no more than 60 minutes of data loss will have occurred.

Destin Solutions Ltd have taken steps to minimise the impact of any disruption to service as outlined below.

***Protective monitoring within service platforms*** - The solution uses the Kerberos protocol for all authentication and authorisation. As such access to all service functions is granted on a per-user basis. Dell Intrust is used to audit access to critical systems and detect inappropriate or suspicious access-related events.

Dell InTrust can forward all log data collected by Windows servers and network devices to any SIEM device. It also supports customizable event output formats to seamlessly integrate with a wide variety of SIEM solutions.

***System Integrity –*** Destin Solutions' networks are protected by Intrusion Protection Systems (IPS) to identify, block and log the following common network attacks:

- IP half scan
- Port Scan

- Ping of Death
- Land
- DNS attacks

Destin Solutions IPS is also configured to scan and drop IP packets that contain IP options that are indicative of suspicions and potentially malicious behaviour.

Our IPS also provides Flood Mitigation by limiting the amount of traffic that a single host can generate.

- Only machines which have a business need to be connected to the internet are provided access
- All machines exposed that are capable of connecting to the internet have malware protection installed. Destin Solution uses a combination of Malware solutions provided by Symantec and Microsoft
- The malware Protection software (code and signature files) are kept up to date with automatic daily updates
- All files downloaded are automatically scanned and web pages accessed are scanned
- All files that are on the machines are scanned daily

The Dell Intrust log management software enables real-time notification of critical events through email alerts and automatic responses to certain events such as disabling a user account.

**ON-BOARDING**

Following contract sign on, Customers will be issued with an outline implementation plan providing high level details of key steps, actions and milestones to be achieved. See typical example outlined below.

| EVENT | TIMESCALES | ASSIGNED TO |
|---|---|---|
| Contract signed | Day 0 | All |
| Secure File Transfer Protocol (SFTP) connection created | Day 1 | Destin Solutions |
| SFTP tested | Day 2 | Customer |
| Initial Dataset provided | Day 3 | Customer |
| Data loaded | Day 3 | Destin Solutions |
| Test System created | Day 3 | Destin Solutions |
| Data configured | Day 4-9 | Destin Solutions |
| Access to test system | Day 10 | Destin Solutions |
| Initial testing | Day 14 | All |
| Live Operation | Day 15 | All |

In order to operate effectively FUSION requires extracts of data to be taken from Council systems on a daily basis, as new transactions, accounts and details are being created every day. This is alongside an initial bulk extract which contains the Council's historical data. This data is provided by an encrypted channel using File Transfer Protocol (FTP) which conforms to the scripts provided by Destin Solutions.

Destin Solutions provides these scripts to Councils to run against their systems, these scripts then create files which are put into a location and the client can either push the data to Destin Solutions by loading it onto an FTP server or Destin Solutions can take it from that location using an FTP

encrypted channel they provide. This process is all automated with each piece of data which is loaded into the FUSION solution assigned an audit key and tagged.

Once this process has taken place, the data in the FUSION solution is fully up to date and system users can self-serve by accessing the digital dashboard and running reports and queries to drill down into areas they need more detail on.

**OFF-BOARDING**

Two months notice is required prior to contract end date to terminate the service. Upon termination of the service, Destin Solutions Ltd will suspend online access to FUSION and initiate the protocol outlined below.

***Physical destruction of media/data*** - All data stored by authorities is stored on logical drives which at contract termination can be erased using the following algorithms: DOD5220M/ CESG HMG, NIST 800-88. Storage devices which are reaching replacement are erased before removal from the data centre.

**SERVICE MANAGEMENT DETAILS**

Each customer account is typically assigned an Account Manager who will be responsible for attending review meetings and capturing feedback and input on potential future product developments and enhancements. The Account Manager will also act as a day-to-day liaison for any questions related to the use of the system and will escalate technical issues or problems to the Solutions Architect.

***Service Support Model***

Destin Solutions provides a Total Customer Support structure for effective resolution of all cases through well-defined escalation procedures.

Each case is either resolved or quickly escalated to the appropriate level of support by an Account Manager. Procedures are followed to ensure regular communication with customers, from logging the case initially to its resolution.

***Telephone and Email Support***

- High percentage of cases cleared with telephone and email assistance
- Remote diagnostics & fault resolution conducted securely online
- Experienced, Technical Personnel

***R&D Monitoring***

- Specialist product enhancement & development by Solutions Architect to ensure ongoing R&D
- Windows Server Update Services used to manage patching of all machines used and provides automation of patch release strategies
- Progress reports provided to customers upon request

**SERVICE CONSTRAINTS**

Any maintenance on the FUSION solution is conducted outside of core business hours (8am to 6pm, Monday to Friday) when the application is least likely to be used and typically will occur over weekends and evenings, so that customers experience no loss of service during work hours.

FUSION enables sites to customise the services through standard functionality of the application. However bespoke development is not provided for individual sites.

As part of upgrading the platform to improve functionality existing features may be deprecated. In this instance clients would be given a minimum of 12 months notice and advised on how to obtain the same objective using the new functionality.

**SERVICE LEVELS**

Destin Solutions provide both telephone support during normal office hours (9:00am to 5:00pm – Monday to Friday). Email support is also provided both during and out of office hours.

The initial point of referring an incident is via telephone to the appointed Account Manager. All calls are logged and immediately directed to an appropriate technical representative. Destin Solutions will respond to the initial contact within 30 minutes and will attempt to resolve the issue within 2 hours.

Between core working hours (8am to 6pm, Monday to Friday) availability of service is 99.99%.

***Service Level Definitions***

| PRIORITY LEVEL | DESCRIPTION | MAXIMUM TIME TO RESTORE |
|---|---|---|
| P1 | A critical problem which requires the Service to be migrated to a secondary site. | 24 hours |
| P2 | A high-priority problem which severely impairs key functional aspects of the Service but does not prevent operationally critical processing. | 5 working days |
| P3 | A problem which causes failure of a non-critical aspect of the Service. There is a reasonably satisfactory work-around. | Patch release |
| P4 | A problem which has a minor impact on non-critical aspects of the Service. A reasonably satisfactory work-around exists. Customer's use of the Software is not materially impaired. | Next release |

**FINANCIAL RECOMPENSE MODEL FOR NOT MEETING SERVICE LEVELS**

If for any reason the FUSION service provided by Destin Solutions became unavailable, customers would be recompensed for the period of time that the service was down. For example one week would equate to a rebate of 1/52 of the overall value of the contract, one month would equate to a rebate of 1/12 of the overall value of the contract.

**TRAINING**

All Destin Solutions Limited products have been designed for ease of use requiring minimal training. To assist with knowledge transfer the FUSION product comes complete with a user manual, outlining how key features work and how reports can be run and downloaded for reporting purposes. Onsite training can be provided for both administrators and users or if preferred can be presented via

webinar. There has also been a number of help features and prompts built within the FUSION application itself to further facilitate ease of use.

**ORDERING PROCESS**

Customers are entitled at any time during the framework agreement to place an order with Destin Solutions and will be requested to complete a customer order form outlining fully the requirements of the service and scale of access required. FUSION has the capability to report on a number of different business areas including Council Tax, Benefits, Housing Rents, Housing Benefits Overpayments, Non Domestic Rates and Sundry Debt and customers will be asked to specify what systems they require the FUSION solution to be configured for and which departments they wish to have access to the solution.

**INVOICING PROCESS**

On placement of order and receiving a signed contract the customer will be required to raise a Purchase Order number which Destin Solutions will quote on any invoice subsequently issued. Payment for the solution is to be made in full covering the duration of one year from commencement. Once issued to the customer invoices must be paid within 14 days of receipt.

**TERMINATION TERMS**

When contracting to use the FUSION solution, the licence to access it is available for a 12 month period from the commencement date stated on the contract. At the expiry of the 12 month period Destin Solutions will assume, unless 2 months prior notice is given in writing that the client intends to renew the licence for a further 12 month period.

Thereafter the contract will continue unless terminated by either party serving two months notice to expire on the anniversary of the contract.

The contract may be terminated prior to the expiry of the 12 month period under the following circumstances:

***Termination by Client***

Destin Solutions fails to provide the service as outlined in any proposals or tenders as required by the client.

***Termination by Destin Solutions Ltd***

The client fails to pay an invoice within 30 days of the issue date.

In the event that the contract is terminated by the client prior to the expiry date Destin Solutions will reimburse the client with the support charges on a pro-rata basis to the termination date.

In the event that the contract is terminated by Destin Solutions prior to the expiry date the client will be liable to pay the support charges on a pro-rata basis to the termination date.

**DATA RESTORATION/SERVICE MIGRATION**

A back-up of all data held within the FUSION application is transferred nightly to an alternate site.

The service is run on a number of different virtual machines and the configuration and disk files of these machines are also copied and stored to an alternate site. In the event that the primary data centre goes down the service can be resumed by restarting the virtual machines and restoring the

data at the alternate site. In the case of a complete loss of a physical site this process would be completed within 12 hours.

Both the primary and secondary sites are configured with full redundancy so that the loss of any single component (hardware or software) will not affect the availability of the service.

**CUSTOMER RESPONSIBILITIES**

The Customer will provide Destin Solutions Ltd with an initial bulk extract and daily load data using an encrypted channel.

The Customer agrees to conform to the scripts provided by Destin Solutions to run against their systems to ensure secure data extraction. This includes loading data in a way according to the method prescribed by Destin Solutions.

The Customer has a duty of care to only load the data they are permitted to under the terms of service.

The Customer is responsible for the validity of the data they provide to Destin Solutions. If the data provided is incorrect or outside the standards prescribed, this is at the liability of the Customer.

The Customer has a duty of care to ensure that the data they provide contains no malicious code, virus or bugs and in no way compromises the overall security of the FUSION application.

If the Customer upgrades the technology which houses and processes the data it is extracting to upload into the FUSION system it is the responsibility of the customer to assess if it will affect the provision of data to Destin Solutions and inform Destin Solutions in a timely manner of potential issues.

If the Customer in anyway upgrades their site which results in changes to column names, table names or data types, Destin Solutions should be alerted as soon as possible.

The Customer shall provide Destin Solutions, at no cost to Destin Solutions, onsite access during normal working hours to facilities, telephone usage and computer time, as Destin may reasonably consider necessary for performance of its obligations.

Following any initial training provided by Destin Solutions it is the responsibility of the Customer to ensure that the end users of the FUSION application are properly trained on an ongoing basis.

The Customer shall provide Destin Solutions with all information which may reasonably be requested by Destin Solutions in order to allow Destin Solutions to fulfil its obligations.

**TECHNICAL REQUIREMENTS**

In order to load pages within an acceptable time (we recommend a maximum of 8 seconds) the Customer must have a bandwidth of at least 1.5Mbps and a latency less than 250ms. The size of files which need to be uploaded to the Destin Site on a daily basis will be dependent on the size of the Local Authority, the modules of FUSION used and the systems used but will typically be under 50MB. The minimum bandwidth requirements outlined above would therefore allow the data to be transferred within a 5 minute window.

The FUSION solution requires that clients extract data from their systems and load it onto FUSION. The data files extracted must:

- be provided in the specified format (typically Pipe Separated Values)
- contain the data requested with the data fields (or columns) names, ordering and data types as specified. If the client does not wish to provide specific data and the data is not specified by Destin Solutions as mandatory the client may replace the values of the data field with 'NULL' values
- be named using the convention <tablename>.extension and be contained within a folder containing the date the data was extracted from the system i.e. <FolderName>yyyymmdd
- be compressed using Zip, GZip, BZip2, Unix (rfc1950) or Tar
- be made available no later than 6am
- be transferred using a channel encrypted that meets Advanced Encryption Standards

Destin Solutions will provide, as part of the standard service, complementary scripts that produce compressed files in the specified format to the most popular systems used in Local Authorities. It is however the responsibility of each client to customise and maintain the scripts which meet their specific requirements. From time to time Destin Solutions will require changes to be made to scripts to comply with a planned upgrade of the solution. Destin Solutions will support scripts compliant with previous specifications so that no client will need to perform more than one mandatory update of scripts within a 12 month period or with less than 3 months notice. Upgrading to the latest release will ensure the best performance from the service.

Destin Solutions will also provide a transfer channel which meets the standards above. The transfer channel uses the FTPS protocol encrypted using Global Sign SSL certificates. Should the client wish to use this service it is their responsibility to configure their firewall to ensure communication with the Destin Solutions FTPS server.

The service is internet based and is accessible through a supported web browser. 32-bit versions of Internet Explorer version 8-11 are supported. The latest versions of Google Chrome, Mozilla Firefox and 64-bit versions will also work but as functionality may be downgraded, limited or only available through work arounds support is not provided.

**TRIAL SERVICE DETAILS**

Destin Solutions can provide a trial of the FUSION Solution covering a 30 day period which would require an Authority to send a sample set of data which it wishes to review in the FUSION digital dashboard.

Destin Solutions would prepare a script to extract that data and input it into the FUSION solution. As part of the terms of any trial service it should be noted that Destin Solutions would limit the data which can be viewed, limit the cleansing carried out on that data and no refreshes of that data would occur during the 30 day trial period. If an Authority does not want to proceed after the trial period all access and availability to the solution will be immediately removed and data disposed of according to our information assurance guidelines as previously stated.