

ENLIGHT SERVICE DEFINITION

SERVICE OVERVIEW

Enlight is a web based procedural manual that enables users to easily access and view all relevant information they require to do their job including the latest policy documents, guidance and procedural documents and the most up to date circulars. The Enlight solution is currently used by a number of Local Authorities to help administer and deliver Council Tax, Non Domestic Rates and Benefits services. It is designed around each Authorities specific needs and includes module specific regulations, web links to useful websites, DWP guidance manuals, local policy documents and site specific process and procedure documents.

Some typical functions and benefits of Enlight include;

- reducing errors made due to inaccurate data or staff forgetting to ask for key pieces of information when processing data
- promoting a culture of self-learning by encouraging staff to seek answers from Enlight
- providing Council Tax staff with the latest guidance on liabilities, exemptions and discounts at the touch of a button
- assisting with internal audits and compliance by providing visibility to other departments on procedures and protocols for Business Rates and Council Tax collections
- giving staff more confidence in the actions they are taking during recovery and that they are following the exact guidelines as documented
- reducing expense and training costs associated with knowledge transfer and mentoring new staff

INFORMATION ASSURANCE

Destin Solutions takes its 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.

Compliance with UK data protection act 2018 - The basis of the system is to provide users with the means to review data stored in the solution. The system does not generate data itself. Therefore provided users adhere to the principals of the UK Data Protection Act themselves the system is compliant.

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.

In order to create an Enlight procedure manual for a client Destin Solutions requires access to the Customer’s premises to collect information for inclusion in the Electronic Operational Manual. The volume/content of the procedure manual is not limited in size, however the manual is limited to documents/procedures involved in the administration of Benefits, Council Tax and NNDR.

Items/extensions to the manual that are outside the scope of the administration of Benefits, Council Tax and NNDR may result in additional charges and additional time to roll out.

Once the Enlight manual has been designed and the relevant data loaded onto the secure portal users can self-serve by accessing the digital dashboard and identifying the data they need to access using a Google' like search engine for instant and direct access to content.

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 Enlight 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 Enlight 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.

Customisation of the Enlight product is as outlined in the Service Overview section of this document.

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 Enlight 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 Enlight product comes complete with a user manual, outlining how key features work and how information can be accessed and downloaded. 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 Enlight 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. Enlight can be rolled out in three different business areas including Council Tax, Benefits and Non Domestic Rates and customers will be asked to specify what systems they require the ENLIGHT 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 Enlight 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 ENLIGHT 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 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 Enlight 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.

The Customer will ensure that end users no longer have access to out of date versions of the Enlight Online Procedural Manuals used by them.

TECHNICAL REQUIREMENTS

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.