VISTA SERVICE DEFINITION

SERVICE OVERVIEW

VISTA is an empty property monitoring solution enabling Local Authorities to view all of their empty properties and properties exempt from paying council tax in an online portal. Local Authorities can view all of their empty properties in a single dashboard, when clicking on an individual property address, they can view the most recent image of a property captured by tools like Google maps. This helps facilitate virtual property inspections, so that empty homes officers or back office staff can ascertain whether the property now appears occupied using visual cues such as cars parked in the driveway, bins outside the property and the general state of repair of the property.

These virtual property inspections take a matter of minutes to complete with no fuel costs or travel time incurred. This is a much more pro-active approach to monitoring the statuses of empty and exempt properties. With resources already stretched to the limit, it provides an opportunity for Councils to quite quickly review the likelihood of whether a property has changed occupancy status and provides an audit trail, tracking when virtual inspections have taken place.

Data held in VISTA can be filtered and sorted by the length of time a property has been unoccupied and by exemption type and can be used to help plan and prioritise which properties should be reviewed either physically or virtually.

Reporting capabilities

Local Authorities will be able to run a number of reports on their empty homes and exemptions data for example;

- identify all properties which have been empty over a specific period of time
- identify all properties which have a specific exemption class
- identify properties where an exemption class has been changed or removed
- identify when a property was last virtually inspected
- identify all properties which have been sold or changed ownership within a specific time frame

Using VISTA, Local Authorities can benefit from;

- More proactive and intelligent monitoring of the status of empty homes and exemption statuses
- Less resource wastage – save time and resource by conducting virtual inspections
- Supporting empty home strategies – giving more direction and focus on what to inspect
- More rapid identification of occupation or exemption status change
- Automating the process of tracking status changes in unoccupied and exempt properties

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.

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
Credential management activated	Day 1	Destin Solutions
Access to VISTA portal granted to customer	Day 1	Destin Solutions
Training scheduled	Day 1	Destin Solutions
Live Operation and Use	Day 1	Customer

VISTA is accessed using a secure portal with no local IT requirements, and includes licences for unlimited users'.

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 VISTA 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 VISTA 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.

VISTA 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 VISTA 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 VISTA 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 VISTA 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.

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 VISTA 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 VISTA 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 VISTA application.

If the Customer upgrades the technology which houses and processes the data it is extracting to upload into the VISTA 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 VISTA 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 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 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.