



TrueViewVisuals RoadsOnline
Service Definition Document

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TRUEVIEWVISUALS PROFILE

TrueViewVisuals is a software supplier specialising in the delivery of cloud-hosted digital services to UK local authorities, with a focus on road and traffic management functions. TrueViewVisuals designs, develops, and supports modular software solutions that enable local authority roads departments to manage statutory processes and operational workflows efficiently and in compliance with relevant legislation.

RoadsOnline is TrueViewVisuals' primary platform for the delivery of these services.

SERVICE OVERVIEW

RoadsOnline is a cloud-hosted software-as-a-service (SaaS) platform designed to support the management and administration of roads and traffic-related activities within UK local authorities.

The service provides an end-to-end digital solution that replaces manual and paper-based processes with secure online workflows. Hosting, maintenance, and support are provided by TrueViewVisuals, removing the requirement for customers to install or manage local infrastructure.

The service is accessed via a secure web browser and is available on a subscription basis.

SERVICE DESCRIPTION

RoadsOnline is delivered as a modular platform. Each module provides specific functionality aligned to a defined roads or traffic management process. Modules are built using standardised components to support consistency, maintainability, and cost efficiency.

The service includes, as standard:

- Online application and submission forms
- Administrative interface for authorised local authority users
- Role-based user access and permissions
- Dashboards providing summary and status information
- Workflow automation and task management
- Audit logging of user actions, system events, notifications, and document generation
- Interactive mapping tools
- Integration with external services where required

Configuration of standard modules is included within the service. Any bespoke development or non-standard enhancements are subject to separate agreement.

FUNCTIONAL SCOPE

RoadsOnline supports a range of roads and traffic management activities. Available and planned modules include, but are not limited to:

Available:

- Temporary Traffic Regulation Orders (TTROs)
- Winter Maintenance
- Traffic Signal Permits
- Critical Incident Management
- Driver Permits

Planned:

- Traffic Regulation Orders (TROs)
- Line Markings
- Works Programmes
- Disabled Bay Applications
- Skip Permits
- Scaffolding Permits
- Street Café Permits

Modules are licensed individually as detailed in the pricing document.

SERVICE BENEFITS

The RoadsOnline service provides the following benefits:

Efficiency: Automated workflows reduce administrative effort and processing time

Accuracy: Standardised forms and validation reduce errors

Transparency: Real-time status tracking and audit logs support accountability

Compliance: Configurable workflows support statutory and regulatory requirements

Scalability: The service can accommodate changes in volume and regulatory scope

Cost Effectiveness: Cloud delivery removes the need for local infrastructure and reduces operational overhead

Overall, RoadsOnline improves efficiency, transparency, and compliance while reducing costs.

ONBOARDING AND OFFBOARDING

Onboarding

TrueViewVisuals provides onboarding services to support service implementation. These may include:

- Requirements and design workshops
- Configuration of modules
- Data migration, where applicable
- User training
- Implementation project management

Onboarding activities and timescales are agreed with the customer during service initiation.

Offboarding

RoadsOnline is provided as a subscription service. Upon contract termination, access to the service will be withdrawn in accordance with contractual terms. Upon contract termination, customers may request an export of their data in a commonly used electronic format, subject to contractual terms.

PRICING

RoadsOnline modules are priced individually on a subscription basis. Pricing is based on module selection and usage. Full pricing details are provided in the applicable pricing document.

SERVICE LEVELS AND SUPPORT

TrueViewVisuals provides a centralised support service in accordance with a Service Level Agreement (SLA).

Support Availability

- Core support hours: 09:00 to 17:30 (UK time), Monday to Friday, excluding UK public holidays
- Support requests may be logged at any time via email
- Telephone support is available during core support hours

Support Services

Support services include:

- Investigation and resolution of suspected software defects
- Application support relating to the correct use of the service

Each support request is logged and assigned a unique reference number. An initial response is provided, including the assigned priority and next steps.

Where issues relate to third-party software or services, TrueViewVisuals will liaise with the relevant supplier but cannot guarantee resolution times.

SERVICE MAINTENANCE

TrueViewVisuals maintains the RoadsOnline service throughout the contract term. Customers receive access to updates and new releases made generally available as part of the service.

RoadsOnline is designed for high availability and is operated in line with industry best practice. Planned maintenance is scheduled to minimise disruption to customers.

DATA BACK-UP AND DISASTER RECOVERY

RoadsOnline includes data backup and disaster recovery arrangements designed to support service continuity. Data is backed up in accordance with industry best practice. Disaster recovery procedures are in place to mitigate the impact of service disruption. Further details are available upon request.

CUSTOMER RESPONSIBILITIES AND SOFTWARE REQUIREMENTS

RoadsOnline is accessed via a secure, unique URL using a modern web browser. The service supports current HTML5-compliant browsers including:

- Microsoft Edge
- Google Chrome
- Mozilla Firefox
- Apple Safari

Customers are responsible for ensuring that users access the service using supported browsers and suitable devices

SECURITY AND ASSURANCE

TrueViewVisuals maintains appropriate technical and organisational security measures to protect the RoadsOnline service and customer data.

TrueViewVisuals is Cyber Essentials certified, demonstrating compliance with the UK Government's baseline cyber security standard. This includes controls covering secure configuration, access control, malware protection, patch management, and network security.

Security controls are reviewed and maintained in line with industry best practice.

DATA PROTECTION

Data Controller

The customer is the Data Controller for all personal data processed within RoadsOnline. The data controller determines what data to collect for the purposes of RoadsOnline operations at the customer. Data may include internal, operational, and third-party application data submitted through the service.

The data controller provides the terms of use of the system for the collection of data, including GDPR statements.

Data Processor

TrueViewVisuals acts as the Data Processor and processes personal data solely on the documented instructions of the Data Controller, in accordance with applicable data protection legislation, including UK GDPR.

Data Security

TrueViewVisuals implements appropriate technical and organisational measures to protect personal data. Access to customer data is restricted to authorised personnel subject to confidentiality obligations.

Customer data is hosted within secure cloud infrastructure located in the United Kingdom.

TrueViewVisuals will notify the Data Controller without undue delay upon becoming aware of a personal data breach or suspected breach.

COMPLIANCE

RoadsOnline is delivered in accordance with relevant UK legislation and public sector requirements applicable to cloud-hosted digital services.