



GCloud15 - Service Definition

myRJ – Restorative Justice Case Management System

Connektivity

1. Services Overview

Services Description

myRJ is a secure, cloud-based (SaaS) case management platform designed specifically to support the delivery of restorative justice and restorative practice services. It enables organisations to manage cases from referral through to closure, supporting collaboration across teams and partner agencies while ensuring sensitive data is handled securely.

The service centralises case information, documents, tasks, time recording, and outcomes in a single platform, enabling practitioners to reduce administrative overhead and focus on delivering positive outcomes for victims, offenders, and communities.

Target Customers

myRJ is designed for UK public sector and third-sector organisations delivering restorative justice and restorative practice services, including:

- Police forces and Police & Crime Commissioners (PCCs)
- RJ Service Providers
- Local Authorities
- Youth Offending Teams (YOTs)
- Schools and education providers
- Probation and criminal justice partners
- Voluntary and community sector service providers

Key Benefits

- Reduced administrative workload through automation and centralisation
- Improved case visibility and operational oversight
- Faster case progression through structured workflows and task management
- Enhanced multi-agency collaboration and information sharing
- Improved reporting accuracy and data quality
- Increased staff and volunteer efficiency
- Consistent service delivery across teams and partners
- Scalable to changing service demand
- Lower operational and data-handling risk
- Secure handling of sensitive OFFICIAL and OFFICIAL-Sensitive data

Key Differentiators

- Designed specifically for restorative justice workflows
- Supports complex, multi-agency case structures
- Configurable fields, workflows, and reporting
- Advanced Reporting and statistics
- UK-hosted with strong public sector security alignment

2. Features and Functions

This section describes the functional capabilities of the myRJ service, outlining the core features available to users and the technical capabilities that support delivery of restorative justice services at scale. The features are designed to support end-to-end case management, multi-agency collaboration, and robust reporting while maintaining strong security controls.

Core Features

- Centralised case and participant management
- Case lifecycle and progress management
- Configurable workflows aligned to restorative justice processes
- Automated task management with task templates and reminders
- Time tracking for case-related activities
- Document management and secure file storage
- Outcome, agreement, and restitution tracking
- Relationship and linked-case management
- Advanced reporting, analytics, and data export
- Role-based user access controls (six access levels)
- Multi-agency collaboration support
- Audit logging and monitoring

Reporting and Data Management

- Standard and configurable reports
- Export of data to Excel for further analysis
- Support for statutory and stakeholder reporting requirements

Technical Capabilities

- Web-based access (no client-side installation required)
- SaaS delivery model hosted in the UK
- Secure HTTPS access
- Role-based access control and audit logging
- Data export in common formats (e.g. Excel)
- Configurable data fields and lookup values
- API-enabled system integration (subject to scope and agreement)
- Integration options discussed on a case-by-case basis

3. Service Delivery Model

This section explains how the myRJ service is delivered, deployed, and operated. It outlines the cloud deployment approach, onboarding and setup activities, and the division of responsibilities between the supplier and the customer during live service operation.

Deployment Model

- Public cloud Software as a Service (SaaS)
- Hosted in UK-based data centres
- Multi-tenant architecture with logical separation of customer data
- Private Cloud available on request (with extra hosting costs)

Onboarding and Setup

The onboarding process may include (some elements chargeable):

- Technical discussions with customer IT teams
- System configuration and tenant setup
- Customisation of fields, workflows, and user roles
- Data migration from legacy systems
- User and administrator training

Each customer is assigned a product consultant during onboarding to support initial setup and adoption.

Operational Model

- Platform maintenance, updates, and security managed by the supplier
- Customers manage users, access roles, and operational use of the system
- Regular updates delivered as part of the SaaS service

4. Service Levels and Performance

This section sets out the service availability targets, support coverage, and incident response commitments associated with the myRJ service. These measures are designed to provide customers with confidence in service reliability, performance, and operational support.

Availability

- Target service availability: 99.9% (excluding planned maintenance)
- Service is designed to be available 24x7

Planned maintenance is notified in advance where possible.

Support Coverage

- Support hours: 08:00–18:00 UK time, Monday to Friday (excluding UK bank holidays)
- Support channels: email and telephone
- Optional enhanced or out-of-hours support available by agreement

Incident Response Targets

Priority	Description	Initial Response	Investigation Start
P1 – Critical	Production system unavailable	1 hour	1 hour
P2 – Serious	Major functionality impaired	2 hours	4 hours
P3 – Moderate/Low	Minor issue or workaround available	2 hours	8 hours

5. Security, Compliance and Assurance

This section summarises the security controls, compliance standards, and assurance measures that underpin the myRJ service. It is intended to demonstrate how the service supports public sector security and data protection requirements.

Security Standards and Certifications

- ISO/IEC 27001 (Information Security Management)
- ISO 9001 (Quality Management)
- Cyber Essentials Plus
- IASME Governance
- ICO registered data controller

Data Protection and Residency

- All customer data hosted within the UK
- Designed to support OFFICIAL and OFFICIAL-Sensitive data
- Physical separation of customer tenants available (at additional cost)

Encryption and Access Control

- Encryption in transit using HTTPS
- Encryption at rest, including encrypted database fields
- Role-based access controls
- Two-factor authentication (2FA) for user access

Backup and Resilience

- Daily backups with 28-day retention
- Secure backup storage within UK data centres
- Resilience provided through accredited hosting infrastructure

6. Support and Escalation

This section describes the support arrangements for the myRJ service, including how customers can raise issues, how incidents are prioritised, and the escalation process used to ensure timely resolution.

Support Model

This section describes how customers access support services, the hours during which support is available, the communication channels offered, and how support requests are prioritised and managed.

Support coverage is provided during standard business hours: - Support hours: 08:00 to 18:00 UK time -
Support days: Monday to Friday, excluding UK public holidays

Customers can contact the support team via: - Telephone - Email

All support requests are logged and assessed on receipt. Issues are graded based on severity and business impact, ensuring that critical incidents affecting service availability or core functionality are prioritised appropriately. Lower-impact issues are managed in line with agreed response targets.

Extended or enhanced support coverage outside of standard hours, including evenings, weekends, or public holidays, can be provided by prior agreement and may be subject to additional charges.

Escalation Process

This section explains how support issues are escalated within the supplier organisation to ensure appropriate visibility and timely resolution.

- Initial triage by service desk
- Escalation to senior technical support where required
- Escalation to Support Manager based on severity or time to fix
- Management escalation for critical or prolonged incidents

Customers are kept informed throughout incident resolution.

7. Exit Management and Offboarding

This section explains how customers can exit the myRJ service at the end of a contract or upon termination. It covers data extraction, secure data deletion, and the support available to ensure an orderly and compliant transition away from the service.

Exit Support

This section describes the support available to customers when exiting the service, including assistance with data extraction and transition planning. At contract end or upon termination, customers can request support for service exit, which may include:

- Export of customer data in a commonly used electronic format (e.g. Excel)
- Secure transfer of exported data to the customer
- Consultancy around the export and structure of data (additional charge)

Data Deletion

This section explains how customer data is securely removed from the service following exit, in line with data protection and security requirements.

- Customer data is securely deleted following confirmation of successful data export
- Data deletion is performed in accordance with data protection and security policies
- Certificate of destruction can be issued if required

Timescales

This section outlines the typical timescales associated with exit activities, subject to agreement based on data volume and complexity. Data export requests are typically fulfilled within an agreed timescale, depending on data volume and complexity. Data exports are typically undertaken at weekends or outside of core work hours.

Charges

This section clarifies which exit-related activities are included within the service and which may incur additional charges.

- Standard data export is included, if extra data exports are required this will incur additional costs
- Additional exit support or bespoke assistance may be chargeable by agreement