

Document Name: Scribe Compliance Audit Management Service Definition
Document Reference: SD001
Version: 002
Classification: Restricted

Scribe Compliance Audit Management – G-Cloud 15 Service Definition (Lot 2b – SaaS)

Supplier: Doc-works Ltd

Service Type: Software as a Service (SaaS)

Hosting: UK-based data centres only

Data Location: All data stored, processed, replicated and backed up exclusively in the United Kingdom

Service Availability: 99.5% (excluding planned maintenance)

1. Service Overview

Scribe Compliance Audit Management is a configurable audit and compliance platform enabling organisations to design, schedule and complete compliance checks, identify non-compliance, assign corrective actions and monitor progress through real-time dashboards, supporting regulatory, governance and organisational standards across operational environments.

2. Service Features

- Structured audit templates simplify creation and completion of compliance audits.
- Browser-based access supports auditors, managers and governance teams across organisations.
- Mobile-friendly capability enables audit completion and evidence capture where required.
- Role-based access control secures and manages permissions across audit workflows.
- Configurable audits and scoring frameworks align with organisational and regulatory requirements.
- Automated identification of non-compliance highlights issues during audit completion.
- Automatic corrective action plans assign ownership, deadlines and escalation.
- Scheduled audits, reminders and alerts support timely completion and oversight.
- Audit and reporting dashboards highlight non-compliance, trends and risk areas.
- Extractable audit data supports reporting, benchmarking and business intelligence.

3. Service Benefits

- A consistent, organisation-wide approach to compliance auditing improves assurance and reduces variation.
- Digital audit workflows replace paper and spreadsheets, reducing manual effort and administrative burden.
- Real-time dashboards provide immediate visibility of compliance status, non-compliance and emerging risks.
- Automated identification of non-compliance ensures issues are highlighted during audit completion.
- Automatic generation and assignment of corrective action plans ensures accountability and timely resolution.
- Scheduled audits, reminders and escalation improve audit completion rates and oversight.
- Clear evidence trails support regulatory, governance and inspection requirements.
- Analytics and reporting identify trends, risks and improvement opportunities across operational environments.
- Leadership teams can focus attention on highest-risk areas requiring intervention.
- Integration with operational and governance systems reduces duplication and improves data quality.
- Extractable audit data supports benchmarking, reporting and organisational learning.

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4. Service Scope Included: • Browser-based compliance audit platform for auditors, managers and governance teams. • Configurable audit templates, scoring and compliance frameworks. • Audit scheduling, reminders and escalation workflows. • Automated non-compliance identification and corrective action management. • Dashboards and reporting for compliance status, trends and risks. • Evidence capture with secure audit trails. • Role-based access control and user management. • Hosting, backups, monitoring and routine updates. • Standard data export for reporting and assurance. Optional (chargeable): • Custom integrations with external or operational systems. • Additional environments (test, training or pre-production). • Bespoke dashboards, reports or analytics. • Extended configuration and specialist audit frameworks.	5. User Roles • Auditors and compliance officers • Supervisors and governance teams • Operational and service managers • Quality, risk and patient safety teams • Data quality and assurance staff • BI and reporting users • System administrators • Integration and IT support teams • Training and improvement leads
6. Onboarding & Implementation 6.1 Included • Requirements discovery • Workflow and configuration setup • Role and permission configuration • Standard environment provisioning • Training materials • Test environment access • Setup of standard inbound/outbound workflows • Go-live readiness review 6.2 Optional (Chargeable) • Onsite or extended training • Custom dashboards, reports or analytics • Optional module activation • Additional test or pre-production environments	7. Service Levels & Support 7.1 Standard Support (Included) • Hours: 08:30–17:30 UK time, Monday–Friday • Channels: support portal, email, telephone • Incident response targets: ○ P1: Within 30min ○ P2: Within 1 hour ○ P3: Within 4 hours ○ P4 Within 1 business day ○ P5 Within 5 business days • Availability target: 99.5% (excluding planned maintenance) 7.2 Escalation Process Formal escalation path from support analyst to senior engineering and service management.

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- Extended configuration for organisation-specific audit frameworks - Data migration assistance for importing historical audit records 6.3 Customer Responsibilities - User list and permission approvals - Network and firewall configuration - Provision of integration access and credentials - Participation in testing and user acceptance (UAT) - Maintenance of user administration and role-based access decisions 6.4 Typical Timeline Typical deployment: 2–12 weeks.	
8. Maintenance & Upgrades - Regular platform updates at no additional cost - Advance release notes - Planned maintenance outside peak hours - Backwards-compatible updates unless otherwise agreed	9. Security & Compliance 9.1 Certifications & Standards - ISO 27001 and Cyber Essentials Plus - DSPT compliant 9.2 Technical Security Controls - TLS 1.2+ encryption in transit - AES-256 encryption at rest - RBAC with configurable permissions - Audit logging - Optional MFA - Supports HSCN access 9.3 Testing & Assurance - Annual CREST/CHECK penetration testing - Vulnerability management lifecycle - Secure development lifecycle practices 9.4 Data Protection - GDPR compliant - Data processed exclusively within the UK
10. Integrations Optional - Integration with operational, governance, HR, fleet, estates, IT ticketing, cleaning, or other management systems - Optional bespoke connectors for third-party platforms Included - Secure email communication for notifications and alerts - Export to BI tools (Power BI, Qlik, Tableau) Standard CSV, XML and JSON data exports	11. Reporting & Analytics - Real-time clinical and operational dashboards - CSV, XML and JSON export options - Scheduled reporting - BI tool compatibility (Power BI, Qlik, Tableau) Optional bespoke report development

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12. Pricing Summary Pricing submitted on the G-Cloud Digital Marketplace represents maximum rates. 12.1 Included • Access to Scribe Compliance Audit Management • Standard hosting and support • Backups and disaster recovery • Maintenance and upgrades • Admin portal access • Implementation and onboarding services 12.2 Chargeable • Optional modules • Optional integrations • Bespoke configuration • Data migration assistance Pricing units: • Pricing is organisation wide not per device or user • Covers all audit stakeholders • One-off onboarding/implementation fee	13. Roles & Responsibilities 13.1 Supplier Responsibilities (Doc-works Ltd) Doc-works will: • Deliver the service in accordance with the Call-Off Contract and this Service Definition. • Provide hosting, security, updates, maintenance and monitoring. • Supply a named Project Manager and technical leads during implementation. • Configure the system, workflows and integrations in line with agreed requirements. • Provide onboarding, training and documentation. • Operate the support desk and meet agreed SLAs. • Maintain ISO 27001, DSPT and applicable NHS ICT/security standards. • Provide service performance reports, audit logs and escalation routes. • Manage approved subcontractors in compliance with G-Cloud requirements. 13.2 Customer Responsibilities (The Buyer) The Customer will: • Assign a Project Lead and subject matter experts for implementation. • Approve workflows, forms, integrations and user-access structures. • Provide and manage devices, networks, identity systems and connectivity (e.g., VPN/APN/HSCN where applicable). • Support User Acceptance Testing, go-live activities and local deployment. • Operate as Data Controller under UK GDPR and define data-retention requirements. • Maintain user administration and RBAC decisions. • Report incidents promptly and follow agreed escalation processes. • Maintain business continuity procedures associated with the service. 13.3 Joint Responsibilities Both parties will: • Collaborate on risk assessment, security reviews and governance compliance. • Participate in scheduled service reviews and meetings. • Manage change requests through the agreed change-control process.
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	• Cooperate during continuity events, downtime procedures and data synchronisation. • Ensure effective communication and timely decision-making throughout the contract. 13.4 Transition-In (Implementation) Doc-works will provide an agreed Implementation Plan covering discovery, configuration, integrations, testing, training and go-live. The Customer will ensure all technical prerequisites, access and resources are available to meet agreed timescales. 15.5 Transition-Out (Exit) Doc-works will provide full data extraction in standard open formats (e.g., CSV/XML) at no additional cost. The Customer will confirm data-retention instructions and complete any required local decommissioning activities.
14. Data Extraction & Exit Included • Standard full data extract • CSV, XML, JSON • Audit log export • Exit guidance and handover of audit templates, results, and reports Optional • Custom migration formats • Extended read-only access after contract end Secure Deletion • Data deleted within 30 days of contract closure • NCSC-aligned sanitisation applied • Certificate of destruction available	15. Data Location All data is stored, processed and backed up exclusively within the UK.
16. Accessibility Scribe Compliance Audit Management incorporates accessibility best practices and aims to meet WCAG 2.2 AA where appropriate for web-based audit and governance workflows.	17. Roadmap A service roadmap is provided to customers. Roadmap items are indicative and not contractual unless explicitly agreed.