



Ideagen Policy Compliance

Service Definition Document

G-Cloud 15

Lot 2b Software as a Service (SaaS)

Table of Contents

Company Overview.....	4
Service Overview.....	4
Overview of the Service	4
Features and Benefits	5
Outcomes and Deliverables	6
Technical Requirements	6
Hosting Options and Locations	7
Data Back-Up and Restoration.....	7
Security.....	8
Information Assurance	8
Privacy by Design	8
Development Life Cycle	9
Buyer Responsibilities.....	9
Onboarding and Offboarding.....	10
Project Management Services.....	10
Service Constraints.....	15
Outage and Maintenance Management	15
Service Levels	16
After Sales Support.....	17
Access to Data (upon exit).....	17

Contact Details..... 18

Company Overview

Ideagen brings clarity and confidence to those businesses that put resilience at the heart of their operations.

Trusted by over 18,000 organisations worldwide – including over 1000 government agencies, more than 2000 hospitals and healthcare settings, as well as education, blue light services, life science and not-for-profit – our AI enabled solutions are proven to keep people, products and processes safe, increase efficiencies and streamline operations.

By unifying decades of deep regulatory expertise and innovation with affordable, best-in-class software we provide trusted, meaningful intelligence to support regulated and high-compliance industries with their audit, risk, health and safety, quality and compliance needs.

We are committed to continually improving the quality of our solutions, the environmental impact of our operations, and the security of the information that we safeguard. This commitment is demonstrated by our company certifications to ISO 9001, ISO 14001, ISO 27001 and ISO 45001. Ideagen also follows the guidance provided by ISO 26000.

Service Overview

Overview of the Service

Ideagen Policy Compliance is a comprehensive, cloud-based Software as a Service (SaaS) solution built natively on Microsoft 365 and SharePoint Online. Designed specifically for highly regulated organisations in the public sector, the solution provides end-to-end policy lifecycle management capabilities that streamline policy creation, review, approval, distribution, and compliance tracking.

The service enables organisations to establish a central policy repository, automate workflows for policy review and approval, track policy

acknowledgements and attestations, ensure version control and audit trails, and maintain compliance with regulatory requirements including UK GDPR, ISO standards, and sector-specific regulations relevant to public sector bodies.

Ideagen Policy Compliance is specifically designed for public sector organisations requiring robust governance frameworks, including government departments, NHS trusts, local authorities, educational institutions, emergency services, and regulatory bodies.

Features and Benefits

Ideagen Policy Compliance delivers a comprehensive suite of features designed to address the complex policy management challenges faced by public sector organisations.

Core Capabilities

- Policy authoring and workflow management with custom approval processes
- Comprehensive version control and immutable audit trails
- Automated policy distribution and acknowledgement tracking
- Real-time compliance dashboards and reporting
- Enterprise search and repository management
- Native Microsoft 365 integration with single sign-on
- Mobile access via SharePoint mobile applications
- Automated review cycles with configurable notifications

Key Benefits for Public Sector

- Demonstrate compliance with regulatory requirements and audit standards
- Reduce administrative burden through automation
- Improve policy governance with clear accountability
- Enhance transparency for staff and public
- Leverage existing Microsoft 365 investment

Outcomes and Deliverables

Upon successful implementation, organisations will receive:

- Fully configured Ideagen Policy Compliance instance within Microsoft 365 tenant
- Custom workflow configurations aligned with organisational approval processes
- Migrated policy content from legacy systems (initial batch of up to 250 documents)
- Configured user roles and permissions structure
- Comprehensive training for administrators and super users
- Training documentation, administrator guides, and migration tools
- Standard and custom report templates
- Complete audit trail from day one of operation

Technical Requirements

Ideagen Policy Compliance operates as a native Microsoft 365 SharePoint application and requires:

- Microsoft 365 subscription (E3, E5, or Business Premium)
- SharePoint Online environment
- Azure Active Directory for user authentication
- Modern web browsers: Microsoft Edge, Chrome, Firefox, or Safari (latest 2 versions)
- Internet connectivity with access to Microsoft 365 services
- No additional hardware or server infrastructure required

Hosting Options and Locations

Ideagen Policy Compliance is hosted on Microsoft Azure cloud infrastructure within UK data centres to ensure compliance with UK data residency requirements.

UK Data Residency

All customer data is hosted exclusively within the United Kingdom to ensure full compliance with UK data protection and residency requirements. Ideagen Policy Compliance leverages Microsoft Azure UK datacentres:

- Primary Region: Microsoft Azure UK South (London)
- Secondary Region: Microsoft Azure UK West (Cardiff)
- Data never leaves UK sovereign territory
- Geo-redundant storage within UK regions for high availability
- Compliant with UK GDPR and Data Protection Act 2018

Infrastructure and Architecture

The service operates on Microsoft's enterprise-grade cloud infrastructure with:

- Multi-tenant architecture with logical data segregation
- Automatic scaling to meet demand
- Load balancing across availability zones
- Redundant power, cooling, and network connectivity
- 24/7 monitoring and infrastructure management

Data Back-Up and Restoration

Backups are configured through Microsoft Azure managed services to support our Recovery Time Objective (RTO) and Recovery Point Objective (RPO) requirements. Backups are stored redundantly across multiple facilities within the UK.

There is a documented Business Continuity and Disaster Recovery (BCDR) Plan for the solution which is tested at least annually. Findings from BCDR testing are tracked to ensure continuous improvement of the recovery procedures.

Security

Information Assurance

Ideagen maintains a suite of Corporate Security Policies cover the management of security for both its internal operations as well as the services Ideagen provides to its customers, and applicable to all Ideagen employees as well as any relevant third parties and stakeholders. These policies, which are aligned with the ISO/IEC 27001:2022 standard to which Ideagen is externally certified, govern all areas of security applicable to the services. All policies are formally reviewed and signed off by management at least annually or on significant change, in line with our ISO 27001 Certification.

Additionally, Ideagen is certified under both Cyber Essentials and Cyber Essentials Plus. A comprehensive overview of Ideagen policies, standards, and procedures, can be supplied upon request.

The information security of the business is currently overseen by our VP Global Cyber Security, who works closely with our IT Teams, our Product Managers and our Group DPO to ensure that all Technical and Organisational Measures are in place and maintained. Ideagen utilises the Microsoft Azure, M365 product suite and AWS cloud services and therefore has the benefit of the Microsoft and Amazon infrastructure and controls.

Privacy by Design

Ideagen has embedded privacy by design principles throughout its product and development lifecycle, prioritising the protection of User data throughout all processing activities. The service implements core privacy principles including

data minimization, purpose limitation, and privacy by default, ensuring Users benefit from the highest privacy settings without additional configuration.

The service employs strong encryption and granular access controls to ensure Buyer Data remains secure. Privacy safeguards are integrated from initial design through to data deletion, with regular privacy reviews conducted as features evolve.

Ideagen has appointed a qualified and certified Data Protection Officer who oversees data protection compliance across the organisation and is registered with the Information Commissioner's Office in the UK.

Full details are available in [Data Protection Policy | Safeguarding your privacy](#)

Development Life Cycle

Ideagen delivers its software through agile methodologies and has adopted the core principles of the Scrum framework, as defined in the Scrum Guide at Scrum.org, to achieve this.

Ideagen developers follow OWASP guidelines. There are Lead Developers who ensure that our development processes are followed, such as peer reviews, testing against the OWASP top 10, etc.

The Cyber Security Unit (CSU) actively undertake regular penetration testing and vulnerability scans to discover any potential vulnerabilities within Ideagen software.

Our Software Development Lifecycle (SDLC) Document forms part of our ISO 27001 and ISO 9001 Frameworks and is reviewed by the Document Owner and our Risk & Audit Team at least annually or on event of a change.

Buyer Responsibilities

Working Together for Success

To ensure you get the most from our Services, we'll need you to designate a primary contact person before we begin. This person will be our go-to for important updates like maintenance notifications and service requests, and should have the authority to handle matters such as data releases, restorations, and configuration changes. Just share their name and email address with us, and we'll make sure they stay informed on everything that matters.

Your Role in Managing the Solution

To help you maintain control and get the best results from our Software and Services, you'll take care of:

- Managing user security and permissions within the Software
- Setting up and maintaining your user desktops and network access
- Implementing, testing, and configuring your database as your needs evolve
- Providing us with accurate information as outlined in our guidance
- Keeping us updated on any operational changes that might affect the Services
- Creating and configuring user accounts
- Meeting your obligations on time and in line with applicable laws

Access and Collaboration

To deliver great service, we may occasionally need access to your equipment, information, data, personnel, or systems. We'll always keep our requests reasonable and work around your schedule. If our Team visits your premises, we ask that you help us maintain a safe and secure working environment, we'll do the same if you visit us!

Onboarding and Offboarding

Project Management Services

Implementation Timeline: Ideagen Policy Compliance provides a structured 45-day implementation programme designed to ensure successful deployment and user adoption.

Implementation Phases

Phase 1: Project Introduction and Discovery (Week 1-2)

Initial project introduction call scheduled with implementation specialist and key Team Members to establish project scope, timeline, and Stakeholder alignment.

Product Overview Sessions (Total: 3 hours):

- Session 1 – Client Process Discussion & Product Overview (1.5 hours): Review current document processes, discuss desired changes, cover Ideagen Policy Compliance terminology, standard processes, and introduce Go Live Checklist
- Session 2 – Migration Tool Preparation (1 hour): Discuss documents for migration, organize and name documents, define required metadata
- Session 3 – Migration Preparation Review (30 minutes): Confirm migration preparation complete for first batch of up to 250 documents

Phase 2: Deployment (Week 3)

Software Deployment (2 hours + 30 minutes functionality test): Remote deployment conducted via Microsoft Teams or RingCentral by Customer IT Team following provided Deployment Guide. No SharePoint downtime during deployment.

Requirements: Microsoft Office 365 Tenant Administrator access with ability to create Site Collections and download/install add-ins from Microsoft App Store. License fee payment required before deployment.

Phase 3: Super User Training (Week 4-6)

Comprehensive training programme for Administrators and Super Users conducted via screen sharing:

- Session 1 – Lifecycle Walkthrough (2 hours): In-depth explanation from high-level processes to detailed functionality
- Session 2 – Process Discussion (2 hours): Policy approval process, document categorization, policy classifications and types
- Optional Process Validation (1 hour): Implementation specialist joins internal team discussions to validate process decisions
- Session 3 – Configuration Review (1 hour): Review policy classifications and types configured by team
- Session 4 – Administrator Walkthrough (2 hours): Administrative features and administrator-only functions
- Session 5 – Custom Fields & Templates Discussion (1 hour): Setup of custom columns, templates, and administrative configuration
- Session 6 – Custom Fields & Templates Review (1 hour): Review custom columns and templates configured
- Session 7 – Hands-On Practice (2 hours): Practical session allowing team to practice and ask questions
- Session 8 – Certification Training (1 hour, if applicable): Administrative setup and management of certification workflows

Phase 4: Document Migration Training (Week 6-7)

- Session 1 – Document Migration Training (2 hours): In-depth training on Migration Tool and Migration Guide for employees responsible for data migration
- Optional Additional Sessions (1-3 hours): Implementation specialist available during migration process to guide and answer questions
- Go Live Criteria: Organisation considered live once first batch of up to 250 documents successfully migrated into the system.

Phase 5: Go Live Preparation (Week 8)

- Session 1 – Go Live Checklist Review (1 hour): Review Go Live Checklist and validate Success Plan

- Session 2 – Final Overview (1 hour): Open format Q&A, additional hands-on practice, transition to Support Team resources

Phase 6: Project Wrap-Up (Week 9-10)

- Session 1 – Project Wrap Up (30 minutes): Review rollout plan, support resources, final questions
- Session 2 – Go Live Follow Up (30 minutes, at 60 days): Review progress, user adoption, and document migration status

Project Management Services

- Dedicated implementation specialist assigned throughout 45-day programme
- Detailed project plan with defined milestones
- Regular status meetings and progress tracking
- Risk management and issue escalation procedures

Technical Services

- Microsoft 365 tenant readiness assessment
- SharePoint site collection provisioning and configuration
- Azure Active Directory integration and permissions configuration
- Custom workflow development and automation
- Integration with Microsoft 365 services

Consultancy Services

- Policy framework assessment and gap analysis
- Workflow design and approval process optimisation
- Best practice guidance for policy lifecycle management
- Compliance requirements mapping for sector-specific regulations

Training Materials Provided

- Deployment Guide for IT administrators
- Migration Tool and Migration Guide
- Administrator guides and configuration documentation
- Go Live Checklist and Success Plan template
- User guides and quick reference materials

Service Constraints

Maintenance Windows

Scheduled maintenance is performed during defined windows to minimise business impact:

- Standard Maintenance Window: Sundays 02:00–06:00 GMT
- Frequency: Monthly for routine updates
- Notification: 5 business days advance notice via email
- Emergency Maintenance: May occur outside window for critical security patches
- Expected Impact: Service unavailable during maintenance; average duration 2 hours

Customisation Limitations

As a SaaS platform, Ideagen Policy Compliance operates within defined customisation boundaries:

- Configurable disclosure forms and workflows within standard framework
- Custom fields and dropdown values supported
- Branding customisation (logos, colours) available
- Source code modifications not permitted
- Extensive customisation may require professional services engagement

Outage and Maintenance Management

Ideagen is notified of vulnerabilities through our own internal testing along with independent external assessments and system patch monitoring. Each vulnerability is reviewed to determine if it is applicable to Ideagen's hosting environment and its potential impact. If a zero-day vulnerability is discovered, we will assess its impact to the system and if required patch at the earliest opportunity.

Backups are configured through Microsoft Azure managed services to support our Recovery Time Objective (RTO) and Recovery Point Objective (RPO) requirements. Backups are stored redundantly across multiple facilities within the UK.

All products are monitored using a managed SIEM/UEBA parsing. If any thresholds are met, alerts are presented via our ticketing system to our Cloud and Cyber Operations Team with automatic escalation procedures. Ideagen operate a formal Incident Management Policy and confidential processes that form part of our ISO 27001:2022 programme and as such is reviewed and externally audited at least annually. This area is further evidenced through the Ideagen ISO 27001:2022 Certificate and the Statement of Applicability.

Patch Management: Security patches applied monthly during scheduled windows. Critical patches applied with appropriate notification.

Vulnerability Management: Critical vulnerabilities (CVSS 9.0+) remediated within 7 days. High severity (CVSS 7.0-8.9) within 30 days.

Incident Management: 24/7 monitoring with automated alerts. Major incidents escalated to senior management within 30 minutes.

Service Levels

We will be available for support through our online support portal, email or phone for the term of this Agreement, Monday through Friday, please refer to the SLA available at: [Ideagen Support Service Level Agreement \(SLA\) – Help | Ideagen Luminate](#)

In the event there are errors with the Software, the Company will endeavour to solve the issue within 72 hours of receipt of the problem. However, the Client acknowledges that some issues may require longer to resolve.

Ideagen offer three levels of Customer Success Plans which can be purchased offering three levels of support; Premier, Standard and Essential, full information can be found at: [Plan comparisons – Ideagen Customer Excellence \(Standard\)](#)

After Sales Support

You will be assigned a designated Account Manager who will be the primary contact point for any questions post implementation. The Premier Success Plan also provides access to an in-region Buyer Success Manager as well as a dedicated phone number for directly contacting the Support Team.

The Account Manager / CSM will actively seek to contact you to establish monthly and quarterly reviews at a mutually convenient time to ensure that you are maintaining value from your solution, and happy with the service provided by Ideagen.

For all service level information, please refer to: [Ideagen Support Service Level Agreement \(SLA\) – Help | Ideagen Luminare](#)

Access to Data (upon exit)

We want to make sure you have everything you need when our Contract comes to an end. Please remember to download and save any of your data from the Software before the termination date, this is important because your data will be permanently deleted from our systems after that point.

Once the Contract ends, and unless otherwise agreed, we won't be able to maintain your data or other information you've submitted and we'll proceed with deleting all copies from our systems (unless we're required by law to keep them).

If you'd like our assistance extracting your data from the Software, just let us know at least 30 days before your termination date, we'll do our best to help. Please note that any assistance we provide will be subject to our standard professional services rates to cover our time and costs.

Contact Details

Please email g-cloud@ideagen.com with a brief description of your requirements and include the following contact details:

- Name
- Role
- Contact e-mail
- Telephone number
- The solution you are interested in

Ideagen will pass your enquiry to the most appropriate Team Member who will contact you to contact you to gather any additional information.